

User Guide

Invoice

422

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Exact Globe & Exact Globe+

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WELCOME TO EXACT GLOBE NEXT AND EXACT GLOBE+!

This guide provides the information you need to work effectively with Exact Globe Next and Exact Globe+. It is part of the series of user manuals for Exact Globe Next and Exact Globe+. The goal of this documentation is to help you to get quickly acquainted with the product and the possibilities it offers. It will help all users, especially those without much experience with our software, to get started with and benefit from the product straightaway. Exact Globe Next and Exact Globe+ is an integrated software solution; its modules of related business processes function together in an integrated manner. Besides the user manuals, there are several information sources, related to the software, available to you. You can access online help documents on Exact Globe Next and Exact Globe+ functionalities while working with the software by just pressing the F1 key. The list of help documents also contains release notes related to the product. They inform you of the improvements and functional additions in the various releases of the product.

You can also access the help documents, release notes, and other related documents online through the Exact Customer Portal on www.exact.com. The Customer Portal is a protected part of the Exact Software internet site, which has been specially developed to provide you with information and to help you get the maximum yield from your software. This portal informs you about our contacts, downloads, FAQs, and the latest product news. We invite you to use the portal as often as you wish!

Thank you for using Exact Globe Next/Exact Globe+ and this user manual!

Note:

This user manual contains information applicable to both Exact Globe and Exact Globe+. However, the screens displayed are Exact Globe screens.

1. INTRODUCTION

The **Invoice** module within the integrated Exact Globe Next/Exact Globe+ ERP system enables you to create different types of invoices and will process each type according to its business consequences. Besides the normal invoicing process, the **Invoice** module also provides advanced functions that you can use to manage different situations. These include the direct invoice function that is applicable to companies dealing with direct sales, as well as the recurring invoice function for your regular customers.

With its extensive range of features, the **Invoice** module not only speeds up the invoicing process, it is a valuable tool for monitoring the process.

The advantages of the **Invoice** module are:

- **Clear invoice entry resulting in fewer mistakes**
The entry process for invoice is clear and fast, with much of the information automatically filled in because it has already been entered on the customer or item card. This limits the amount of information that you will have to enter and thus, reduces mistakes in data entry.
- **Flexible and time-saving processing of invoices**
During the creation of an invoice, you can create new information immediately, as well as change existing information, from the entry screen. The entry screen also contains the authorization and print functions, which allows you to go through the whole invoicing process without leaving the screen.
- **Managing prices with E-Price Management**
With the integration of **E-Price Management**, you can manage prices easily. You can manage your price lists per target group and price agreements for an item, record quantity discounts, and create price lists for multiple currencies and countries.
- **Better analysis tool with E-Sales Analysis**
With the integration of **E-Sales Analysis**, the **Invoice** module offers you the latest management information from your invoicing process. The information is clearly presented in Microsoft Excel for you to have a better insight on your actual sales.

This user manual will cover the following chapters:

- Chapter 1: Introduction
- Chapter 2: Setting Up
- Chapter 3: Invoice Management
- Chapter 4: Management Information
- Chapter 5: Price Management
- Chapter 6: Advanced Features

2. SETTING UP

Before you start using the **Invoice** module of Exact Globe Next/Exact Globe+, it is necessary to define the relevant settings. The settings of your administration can reflect the company policies and work procedures. Thus, it is fairly important for a company to standardize the settings for the users to help them work in a systematic way. It is also essential to set up the relevant settings correctly because changes in the settings later on could have major impact on your administration and the users as well.

By setting up the necessary settings, you will find the system easier to use and more efficient.

The following settings are relevant to the module:

- Invoice settings
- Documents settings
- Numbers settings
- Creating and maintaining invoice codes
- Creating and maintaining items

2.1 INVOICE SETTINGS

Invoice settings are settings relating to your preferences or the constraints in creating, authorizing, and printing sales invoices, direct invoices (direct sales), and credit invoices.

Before you start to create the invoices, you will need to set up your invoicing administration at System → General → Settings, under **Settings** (on the left menu), click **Invoice settings**.

User rights: You can only set up the invoice settings if you have the **Invoice settings** function right at System → HR & Security → User rights, under Functions → Rights → System.

Invoice settings					
Entry					
Shipping via	TNT	Shipping via TNT	Change invoice debtor	<input checked="" type="checkbox"/>	
Default warehouse	1	Central Warehouse	Exceeding permitted	<input type="checkbox"/>	
Assign invoice numbers	At final print		Negative margin check	<input checked="" type="checkbox"/>	
Reference (Credit note)	CRED		Discount / Extra charges	<input checked="" type="checkbox"/>	
Quantity (Default)	0.000		Block invoice number	<input checked="" type="checkbox"/>	
Item code repeat length	0		Credit note: Copy invoice Xrate	<input type="checkbox"/>	
			Delete invoices with invoice numbers assigned	<input checked="" type="checkbox"/>	
Authorise					
Authorise invoices	<input type="checkbox"/>	Under	0.00 EUR	greater than or equal to	0.00 EUR
Print					
Revenue account	Item		Blocked debtor	<input type="checkbox"/>	
Exchange rate	Input time		Invoice code/journal link	<input checked="" type="checkbox"/>	
Revenue: Date	Print time		Use multiple layouts	<input type="checkbox"/>	
Journalise amounts	Gross		Print layout during Email/E-Invoice	<input checked="" type="checkbox"/>	
			Post entries: At final print	<input type="checkbox"/>	
			Sequential: invoice number and date	<input type="checkbox"/>	
Direct invoice					
Direct invoice debtor	60086	Contantdebiteur	Multiple: Direct invoice code	<input type="checkbox"/>	
Direct invoice code	30	Direct sales invoices			
Invoice code: Direct credit note	30	Direct sales invoices			
Payment condition	00	Payment within 30 days			
OCR-B					
Deposit authority	<input checked="" type="checkbox"/>	Return	<input checked="" type="checkbox"/>		
Penalty invoice					
Penalty invoice item	TEFACTUUR	Penalty invoice			
Penalty invoice code	20	Penalty invoices			
Penalty payment condition	30	Payment within 30 days			

Logbook Save Close

Entry section

Shipping via

Type or select the default shipping method to be used when creating invoices. Shipping method is the method that is used for the delivery of items ordered. The method of delivery can be changed during invoice entry.

Default warehouse

Type or select the default warehouse to be used when recording invoices. The warehouse can be changed when creating an invoice.

Assign invoice numbers

Specify when the invoice number (**Our ref.** or internal reference number) is assigned to an invoice by selecting one of the following options:

- **At final print** — Invoice number is assigned when the invoice is the final print, which means the invoice is processed and entries are made into the specified journals.
- **At trial print** — Invoice number is assigned when the invoice is a trial print, which means a test copy of the invoice is generated, but the invoice is not processed and no entries will be made into the journals.
- **At entry** — Invoice number is assigned during the invoice entry.

Calculate prices

Select from one of the following options to indicate how the price of an item is calculated during invoice entry:

- **Invoice debtor** — If you have selected **Invoice debtor**, the price of an item in the invoice is calculated based on the discount for the debtor who will be receiving the invoice or the debtor selected at **Invoice to**.
- **Sales order debtor** — If you have selected **Sales order debtor**, the price of an item in the invoice is calculated based on the discount for the debtor who placed the order or the debtor selected at **Ordered by**.
- **Invoice debtor * Sales order debtor** — If you have selected **Invoice debtor * Sales order debtor**, the price of an item during invoice entry is calculated based on the example below:

Consider the discount defined for the sales order debtor as “5%”, the discount defined for the invoice debtor as “10%”, and the item price as “\$300.00”.

Calculation:

The price of the item in the invoice will be calculated twice. Firstly, minus 5% from the original price of \$300.00, which totals \$285.00. Then, minus 10% from \$285.00, which totals \$256.50. Thus, the net price of the item shown in the invoice will be \$256.50.

Under the **Disc. % (Extra)** column in the invoice, the percentage is calculated based on \$256.50 divided by \$300.00 (original price of the item) multiplied by 100%.

Note:

You can define the discount for a debtor by selecting the debtor at Finance → Accounts receivable → Maintain, and inserting the discount percentage at **Discount** under the **Financial** tab (when in the **Advanced** mode). The **Discount** field is available if you have **CRM** in your license.

Calculate prices is available only at System → General → Settings, under **Order settings**, at the **Entry** section if you also have **E-Sales Order** in your license.

Discount calculation

Select one of the following to indicate how the discount is calculated during invoice entry:

- **Line discount after price list discount**

Consider the price list discount as “5%”, the line discount as “10%”, and the item price as “\$100.00”.

Calculation:

The price of the item in the invoice will be calculated twice. Firstly, minus the price list discount of 5% from the original price of \$100.00, which totals \$95.00. Then, minus the line discount of 10% from \$95.00, which totals \$85.50. The net price of the item shown in the invoice will be \$85.50.

- **Price list discount + Line discount**

Consider the price list discount as “5%”, the line discount as “10%”, and the item price as “\$100.00”.

Calculation:

The price of the item in the invoice will be calculated one time only by adding up the price list discount of 5% and line discount rate of 10%. Thus, the price of the item is at a 15% discount from the original price of \$100.00, which totals \$85.00. The net price of the item shown in the invoice will be \$85.00.

Discount calculation	Sales price	10% Price list discount	5% Line discount	Total discount
Line discount after price list discount	\$100.00	\$100.00 x 90% = \$10.00	\$90.00 x 95% = \$4.50	\$10.00 + \$4.50 = \$14.50
Price list discount + Line discount	\$100.00	\$100.00 x 90% = \$10.00	\$100.00 x 95% = \$5.00	\$10.00 + \$5.00 = \$15.00

Note:

You can define the price list for a debtor by selecting the debtor at Finance → Accounts receivable → Maintain, clicking **Open**, and then selecting the price list at **Pricelist** under the **Logistics** tab (when in **Simple** mode) or under the **Financial** tab (when in the **Advanced** mode). You will first need to create a price list. For more details on price lists, see *5.2 Creating and Maintaining Price Lists*. Meanwhile, **Line discount** is the discount filled in under the **Disc. % (Extra)** column in an invoice.

Discount calculation is available only at System → General → Settings, under **Order settings**, at the **Entry** section if you also have **E-Sales Order** in your license.

Credit line risk control

You have the options to specify the amount to be used when checking the credit line or credit limit of the debtor during the authorization of invoices. Select one of the following options:

- **Invoices to be authorized** — Select this option to take into account of amount in invoices to be authorized, authorized invoices, and final invoices when checking the credit line of the debtor.
- **Authorized invoices** — Select this option to take into account of amount in authorized invoices and final invoices when checking the credit line of the debtor.
- **Final invoices** — Select this option to take into account of only amount in final invoices when checking the credit line of the debtor.

For example, if you have selected **Authorized invoices** and the debtor's credit line is set at \$20, during invoice entry, if the invoiced amount for the particular debtor is more than \$20, **Payment term** will be displayed for you to view only the authorized invoices and/or final invoices belonging to the debtor that are still outstanding.

You can set the credit limit for a debtor by selecting the debtor at Finance → Accounts receivable → Maintain, clicking **Open**, and typing the credit line amount at **Credit line**, under the **Financial** tab (when in the **Simple** or **Advanced** mode).

Note:

Credit line risk control is applicable only if you have not selected the **Exceeding permitted** check box.

Credit line risk control is available only at System → General → Settings, under **Order settings**, at the **Entry** section if you also have **E-Sales Order** in your license.

Representatives only

You are given the option whether to allow any person, with or without a representative role, to be filled at **Person** in the invoice header during invoice entry. Clear this check box to allow anyone to be selected at **Person** in the invoice header. If you select this check box, only people with the representative role can be selected at **Person** in the invoice header.

Note:

You can create and maintain entries for people, and define their roles and rights at System → HR & Security → Resources. For more details, see *2.1 Human Resource Management - Creating and maintaining entries for people* in the **Human Resources** user manual.

Representatives only is available only at System → General → Settings, under **Order settings**, at the **Entry** section if you also have **E-Sales Order** in your license.

Reference (Credit note)

Type the default reference which will be used when you record a credit note based on an invoice. The reference typed will be automatically filled at the **Description field** at the **Sales invoices** screen during credit note entry. For example, if you define "CN" and create a credit note based on the invoice with the our ref. number of "5600021", the **Description** field in the credit note will be "CN 5600021". For more details on credit notes, see *3.5 Correcting Processed Invoices*.

Quantity (Default)

Type the number to indicate the default quantity when selecting items during invoice entry. You can change the quantity of item during invoice entry.

Item code repeat length

Type the length of the item code to be repeated in the invoice lines during the selection of items in invoice entry. For example, type "2" at **Item code repeat length**. During invoice entry, select an item with an item code of "CARMAT". When you select the next item in the subsequent line in the invoice, the first two characters of the previous item code, which are "C" and "A" will be automatically entered. This helps to speed up the process of recording an invoice especially if the items have item codes starting with the same characters.

Change invoice debtor

Select this check box to allow users to select a debtor that will be receiving the invoice (**Invoice debtor**) who is different from the debtor that placed the order (**Ordered by debtor**) during the invoice entry. Otherwise, the **Invoice debtor** is the **Ordered by debtor**.

Exceeding permitted

Select this check box to allow users to record invoices for debtors who have surpassed their credit limits.

Negative margin check

Select this check box to enable the system to inform you if there is a negative margin when selecting items during invoice entry. A message will be displayed if the sales price of the item is lower than its cost price. You can decide if you want to continue with the invoice entry. If you clear this check box, no message will be displayed if you select an item with sales price that is lower than its cost price.

Discount / Extra charges

Select this check box to display the discount or extra charges when closing an invoice. If you clear this check box, the discount or extra charges can only be displayed by clicking **Specific** in the lower right corner of the invoice entry screen.

Block invoice number

You can prevent users from changing the invoice numbers (**Our ref.** numbers) during the invoice entry by selecting this check box. This makes it mandatory for users to use the system-generated numbers as the internal reference numbers of the invoices. This option is enabled only if you have selected **At entry** at **Assign invoice numbers**.

Credit note: Copy invoice Xrate

Select this check box in order to use the same exchange rate from the original invoice for a credit note that is created based on an invoice. When this check box is selected, the currency and exchange rate for the credit note cannot be edited. The exchange rate will remain unchanged during the printing and processing of the credit note. If this check box is not selected, the credit note created based on an invoice can have an exchange rate that is different from the original invoice.

Note:

This setting does not apply to credit notes that are created manually or that are entered via the **Finance** module.

Delete invoice with invoice numbers assigned

When this check box is selected, only users with function right **Sales: Delete invoices** will be able to:

- delete invoices with invoice numbers assigned.
- delete all entry lines in invoices with invoice numbers assigned.

Clear this check box to prevent users from deleting invoices with invoice numbers assigned.

Authorize section

Authorize invoices

Select this check box to allow invoices to be grouped, printed, and processed only when users with sufficient authorization level have approved the invoices. This function enables the authorized person to check the invoices before they are processed to ensure the correct items and amount are invoiced to the correct customers, and thus, allowing you to have better control of your invoicing process.

Under, greater than or equal to

You can set to authorize invoices only if the invoices are of a certain range of amounts by typing the amount in these two fields. The following table will provide examples of how the authorization of invoices is triggered:

Under (\$)	Greater or equal to (\$)	Authorization
0.00	100.00	All invoices must be authorized.
0.00	100.00	Invoices with total amount of \$100.00 and above must be authorized. Any invoice with total amount of below \$100.00 will be automatically authorized.
100.00	500.00	Invoices with total amount between \$100.01 and \$499.99 will be automatically authorized. Invoices with total amount of \$100.00 and below and \$500.00 and above will need to be authorized.
-100.00	0.00	Credit invoices with total amount between -\$0.001 and -\$99.99 will be automatically authorized. Credit invoices with total amount of -\$100.00 and above will need to be authorized.

Print section

Revenue account

You can specify the revenue account the sales entries will be made to when invoices are processed in the final form by selecting one of the following options:

- **Item** — Select this option to record the sales entries in the revenue account defined at **Revenue** at the item maintenance of the item (go to Invoice → Items → Maintain, select the relevant item, and then click **Open** under the **Financial** tab).
- **Debtors** — Select this option to record the sales entries in the revenue account defined at **Offset account** at the debtor maintenance (go to Finance → Accounts receivable → Maintain, select the relevant debtor, and then click **Open** under the **Financial** tab).

Exchange rate

Select the option to indicate when the exchange rate of the currency is calculated. There are two options available:

- **Input time** — Select this option to calculate the currency exchange rate when you record the invoice.
- **Print time** — Select this option to calculate the currency exchange rate when you print the invoice. It is advisable to use this option if you are dealing with a fluctuating currency so that the latest exchange rate is used to calculate the amount.

Note:

If you have selected **Print time** at **Exchange Rate**, the **Exchange rate field** at Invoice → Entries → Group invoices will be enabled. If you have selected **Input time** at **Exchange Rate**, the **Exchange rate field** at Invoice → Entries → Group invoices will be disabled.

Revenue: Date

Select the option to indicate when you want to post the sales entries in the sales ledger. There are two options available:

- **Input time** — Select this option to post the revenue on the day you record the invoice. For example, if an invoice is recorded on January 1, 2006, and printed on March 31, 2006, the posting date of the revenue is January 1, 2006.
- **Print Time** — Select this option to post the revenue based on the date you print the invoice. For example, if an invoice is recorded on January 1, 2006, and printed on March 31, 2006, the posting date of the revenue is March 31, 2006.

Journalize amounts

Select one of the options to indicate the type of amounts that will be used to create financial entries. The option selected will determine if the sales discounts are registered in a separate general ledger account or not. You can select one of the following options:

- **Net** — Select this option if you do not want to register the sales discounts in a separate general ledger account. The financial entries generated for the revenue amounts are the total net amounts from the invoice lines (including the amounts of the discounts).
- **Gross** — Select this option to register the sales discounts in a separate general ledger account. The financial entries generated for the revenue amounts are the total net amounts from the invoice lines (including the amounts of the discounts). In addition, the amounts of the discounts are reflected in a separate general ledger account. You can specify the general ledger account for registering the sales discounts at **Discount** at the item maintenance (go to Invoice → Items → Maintain, select the relevant item, and then click **Open** under the **Financial** tab).

Blocked debtor

Select this check box to allow the printing and processing of invoices that belong to debtors with a blocked status. By clearing this check box, the system will not allow the processing of invoices for blocked debtors. With this check box selected, you can still print the processed invoices or make copies of the processed invoices for the blocked debtor, as long as the invoices are processed before the debtor has been blocked.

Invoice code/journal link

Select this check box to set the invoice numbers of invoices to follow the sequence number of the journal that is indicated for the invoice code. For more details on creating invoice codes, see 2.4 *Creating and Maintaining Invoice Codes*. However, in order for the invoice numbers to follow the sequence number defined under the **Numbers settings**, clear this check box.

Use multiple layouts

Select this check box to enable the multiple layout functionality, which allows the printing of sales and direct invoices in different layouts. The multiple layout functionality will be disabled if this check box is not selected.

Print layout during Email

Select this check box to print invoice(s) processed at Invoice → Entries → Print / Process or Invoice → Entries → Invoices, or previously processed invoice(s) at Invoice → Reports → Invoice history when the invoices are sent via e-mail. The setting is applicable also when you select the **Use multiple layouts** check box, whereby you can print the invoices using multiple layouts or when the **Store attachment** setting at **Documents settings** is set to **PDF**, whereby the cover letters are attached to the e-mails in specific formats. For more information, see 2.2 *Documents Settings*. Clear the check box if you do not want to print a copy of the invoices. By default, the check box is selected when you update Exact Globe Next/Exact Globe+ to the latest implementation. However, by default, the check box is cleared with a fresh installation of Exact Globe Next/Exact Globe+.

Post entries: At final print

Select this check box to automatically post the journal entries of sales invoice created during final printing of invoices.

Sequential: Invoice number and date

Select this check box to validate the invoice number and date during the final printing of the invoices, and invoices with and without invoice number defined. By default, this check box will be selected for the Spanish, Portuguese, and Italian legislations, and cleared for other countries. Invoices can be printed only if the following criteria are met:

Example 1

Invoice date A > last Invoice date B
 Invoice number A > last Invoice number B

Example 2

Invoice date A < last Invoice date B
 Invoice number A < last Invoice number B

Direct invoice section

Direct invoice debtor

Direct invoices are created for direct sales or sales without an underlying sales order as it will be a hassle to create an individual account every time a customer walks in to purchase items. You can set the default debtor account by typing or selecting the debtor in this field so that all direct invoice entries will be recorded to the same ledger. For more details on direct invoices, see *7.5 Creating and Maintaining Direct Invoices - Creating direct invoices*.

Direct invoice code

Type or select the invoice code to define the default invoice code to be used during direct invoices entry. For more details on creating invoice codes, see *2.4 Creating and Maintaining Invoice Codes*.

Invoice code: Direct credit note

Type or select an invoice code to define the default invoice code to be used during direct credit note entry. For more details on creating invoice codes, see *2.4 Creating and Maintaining Invoice Codes*. Direct credit notes are created based on direct invoices for customers who are returning items to your store. For more details on direct credit notes, see *7.5 Creating and Maintaining Direct Invoices - Creating direct credit notes*.

Payment condition

Type or select the payment condition to define the default payment condition to be used during direct invoice entry. For more details, see *2.6 Payment Conditions* in the **Finance** user manual.

Multiple: Direct invoice code

When making a direct invoice or direct credit note entry, the direct invoice debtor can still be edited even though you have specified a debtor in the **Direct invoice debtor** box. However, if you have specified an invoice code in the **Direct invoice code** and **Invoice code: Direct credit note** fields, the invoice code cannot be changed during the direct invoice or direct credit note entry. To enable the invoice code to be changed, select this check box. This option enables you to have different invoice code for each different counter of your store.

OCR-B section

The form code printed may differ depending on the settings in this section. See the following for the possibilities:

- Code 12 — If the **Deposit authority** check box is not selected and the **Return** check box is selected.
- Code 13 — If the **Deposit authority** and **Return** check boxes are not selected.
- Code 14 — If the **Deposit authority** and **Return** check boxes are selected.
- Code 15 — If the **Deposit authority** check box is selected and the **Return** check box is not selected.

Deposit authority

Select this check box to specify that you will be the one paying the deposit authority when a Giro collection slip is paid manually. If this check box is not selected, the deposit authority will be paid by your customer.

Return

Select this check box to specify that you do not want the transfer form to be cut off at the top right corner when a payment is returned. If this check box is not selected, the top right corner of a transfer form will be cut off slantingly when a payment is returned.

Sales commissions section

This section is available in **Order settings** or **Invoice settings**, depending on whether you have a combination of modules **SE1124 - E-Commission Invoices**, **SE1200 - E-Order**, and **SE1100 - E-Invoice** or **SE1124 - E-Commission Invoices** and **SE1100 - E-Invoice** respectively in your license.

Use sales commission

Select this check box to enable the sales commission mode, display all the sales commission related functions, and hide all the commission invoice related functions. Clear this check box to enable the commission invoice mode, display all the commission invoice related functions, and hide all the sales commission related functions.

Commission method

Select **Item percent/amount**, **Margin**, or **Total sales amount** to calculate the sales commission in sales transactions using the corresponding methods.

Process commission method

Select **By invoice** or **By cash receipts** to define whether commissions will be paid to sales employees once the corresponding invoices are processed or only when the invoices are paid by debtors.

Penalty invoice section

Penalty invoice item

Type or select the item that will act as a carrier for the amount of the penalty in the penalty invoice created. You can only select items with the **Sales** and **Text** attributes. For more details on how to create items, see *2.5 Creating and Maintaining Items*.

Penalty invoice code

Type or select the invoice code to define the default invoice code to be used when creating a penalty invoice. For more details on creating invoice codes, see *2.4 Creating and Maintaining Invoice Codes*. For more details on penalty invoices, see *7.8 Handling Overdue or Late Payments Using Penalty Invoices*.

Penalty payment condition

Type or select the payment condition to define the default payment condition to be used when creating a penalty invoice. For more details, see *2.6 Payment Conditions* in the **Finance** user manual.

2.2 DOCUMENTS SETTINGS

You will need to set up the document format and layout for your invoices and credit notes at System → General → Settings, in **Documents settings**.

The system has predefined several standard layouts for these documents. You can customize or create new layouts and link the layouts to all debtors or an individual debtor.

Invoices that have been printed and processed can be sent to customers via e-mail. You have the option to select the format of the file that will be sent to the customers.

The following topics are relevant to this section:

- Setting up document format layouts, linking document layouts to debtors, and removing linked document layouts from debtors

User rights: You can only set up the documents settings if you have the **Documents settings** function right at System → HR & Security → User rights, under Functions → Rights → System.

2.2.1 Setting up document formats and layouts

General section

Store attachment as

You can select **HTML** or **PDF** to specify the format of the output for the printing and processing of invoices and credit notes. When printing and processing an invoice or credit note, a copy of the invoice or credit note will be saved or sent to the customers via e-mail as a HTML or PDF file attached to the e-mail, depending on the selection.


Note:

Adobe Acrobat version 7.0 or above must be installed for this functionality.


Logistics section

There are a few documents relevant to the **Invoice** module, which can be printed for customers after the completion of the invoicing process. See the following for the relevant documents:


Item labels

Click  **Select** to select the layout for item labels. Item labels are labels with information like the item code, description of the item code, item group, and description of the item group, which are pasted on the end product for tracing or identifying purposes. This layout is used in Invoice → Items → Labels.


Invoice

Click  **Select** to select the layout for invoices. This document consists of information like the debtor who placed the order, items that were ordered, and the total amount of the sales order. An invoice is printed and sent to a customer, usually during the delivery of the items ordered. This layout is used in Invoice → Entries → Print / Process.


Direct invoice

Click  **Select** to select the layout for direct invoices. This document consists of information that is similar to an invoice, but is only applied to direct sales. This layout is used in Invoice → Entries → Print / Process.


Credit note

Click  **Select** to select the layout for credit notes. This document consists of information of items purchased that have been returned by your customers. This layout is used in Invoice → Entries → Print / Process.

Direct credit note

Click  **Select** to select the layout for direct credit notes. This document consists of information that is similar to a credit note, but is only applied to direct returns. This layout is used in Invoice → Entries → Print / Process.

Giro collection slips


Click  **Select** to select the layout for Giro collection slips. This document, which is also known as a direct deposit, consists of information like the invoice number, the total amount of the invoice, and debtor's account number. A Giro collection slip is a bank document that is sent to the bank as a form of instruction to the bank to pay the invoices. This layout is used in Invoice → Entries → Print / Process. In order to use the function of printing Giro collection slips properly, the invoice settings must be set correctly as below:

- In the **Entry** section, select **At entry** at **Assign invoice number**.
- In the **Print** section, select the **Invoice code/journal link** check box.


2.2.2 Linking document layouts to debtors

You can set a default invoice layout for a debtor so that when an invoice document is printed for the particular debtor, the layout set will be used to print the document. The linking of documents to debtors applies only to invoice documents.

To link invoice document layouts to debtors:


1. Go to System → General → Settings.
2. Click **Documents settings**.
3. In the Logistics section, click  **Link layouts to debtors** at **Invoice**.
4. In the **Layouts: Invoice** screen, select a debtor.
5. Click **Change**. To select a few debtors, hold down the CTRL key and select the debtors.
6. At **Layout**, select the layout.
7. Click **OK**.
8. Click **OK** again.
9. Click **Close** to exit.

Tip:


You can also link documents to debtors by clicking  **Layouts** at the debtor maintenance (go to Finance → Accounts receivable → Maintain, select the relevant debtor, and then click **Open**, under the **Financial** tab (when in the **Advanced** mode) or under the **Logistics** tab (when in the **Simple** mode).

2.2.3 Removing linked document layouts from debtors

To remove the linked documents from the debtors:

1. Go to System → General → Settings.
2. Click **Documents** settings.
3. In the **Logistics** section, click  **Link layouts to debtors at Invoice**.
4. In the **Layouts: Invoice** screen, select a debtor.
5. Click **Unlink**. To select a few debtors, hold down the CTRL key and select the debtors.
6. Click **Close** to exit.

Tip:

You can also remove linked documents from debtors by clicking  **Layouts** at the debtor maintenance (go to Finance → Accounts receivable → Maintain, select the relevant debtor, and then click **Open**, under the **Financial** tab (when in the **Advanced** mode) or under the **Logistics** tab (when in the **Simple** mode).

2.3 NUMBERS SETTINGS

An external numbering system is implemented in Exact Globe Next/Exact Globe+ that allows users to define document numbers based on transaction types or transaction group. By using external numbering, the gaps in numbering can be avoided when transactions are regenerated or deleted.

Select the **Use external numbering** check box to assign the numbers to the transactions during the printing and processing of sales invoices, sales credit notes, direct invoices, direct credit note, and commission invoices. These numbers can be defined by users at System → Logistics → External numbering → Numbering rules. For more details on external numberings, see *7.7 Using External Numbering*.

Whether the **Use external numbering** check box is selected or not selected, the system will still assign **Entry Number** and **Our Ref** to invoices created.

Exact Globe Next/Exact Globe+ also provides the flexibility to set invoice numbers used in invoices to begin with numbers of your preference. You can set the starting number at **Invoice number** at System → General → Settings, under **Numbers settings**.

Note:

Invoice number is available if you have not selected the **Invoice code/journal link** check box in the **Print** section at System → General → Settings → Invoice settings.

User rights: You can only set up the number settings if you have the **Numbers settings** function right at System → HR & Security → User rights, under Functions → Rights → System.

Logistics section

Invoice number

Type the number to specify the starting number (up to a maximum of eight digits) to be used when creating or processing invoices.

Note:

This field is enabled only if you have not selected the **Invoice code/journal link** check box at System → General → Settings, under **Invoice settings**.

2.4 CREATING AND MAINTAINING INVOICE CODES

Businesses at large prepare various kinds of invoices, namely sales invoices, credit invoices, and direct invoices. Sales invoices are documents that list the items ordered and total amount that needs to be paid, and sent to customers before or after the delivery of the items or services. Meanwhile, credit invoices or credit notes are created to correct mistakes in the processed invoices or when customers return the items delivered. Direct invoices are similar to sales invoices, but are created mainly for direct sales.

The invoice code function provides you the possibility to create a unique invoice code for each type of invoice. With this, it is possible to distinguish the types of invoices created or to separate the invoices created from different internal departments.

The following topics are relevant to this section:

- Creating, editing, and deleting invoice codes

2.4.1 Creating invoice codes

To create invoice codes:

1. Go to System → Logistics → Invoice codes and click **New**. The **Invoice codes** screen will be displayed.
2. At **Invoice code**, type the number for the invoice code. This is mandatory.
3. Select the type of invoice for the invoice code at **Type**.
4. Type the search code at **Search code**. This is mandatory.
5. Type the description of the invoice code at **Description**.
6. At **Journal**, type or select the journal where the entries will be made to once invoices with the specified invoice code are processed. This is available only if you select the **Invoice code/journal** link check box at System → General → Settings, under **Invoice settings** in the **Print** section. For more details on how to create and maintain journals, see *2.4 Journals* in the **Finance** user manual.

7. At **Description** in the **Foreign languages** section, type the descriptions of the invoice code in other languages. The names of the description fields are the codes of the languages, which are selected at System → General → Settings, under **General settings**, in the **Descriptions in list boxes** section. For example, if **France** is selected at **Description field 2**, **Description FR** will be displayed.
8. Click **Save** to save the information of the invoice code. Once saved, the invoice code number cannot be edited.
9. Click **Close** to exit.

2.4.2 Editing invoice codes

Once invoice codes have been created, it is possible to make changes to the invoice code, such as adding description to the invoice code. However, you are not allowed to change the invoice code number.

To edit invoice codes:

1. Go to System → Logistics → Invoice codes.
2. Select the invoice code to be edited.
3. Click **Open**.
4. In the **Invoice codes** screen, make the necessary changes.
5. Click **Save** to save the changes.
6. Click **Close** to exit.

2.4.3 Deleting invoice codes

It is possible to delete invoice codes that have been created. When you do this, the invoice codes will be deleted and cannot be retrieved from the system. However, only invoice codes that are not linked to any created invoices can be deleted.

To delete invoice codes:

1. Go to System → Logistics → Invoice codes.
2. Select the invoice code to be deleted.
3. Click **Delete**. A warning message will be displayed to confirm the deletion of the invoice code.
4. Click **Yes** to continue with the deletion. The **Delete master data** screen will be displayed to indicate whether the invoice code selected has been deleted or not.
5. Click **Close** to exit.

2.5 CREATING AND MAINTAINING ITEMS

Items can be products or services that a company produces, sells, services, or purchases. Items can also be the assets of a company.

You can create items by recording details of items or services produced, sold, serviced, or purchased such as the cost and sales prices of the items, and the general ledger accounts linked to the items. You can also indicate if the items are for sale or produced by the company.

An asset item can also be linked to an employee of a company to indicate that the asset item is handled by the linked employee.

You can also create rule items or "phantom" items. Rule items are not tangible items. These are mainly created as logistics costs, such as shipping methods and payment conditions that are used to add extra cost or discount in invoices. Rule items can be created at Invoice → Items → Rules.

The following topics are relevant to this section:

- Creating items, editing items, copying items, updating items details in batches, and deleting items
- Adding suppliers to an item, editing details of items by supplier, removing suppliers from an item, selecting a main supplier for an item

2.5.1 Creating items

You can record items at Invoice → Items → Maintain. Click **New** to display the **Items** screen.

Item code

Type the code of the item. This code will be automatically copied and entered at **Search code**. This information is mandatory.

Description

Type the description of the item. This information is mandatory.

Search code

Type a code of up to 13 alphanumeric characters for the item. By default, the search code follows the item code filled in.

Status

You can define the status of the item by selecting one of the following options:

- **Active** — Items can be sold, purchased, and manufactured.
- **Blocked** — Items can be used in stock counts, creating Bills of Materials, and budget scenarios, but cannot be used in sales, purchases, and financial transactions.
- **Discontinued** — Items can be used in stock counts, sales, creating Bills of Materials, and budget scenarios, but cannot be used in purchases.
- **Inactive** — Items can be used in stock counts, but cannot be used in sales, purchases, financial transactions, creating Bills of Materials, and budget scenarios.
- **Future** — Items that have not been made active.

From, to

Type or select the date at **From** and **to** to specify when the status of the item is activated. For example, if the item is defined as **Active**, the **From** date as January 1, 2006 and the **to** date as December 31, 2006, this indicates that the item is in an active status during the specified period. However, it is not necessary to define the end date unless the inactive, blocked, or discontinued date of the item is known.

Basics tab

Sls. unit, Price

Type or select the unit of measure of the item at the **Sls. unit** field, which is referring to sales unit. The units of measure can be created and modified at Systems → Logistics → Unit. Type the sales price of the item in the **Price** field. The default currency will be shown next to it. The default currency, defined at **Default currency** at System → General → Settings, under **General settings**, cannot be changed once it has been defined. For more details on prices, see 5. *Price Management*.

Sales VAT code

Type or select the value-added tax (VAT) code if tax is applicable to the item. If the item is not taxable, you can create a tax code with zero percentage. This information is mandatory. You can create and maintain tax codes at System → General → Countries → Tax codes.

Cost price

Type the standard cost price of the item. A cost price is usually lower than a sales price so that you have a positive profit margin.



Markup/Margin

With only the **E-Invoice** license, **Markup** will be automatically displayed. The amount in this field will be automatically calculated by using the markup calculation (gross profit divided by the cost price) and displayed. This information cannot be edited. If you have **E-Sales Order** in your license, the **Markup** field is replaced by **Margin** if you have selected **Margin at Profit calculation** at System → General → Settings, under **Order settings**. For more details, see 2.6 *Order Settings* in the **Sales Order** user manual.


Purchase price

The amount displayed is derived from the **Price** specified under the **Purchase** section when you edit the information of the item by supplier in the **Purchase/Sales** tab. However, if you have last purchased this item at a price different than the amount stated in **Price**, the new amount will be displayed. This information cannot be edited from this field.

Picture

You can choose to insert a picture of the item by clicking  **Insert**. Click  **Delete** to delete an existing picture. You can only insert picture with a bmp (Bitmap), jpg/jpeg (Joint Photographic Experts Group), or gif (Graphics Interchange Format) extension.

Extra description

You can type extra description of the item by clicking  **Extra description**. Every description created is linked to a code, which is defined at **Extra item description code**. This code can then be linked to a debtor. An extra description is useful when you want to use a different item description for each debtor. When an invoice is printed for the particular debtor, the description printed on the invoice will follow the extra description linked for that debtor.

Note:

You can link the extra description to a debtor at **Extra description** at the debtor maintenance (go to Finance → Accounts receivable → Maintain, select the relevant debtor, and then click **Open**, under the **Logistics** tab).

User rights: You can only create, edit, or delete the extra item description Rights code if you have the function rights **To maintain extra items description codes** at System → HR & Security → User rights, under Functions → Rights → Sales.

Assortments section

Assortment 1/2/3

Select the assortment(s) that the item is linked to. You can use this function to group or categorize different types of items that have certain properties in common. With this, you can sort and update groups of items based on the various assortments assigned.

Note:

The names and number of **fields** displayed are dependent on the settings defined at Invoice → Items → Assortments, or at System → General → Settings, under **Item data settings**. For example, if three assortments are defined, three fields will be displayed.

Attributes section

Text

Select this check box to allow the text entered under the **Text** section to be displayed under the **Long description** column when the item is selected in the invoice. The text will then be printed in quotations, orders, or invoices.

Divisible

Select this check box to allow the entry of the quantity of this item in decimals.

Note:

This check box is enabled if the item is not a serial item.

Text section

If you have additional text description for the item, you can type the text description in the box to be displayed in the **Long description** column in quotations, orders, or invoices. This additional text will also be printed in quotations, orders, or invoices (replacing the text entered at **Description** for the item at Invoice → Items → Maintain) if the **Text** check box is selected.

Description NL

Type the description of the item in other languages in the respective boxes if necessary. You can type the description of the item for a maximum of four other languages excluding the description at **Description**. For an example, you would type the item description in Dutch under **Description NL**.

Note:

The **Description** fields displayed are dependent on the descriptions defined at System → General → Settings, under **General settings**, in the **Descriptions in list boxes** section. For example, if **Netherlands** is defined in **Description field 2** and **France** is defined in **Description field 3**, the **Description NL** and **Description FR** fields will be displayed.

Purchase/Sales tab

Once you clicked the **Purchase/Sales** tab, the item code cannot be edited.

Attributes: Sales section

Sales

Select this check box to allow the item to be used in the invoice entry.


No discount

Select this check box if you do not allow the item to be given discount while recording invoices.


Note:

This check box is enabled only if you have selected the **Sales** check box. Also, you will not be able to create a price list for an item with the **No discount** attribute.


Sales prices

Click  **Sales prices** to define the price details of an item such as the sales price and quantity discount. For more details, see *5.1 Maintaining Standard Sales Prices*.

Repl. items

Click  **Replacement items** to specify (a) replacement item(s) for the particular item and add priorities for the replacements.

Variant


Click  **Variant** to create a variant structure for the item. An item can be made out of various part items, and thus, the structure allows you to specify the mandatory part items and/or optional part items needed to construct the item completely.

Attributes: Purchase section

Buy

This check box is automatically selected if you have specified a supplier in the **Suppliers** section under the **Purchase/Sales** tab. This check box must be selected in order to allow the item to be purchased. If there is no supplier specified, this check box is not selected and not enabled.


Requires approved supplier

Select this check box to allow purchases of the item to be done only from a supplier that has been linked in the **Suppliers** section under the **Purchase/Sales** tab and has been approved. To approve a supplier, select a supplier that has been linked to the item and click  **Edit**. The **Items by supplier** screen will then be displayed. Select the **Approved supplier** check box and click **Save**.

Note:

A green check mark will be displayed under the **Approved supplier** column for the approved supplier.

Purchase prices

Click  **Purchase prices** to define price agreements per supplier such as the percentage discount and amount discount.

Note:

The supplier will automatically be linked and displayed in the **Suppliers** section under the **Purchase/Sales** tab if the supplier selected has not been linked to the item.

Suppliers section

Supplier(s) linked to the item will be displayed in this section. For more details, see [2.5.6 Adding suppliers to an item](#) and [2.5.8 Removing suppliers from an item](#).

Sales commissions section

This section is available only if you are in the sales commission mode. For more details, see [2.1 Invoice Settings](#).

Commissionable

Select this check box to assign the **Commissionable** attribute to the corresponding item.

Commission method

Select **Margin %**, **Sales price %**, or **Fixed amount** to define whether you want to calculate sales commissions based on the percentage of margin, percentage of sales price, or a fixed amount. This is field is enabled only if you have selected the **Item percent/amount** method to calculate the sales commission in sales transactions. For more information, see [2.1 Invoice Settings](#).

Financial tab

Financial section

Item group

Type or select the item group of the item. Item groups are used to group items for ease of identifying and managing items, and can be created by clicking **New** at System → Logistics → Item groups. When creating an item group, it is mandatory to specify the revenue and stock accounts for a particular item group. Thus, when an item group is selected, the **Revenue** and **Stock** fields will be automatically filled in according to the respective general ledger accounts specified. However, you can select a different general ledger account other than the one indicated.

Revenue

Type or select the general ledger account where the sales revenue will automatically be credited when the invoice with this item listed, is processed. By default, the revenue account specified when creating the item group selected will be automatically filled in.

Stock

Type or select the general ledger account where stock will automatically be credited when the item is sold or fulfilled, and is automatically debited when the item is purchased or received. By default, the stock account specified when creating the item group selected will be automatically filled in.

Cost of goods sold

Type or select the general ledger account where the cost of sales will automatically be debited when the item is sold. By default, the cost of goods sold account specified when creating the item group selected will be automatically filled.

Invoices / items to be received per item

Type or select the invoice or items to be received account where the amount to be invoiced or received will be recorded for purchased items that are received from the supplier (creditor). If this is left blank, the account selected at **Invoices / items to be received** at System → General → Settings, under **General ledger settings** will be used when purchased items are received.

Note:

This field is available only if the **Invoices / items to be received per item** check box is selected at System → General → Settings, under **General ledger settings** in the **General** section. The **Invoices / items to be received per item** setting is available only if you have **E-Purchase** in your license.

Asset account

Type or select the general ledger account where every logistic transaction for an asset is recorded.

Discount account

Type or select the general ledger account where the amount of discount for the item is recorded. This is mandatory.

Note:

This is enabled only if you have selected **Gross** at **Journalize amounts** at System → General → Settings, under **Invoice settings** in the **Print** section. If the general ledger accounts are defined for both the item maintenance and the item group (go to System → Logistics → Item groups, select the relevant item group, and then click **Open**), the account defined at the item maintenance will precede the account defined at the item group.

Valuation method

Select one of the following options to define the valuation method for the item:

- Standard cost price
- Standard cost price (Classic)
- Average purchase price
- FIFO
- LIFO
- Actual costing — This is available only if the item is a serial or batch item.

Note:

This is available only if the **Valuation method per item** check box is selected at System → General → Settings, under **Inventory settings** in the **Entry** section.

Attributes section

Assets

This check box is not enabled. However, this check box is selected if the item has asset related transactions.

Enter INTRASTAT data section

Note:

The fields in this section may differ depending on the legislation used.

Intrastat: Enabled

Select this check box to specify that the Intrastat declaration is required for the item. If the Intrastat declaration is not required for the item, clear this check box.

Statistical nr.

Type or select the statistical number to specify the category of the item being shipped.

Note:

This field is enabled only if the **INTRASTAT registration for purchases** check box or **INTRASTAT registration for sales** check box is selected at System → General → Settings, under **INTRASTAT settings** in the **Entry** section.

Net weight

Type the weight of the item based on the unit of measurement used for the item.

Statistical units

Type or select a number to indicate the quantity of items being shipped. By default, this is not enabled.

Note:

This field is enabled only if the **INTRASTAT registration for purchases** check box or **INTRASTAT registration for sales** check box is selected at System → General → Settings, under **INTRASTAT settings** in the **Entry** section.

Activity tab Transactions section

The transactions that match the defined criteria will be displayed at **Transactions** after you have clicked **Refresh**.

Type

Select the type of transactions to display the documents that the item is listed in. The following options are available:

- Quotation
- Sales order
- Invoices
- Sales order history
- Invoice history
- Production orders
- Transfer
- Fulfillment
- Counts
- Purchase order
- Blanket PO
- Blanket order

Status

Select **Open** or **All** to display the type of transactions with the selected status.

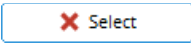
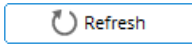
Note:

If you have selected **Fulfillment**, you have the option to select **Fulfilled** or **All** to display the type of transactions with the selected status.

Date: From, to

Type or select a date or a date range to display transaction(s) created on the selected date(s).

Warehouse

Click  **Select** to select the warehouse required to display the results only for the selected warehouse. Click  **Refresh** to display the results based on the defined criteria in the **Transactions** section.

Details

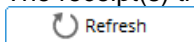
Click  **Details** to view the transactions depending on the type of transaction selected at **Type**.

Note:

Details is enabled if you have selected **Quotation**, **Sales order**, **Invoices**, **Sales order history**, **Invoice history**, **Production orders**, and **Purchase order** at **Type**, but will only be useful if you click it after selecting any transaction listed.

Receipts section

The receipt(s) that matches the criteria will be displayed in this section after you have clicked



Refresh.

Doc. Tab

Documents section

The document(s) created and attached to the item will be displayed in this section.


Group by

Select **None**, **Type**, or **Date** to group the documents by the respective selection.

New

Click  **New** to attach new documents to the item.


Edit

Click  **Edit** to modify the details of the document or to replace the existing document.

Note:

Edit is enabled when you have selected a document and grouped by **None**, or when you zoom in on the underlying document if you have grouped by **Type** or **Date**.


Delete

Click  **Delete** to delete the selected document.

Note:

Delete is enabled when you have selected a document and grouped by **None**, or when you zoom in on the underlying document if you have grouped by **Type** or **Date**.

Zoom

Click  **Zoom** to zoom in on the underlying document.

Note:

Zoom is enabled when you have selected a document and grouped by **Type** or **Date**.

Analysis tab

Warehouse

Select a warehouse to display the information for the selected warehouse.

Financial year

By default, the current year is selected to display the logistics information for 12 periods of the selected year.

However, you can select another year to display the logistics information of the selected year.

Note:

The default year displayed at **Financial year** follows the default financial year indicated in the **Default** box at System → General → Settings, under **General settings** while the other years displayed depend on the range of financial year indicated in the **Lowest** and **Highest** fields at System → General → Settings, under **General settings**.

Extra tab

Extra section

Person

Type or select the ID or the person who handles or uses the item. By default, the person displayed is the person who created the item.

Free values section

Free value 1, 2

Two free value fields are available to define additional information (numerical values only) of the item. These values are mainly used in layouts defined by users.

Free fields section

You can define additional information of the item in the free fields defined. The descriptions of free fields can be changed according to your needs. For example, you can label the field as "Maintenance charges" and define the maintenance cost of the item.

Note:

You can modify the label or description of the free fields at System → General → Free fields.

Log tab

Log section

This section keeps a log of all changes made to the item in item maintenance, such as the resource who modified the details of the item, the date and time when the modification was made, and its old and new values or details of the item.

2.5.2 Editing items

Once items have been created, it is possible to make changes to the details of the items such as changing the cost or sales price of the item, adding or removing picture to the item, and other modifications at the item maintenance.

To edit items:

1. Go to Invoice → Items → Maintain.
2. Select the item to be edited.
3. Click **Open**.
4. In the **Items** screen, make the necessary changes to the item.
5. Click **Save**.
6. Click **Close** to exit.

2.5.3 Copying items

You can create a new item which will contain the same details as an existing item by copying the details of the existing item to the new item. This process makes creating a new item faster and easier as it saves time from filling in some similar information all over again.

New: Item code		GEBOUWEN	
Description		Buildings	
Search code		GEBOUWEN	
Supp. item code			
Copy			
Attachments	<input type="checkbox"/>		
Extra description	<input type="checkbox"/>		
Suppliers	<input type="checkbox"/>	<input checked="" type="radio"/> Main	<input type="radio"/> All
Warehouse	<input checked="" type="checkbox"/>	<input checked="" type="radio"/> Main	<input type="radio"/> All
BOM	<input type="checkbox"/>		


To copy items:

1. Go to Invoice → Items → Maintain, select the item to be copied, and then click **Copy**.
2. In the **Copy item** screen, type the item code and description of the new item. Once the item code is defined, the **Search code** and the **Supp. item code** fields will be automatically defined. You can also type a new search code. **The Supp. item code** field is available only if the **Main supplier** check box under the **Copy** section is selected.
3. Click **OK** to save the new item code.
4. In the **Items** screen, make the necessary changes and click **Save**.
5. Click **Close** to exit.

2.5.4 Updating item details in batches

Item details can be updated in batches, whereby the details of more than item can be updated at the same time. However, this function is used only if you want to update the items with the same details.

To update items in batches:

1. Go to Invoice → Items → Maintain.
2. Click **Batch updates**. The **Update items - Maintain** screen will be displayed.
3. Under the **Range** section, define the relevant criteria of the items to be updated.
4. Under the **Change** section, select one or more check boxes to update the selected details. For example, to increase the cost price of the items by 10%, select the **Cost price** check box. The **New value** field, and % box will then be enabled. At **New value**, select **Cost price**, and type "10.00" in the % box.
5. Click **Show list**, and a report of the items to be updated with the new updated details will be displayed in Microsoft Excel.
6. In Microsoft Excel, click  **Exact Globe Next : Update** (under the **Add-Ins** menu bar) to update the changes. A message "Save changes?" will then be displayed.
7. Click **OK**, and a message "Completed: Update items" will be displayed.
8. Click **OK**.

2.5.5 Deleting items

It is possible to delete items that have been created. When you do this, the items will be deleted and cannot be retrieved from the system. Items that are in used in invoices that have been created or authorized cannot be deleted.

To delete items:

1. Go to Invoice → Items → Maintain.
2. Select the item to be deleted.
3. Click **Delete**.
4. In the **Maintain** screen, click **Yes** to delete the item.
5. Click **Close** to exit.

2.5.6 Adding suppliers to an item

You can link items created to one or many suppliers to specify the suppliers of the item purchased. You can also set a default supplier to indicate the first choice supplier for the item. This function is available only if you have **E-Purchase** in your license.

The screenshot shows the '602 Items by supplier - Exact' window. The 'Supplier' tab is active, displaying the following fields and values:

- Item code: DEFAULT (Default item)
- Supplier: 000000 (Unknown creditor)
- Approved supplier:
- Supp. item code: DEFAULT001
- Drop ship:
- Bar code: (empty)
- Warranty period: 0 Days

The 'Purchase' and 'Sales' tabs are also visible, showing the following configuration:

- Purchase:**
 - Purchase unit: - = 1.00000000
 - Currency: EUR (Euro)
 - Price: 0.000 EUR / -
 - VAT: 0 (Standard VAT code)
 - PO size: 1.000 -
 - Time of delivery: 0 Days
 - Country of origin: (empty)
- Sales:**
 - Sales unit: -
 - Purchase price: 0.000 EUR / -

At the bottom right, there are buttons for 'WMS', 'Save', '+ New', and 'Close'.

To add suppliers to an item:


1. Go to Invoice → Items → Maintain.
2. Select the item that you want to add a supplier to.
3. Click **Open**.
4. In the **Items** screen, click the **Purchase/Sales** tab.
5. Click **+ Add**.
6. At **Supplier**, type or select a supplier for the item. This information is mandatory.
7. Type the code of the item that is used by the supplier at **Supp. Item code**. By default, the item code defined in the **Basics** tab of the item maintenance is automatically filled in.
8. At **Warranty period**, type the number of days that the item is warranted.

9. Type the bar code of the item used by the supplier at **Bar code**. This field can be left blank.
10. At **Purchase unit**, type or select the unit of measurement of the item when purchased from the selected supplier.
11. Type the purchase price of the item at **Price**. This amount will be displayed at **Purchase price** under the **Basics** tab.
12. Type or select the tax code at **Tax** if tax is applicable to the item.
13. Type a number at **PO size** to specify the minimum purchase order quantity from the supplier at one time.
14. Type the number of days that the supplier will take to deliver the items ordered at **Time of delivery**.
15. At **Country of origin**, type or select the country where the item comes from.
16. Click **Save**.
17. Click **Close** to exit.

2.5.7 Editing details of items by supplier

Once suppliers have been added to items, it is possible to make changes to the details of items by supplier such as changing the supplier, purchase price of the item, or the time of delivery for the item.


To edit details of items by supplier:

1. Go to Invoice → Items → Maintain.
2. Select the item that you want to edit the details of items by supplier.
3. Click **Open**.
4. In the **Items** screen, click the **Purchase/Sales** tab.
5. Select the supplier to be edited and click  **Edit**.
6. In the **Items by supplier** screen, make the necessary changes.
7. Click **Save**.
8. Click **Close** to exit.

2.5.8 Removing suppliers from an item

It is possible to delete suppliers from items. Removing linked suppliers from the items will not delete the suppliers from your system.


To remove suppliers from an item:

1. Go to Invoice → Items → Maintain.
2. Select the item that you want to remove its linked supplier from, and then click **Open**.
3. In the **Items** screen, click the **Purchase/Sales** tab.
4. Select the supplier to be removed and click  **Delete**. A message "Supplier Delete?" will be displayed.
5. Click **Yes** to delete the supplier from the item.
6. Click **Close** to exit.

2.5.9 Selecting a main supplier for an item

If you have added more than one supplier to an item, you can select the main supplier of the item. The purpose of selecting a main supplier is to indicate which supplier is the first choice that you would like to purchase the item from. If you only have one supplier added to the item, that supplier will automatically be selected as the main supplier of the item. This means that the first supplier linked to the item will become the main supplier. The main supplier of the item will have a green check mark displayed under the **Main sup.** column.

To select a main supplier for an item:

1. Go to Invoice → Items → Maintain.
2. Select the item that you want to edit the details of items by supplier.
3. Click **Open**.
4. In the **Items** screen, click the **Purchase/Sales** tab.
5. Select a supplier, who is currently not the main supplier (no green check mark displayed under the **Main sup.** column).
6. Click  **Select: Main supplier**. This supplier will then have a green check mark displayed under the **Main sup.** column.
7. Click **Close** to exit.

2.6 CREATING AND MAINTAINING TERRITORIES

The functions to create and maintain territories are available only if you are in the sales commission mode. For more information, see 2.1 *Invoice Settings*. You have the option to use the territory management function to support the reporting aspect of the sales commission management. You can assign a sales employee to a single territory or multiple territories and vice versa. Each territory is linked to a group of sales employees and managed by a single sales manager.

To create territories:

1. Go System → General → Countries → Territories.
2. Click **New**.
3. At **Territory code**, type a code for the territory.
4. Type a description for the territory at **Description**.
5. Click **+** **Add** in the **Sales employees** section to add a new employee to this territory.
6. Click **Save** to save the territory.
7. Click **Close** to exit.

2.7 CREATING AND MAINTAINING CLASSIFICATIONS

You can classify accounts based on business organizational sizes. If you are in the sales commission mode, you can also add sales employees to a classification and define the sales commission percentage for the sales employees. For more information, see *2.1 Invoice Settings*.



To create classifications:

1. Go to System → General → CRM → Classifications.
2. Click **New**.
3. Type a three digit code for the classification at **Code**. This is mandatory.
4. At **Type**, select the type of the account.
5. Type a description for the classification at **Description**.
6. Click **+ New** in the **Sales commission** section to add a sales employee to a classification and define the sales commission percentage for the sales employee. This section is available only if you have the following settings defined in the **Sales commissions** section at System → General → Settings → Order settings:
 - The **Use sales commission** check box is selected.
 - **Margin** or **Total sales amount** is selected at **Commission method**.
7. Click **Save** to save the classification.
8. Click **Close** to exit.

2.8 CREATING AND MAINTAINING DEBTORS

If you are in the sales commission mode, you can also add sales employees to a debtor or delivery debtor and define the sales commission percentage for the sales employees. For more information, see *2.1 Invoice Settings*. Each debtor is linked to a single territory per delivery address. When a sales employee is assigned to a debtor, the sales employee can make changes on the percentages of sales commission split at the delivery address level.

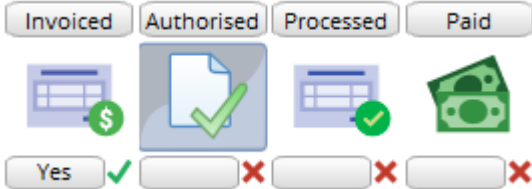
To create debtors:

1. Go to Finance → Accounts receivable → Maintain.
2. Click **New**. You will see the **Accounts - Debtors** screen.
3. Click the **Advanced** button to display the screen in the advanced mode.
4. In the **Basics** tab, define at least the mandatory information in the **General** section:
 - At **Name**, type the name or company name of the debtor.
 - At **Code**, type a unique code for the debtor. The debtor code is automatically generated if you have defined a range at **Numbers settings**. For more information, see *2.3 Numbers Settings*.
 - Click  to define the last name of the contact person of the debtor and other details.
 - At **Job description / Title**, type the job description and the title of the contact person.
 - Type or select the details of the address in the **General** section.
5. In the **Marketing** tab, define the following information:
 - Type or select the information on the sectors of the properties of the debtor in the **Properties** section.
 - In the **Miscellaneous** section, type or select miscellaneous information related to the debtor.
 - Click **+ New** in the **Subsidiaries** section to add the subsidiaries of the debtor.
 - The **Sales commission** section is available only in the sales commission mode. Select the **Commissionable** check box to assign the **Commissionable** attribute to the debtor and type or select a territory at **Territory code** to link the debtor to a territory.
 - Click **+ Add** in the **Commissionable** section to add a sales employee to the debtor and define the percentage of sales commission for the sales employee whereby the cumulative percentage of sales commission split per debtor must be 100%.
6. In the **Contact** tab, you can define the following information:
 - In the **Contact persons** section, click **+ New** to create a new contact for the debtor.
 - In the **Addresses** section, click  **Edit** to edit the delivery address. The **Addresses** screen will be displayed. In the **Sales commission** section, type or select a territory at **Territory code** to link the address to a territory and click **+ Add** to add a sales employee to the address. You can define the percentage of sales commission for each sales employee whereby the cumulative percentage of sales commission split per delivery address must also be 100%.
7. Click **Save** to save the debtor.
8. Click **Close** to exit.

3. INVOICE MANAGEMENT

In Exact Globe Next/Exact Globe+, sales invoices can be created and sent to customers before or after the delivery of the items or services. Also, the sales invoices created can be edited or deleted if the sales invoices have not been printed and processed.

The sales invoice process flow is a continuation from the sales order process flow (only applicable if you have **E-Sales Order** in your license) and begins from the **Invoiced** step, which is recording the sales invoice into the system. This is followed by the need to authorize the invoice in the **Authorized** step (if you have made it a mandatory step). After the invoice has been authorized, the invoice will go through the **Processed** step, which is processing the invoice so that the financial entries will be made into the specified journals. Finally, you can record payment entries for the invoice in journals set up mainly for that purpose. The sequence in the process flow is displayed as follows:



3.1 CREATING AND MAINTAINING SALES INVOICES

The following topics are relevant to this section:

- Creating, editing, and deleting sales invoices

3.1.1 Creating invoices

The **Sales invoices** screen consists of three sections:

- **Invoice header** — Displays the debtor and other information, such as the debtor's address, reference number, transaction date, and other details.
- **Invoice lines** — Displays information of the items that will be delivered to the customer, such as quantity to be delivered, sales price, and other details.
- **Invoice process flow** — Displays the process flow of the sales invoice, and the step(s) that has been completed for the sales invoice, such as authorized and processed.

To create invoices:

1. Go to Invoice → Entries → Invoices.
2. Click **New**. You will see the **Sales invoices** screen.
3. Type or select the invoice code. This is mandatory. Once you have selected an invoice code and a debtor at **Ordered by**, you are not allowed to change the invoice code. Invoice codes are used to separate invoices that are created from different internal departments, as well as to differentiate the types of invoices that you are creating, for example sales invoices, direct invoices, or credit notes.
4. Type or select the debtor who placed the order for the items at **Ordered by**. This is mandatory. Press the TAB key and the debtor selected will be automatically filled in the **Delivery to** and **Invoice to** fields. The addresses for the debtor receiving the items at **Delivery to** and the debtor receiving the invoice at **Invoice to** follow the addresses specified at the debtor maintenance (go to Finance → Accounts receivable → Maintain, select the relevant debtor, and then click **Open**, under the **Contact** tab in the **Addresses** section). However, if a debtor is defined at **Invoice debtor** under the **Logistics** tab at the debtor maintenance of the **Ordered by** debtor, **Invoice to** will be automatically filled with the debtor defined.
5. Type a reference of the invoice at **Your reference**. This is the customer's reference and can be filled in with alphanumeric characters.
6. At **Person**, select the person who is in charge of the sales invoice.
7. Select the method of shipment at **Shipping via**.
8. Select the item in the **Item** column by typing the item code in the invoice line. If you select the item by typing a partial item code or by pressing the F2 key, the **Items** screen will be displayed.
9. Select the item(s) in the **Items** screen.
10. Click **Select**.
11. Type the quantity for the items ordered in the **Quantity** column.

12. Type the fulfillment date of the items ordered in the **Fulfillment date** column to specify when the items will be delivered to the customer.
13. Click **Conditions** to define the payment condition or add additional information to the sales invoice. You will then see the **Invoice data** screen.
14. Type or select the payment condition at **Payment condition**. A payment condition is the terms of the sales invoice specified for the customer to determine the payment due date and the discount given (if any) if payment is made within the specified period. By default, the payment condition is pre-filled with the payment condition defined at **Payment condition** for the debtor at the debtor maintenance (go to Finance → Accounts receivable → Maintain, select the relevant debtor, and then click **Open**, under the **Financial** tab in the **General** section). However, if no payment condition is defined for the debtor, it will follow the payment condition defined at **Payment condition: Debtor** at System → General → Settings, in the **Default** section.
15. Click **Close** to return to the **Sales invoices** screen.
16. Click **Close** in the **Sales invoices** screen to save the sales invoice and exit. You will see the **Discount/ Extra charges** screen that displays any discount or extra charge for the items. You can include extra rule or phantom items to add cost or discount to the sales invoice. For more details on rule items, see 2.5 *Creating and Maintaining Items*. The **Discount/Extra charges** screen will only be shown if you have selected the **Discount/Extra charges** check box at System → General → Settings, under **Invoice settings**.
17. Click **OK** in the **Discount/Extra charges** screen to exit.

When creating a sales invoice, some details on the sales invoice are automatically filled in, such as information at **SO no.** and **Our ref.** The sales order number at **SO no.** is a system-generated number or based on **Sales order number** defined at System → General → Settings, under **Numbers settings** if you have **E-Sales Order** in your license. The **Our ref.** is an internal reference number of an invoice and is based on **Invoice number** defined at System → General → Settings, under **Numbers settings**. **Our ref.** is automatically filled in if **At entry** is selected at **Assign invoice numbers** at System → General → Settings, under **Invoice settings**.

You can find the sales invoices created by defining the appropriate criteria and clicking **Search** at Invoice → Entries → Invoices.

3.1.2 Editing sales invoices

Once sales invoices have been created, it is possible to make changes to the sales invoices such as adding or removing items, or changing the debtor who placed the order for the items, as long as the sales invoices have not been printed and processed.

To edit sales invoices:

1. Go to Invoice → Entries → Invoices, define the relevant criteria, and click **Search**. Next, select the sales invoice to be edited, and then click **Open**.
2. In the **Sales invoices** screen, make the necessary changes to the sales invoice.
3. Click **Close** to save the changes.

Note:

If you are making changes to a sales invoice that has been authorized, you will get a warning message, "Already authorized. Invoice (30 12)", with "30" being the invoice code and "12" being the sequence number of the invoice. If you decide to continue with the changes, click **OK** and the authorization status of the sales invoice will be removed. The warning message will be displayed only if the authorization process is a mandatory step. For more details, see 2.1 *Invoice Settings*.

3.1.3 Deleting sales invoices

It is possible to delete sales invoices that have been created. When you do this, the sales invoices will be deleted and cannot be retrieved from the system. Sales invoices that have been printed and processed cannot be deleted. To correct the amount or items in sales invoices that have been printed and processed, sales credit notes have to be created. For more details, see *3.5 Correcting Processed Invoices*.

User rights: You can only delete sales invoices if you have the **Delete invoices** function right at System → HR & Security → User rights, under Functions → Rights → Sales.

To delete sales invoices:

1. Go to Invoice → Entries → Invoices, define the relevant criteria, and click **Search**. Next, select the sales invoice to be deleted, and then click **Delete**. A message "Delete the data selected?" will be displayed.
2. Click **Yes** to delete the sales invoice. If the sales invoice has been authorized, the **Delete invoices** screen will be displayed to notify that the sales invoice has been authorized.
3. Click **Continue** to confirm the deletion of the sales invoice.
4. Click **Close** to exit.

3.2 AUTHORIZING INVOICES

Depending on the company policy, some companies will require invoices to be authorized by certain personnel before they can be sent to customers.

The authorization of invoices is an optional process, which can be defined at system settings. If you have made this process a mandatory step, you can proceed to grouping, processing, and printing the invoices only when the invoices have been authorized. These invoices include sales invoices, sales credit notes, commission invoices, and/or point-of-sales (POS) invoices.

You also have the option to set the authorization to take place only if the invoices are of a certain amount. For more details, see *2.1 Invoice Settings*.

The authorization of invoices also depends on the sales invoice limit given to the employees with the sales invoices authorization status. An employee with a sales invoice limit lower than the total of the sales invoice amount will not be able to authorize the invoice.

You can authorize or remove authorization for invoices at Invoice → Entries → Invoices. Open the relevant invoice, and then click the **Authorized** process step at the **Sales invoices** screen. To authorize or remove authorization for more than one invoice simultaneously, go to Invoice → Entries → Authorize.

To authorize invoices or remove authorization for invoices:

1. Go to Invoice → Entries → Authorize.
2. Define the relevant criteria of the invoices that you want to authorize or remove authorization for.
3. Click **Search**. Invoices that match the defined search criteria will be displayed.
4. Select the invoice(s) that you want to authorize or remove authorization for.
5. Click **Auth..** A message "Change authorization status?" will be displayed.
6. Click **Yes** to authorize the invoice(s) or remove the authorization status of the invoice(s). A green check mark will be displayed under the **Auth.** column to indicate that an invoice is authorized. An invoice that is not authorized will not have a green check mark under the **Auth.** column.
7. Click **Close** to exit.

3.3 GROUPING INVOICES

In businesses, there will be a possible occurrence of sending more than one invoice to the same customer. It will be more convenient to group these invoices into one invoice before sending it to the customer. For example, if you have an invoice with two items and another invoice with three items for the same customer, you can put these five items in one invoice.

To select which and how invoices should be grouped, you can manually group them at Invoice → Entries → Group invoices. Only authorized invoices with the same currency, exchange rate, and invoice debtor will be displayed in the **Invoice proposals** section to be grouped. However, invoices like recurring invoices, direct invoices, and invoices paid in advance cannot be grouped.

Selection criteria

Order debtor Delivery debtor Invoice debtor
 Currency Exchange rate Project
 Warehouse Selection code Invoice code
 Add : Your reference Sales employees VAT number

Type

Sales invoice Credit note POS

Invoice proposals

Name	Debtor	CountNo	Currency code	Total amount	Project number	Order	Your reference
Phillips Lightning	991073	2	EUR	260.00		20095	Service
Restaurant Enkhuizen	60089	9	EUR	16,112.95		20085	ddd

Debtor	Name	Currency code	Total amount	Invoice type	Project number	Order	Your reference
991073	Phillips Lightning	EUR	250.00	Sales invoice		20095	Service
991073	Phillips Lightning	EUR	10.00	Sales invoice		20102	Service

Buttons: Simple, Deselect all, Group, Close

To group invoices:

1. Go to Invoice → Entries → Group invoices.
2. Define the relevant selection criteria of the invoices that you want to group.
3. Select the **Sales invoice**, **Credit note**, and/or **POS** check boxes to specify the type(s) of invoice(s) you want to group.
4. Click **Advanced** to display a lower pane below the **Invoice proposals** section.
5. Select a debtor in the **Invoice proposals** section to view the underlying invoices for the selected debtor that can be grouped.
6. Select the relevant invoices to be grouped. Selecting more than one invoice will enable the **Group** button.
7. Click **Group** to group the selected invoices. The **Group invoices** screen will be displayed to allow you to define the **Description** and **Your reference** (debtor's reference number) of the invoice that will contain all items from the selected invoices. The information at **Your reference** is mandatory.
8. Click **OK** to continue to group the invoices. The selected invoices will be grouped into one invoice with the debtor's reference number defined in step 7. You can find the grouped invoice at **Invoice → Entries → Invoices** and in the lower pane below the **Invoice proposals** section (if there are more invoices for the same debtor that can be grouped).
9. Click **Close** to exit.

3.4 PRINTING AND PROCESSING INVOICES

Sales invoices, sales credit notes, penalty invoices, direct invoices, as well as direct credit notes that have been created, must be processed so that financial entries will be made for the invoices and/or credit notes into the journal specified in the system. You have the options of e-mailing the processed invoices and/or credit notes to your customers or printing and sending them to your customers for reference purposes.

Before you can print and process the invoices and/or credit notes, you have the option of defining the format of the documents and the default invoice layout for the debtor(s). For more details, see 2.2 *Documents Settings*.

If you have made the authorization of invoices and/or credit notes a mandatory process, you need to authorize the invoices and/or credit notes before you can print and process them. It is also possible to print more than one copy of the same invoice or credit note in several layouts by enabling the multiple layout functionality. The layouts can be defined to cater to different purposes or recipients. For more details, see 2.1 *Invoice Settings*.

Also, an invoice and/or credit note cannot be processed if the journal used to record the sales entries is closed or if the period of the selected invoice date for the financial year is closed. For more details on how to open or close a journal or period, see 2.2 *Financial Periods* in the **Finance** user manual.

You can print and process the invoices and/or credit notes that have been created by opening the relevant invoice and/or credit note, and then clicking the **Processed** process step in the **Sales invoices** screen. It is also possible to print and process individual invoice or credit note, or multiple invoices and/or credit notes simultaneously at Invoice → Entries → Print / Process.

You can find the processed sales invoices, penalty invoices, credit notes, direct invoices, and direct credit notes by defining the appropriate criteria and clicking **Search** at Invoice → Reports → Invoice history.

To print and process invoices:

1. Go to Invoice → Entries → Print / Process.
2. Select **Final** at **Process** to print and process a final copy of the invoice.
3. At **Output**, select one of the following options:
 - **Based on account** — Select this option to print the invoice(s) based on the options defined at **Invoice method** and **Attach UBL** in the **Sales order - Invoice** section in the **Financial** tab of the corresponding account maintenance screens. A copy of the invoice(s) will be printed only if you select the **Print layout during Email** check box in the **Print** section of **Invoice settings** and select **E-mail at Send method** in the **Sales order - Invoice** section in the **Financial** tab of the corresponding account maintenance screens. For more information, see *1.1 Invoice Settings*.
 - **Printer** — Select this option to print the invoice(s).
 - **E-mail** — Select this option to send the invoice(s) directly by e-mail to the customer(s). The format of the file that will be sent to the customers will be dependent on the option selected at **Store attachment** as in the **General** section of **Documents settings**. For more details, see *2.2 Documents Settings*. A copy of the invoice(s) will be printed only if you select the **Print layout during Email** check box in the **Print** section of **Invoice settings**. For more details, see *2.1 Invoice Settings*.

Note:

These options are enabled only if you have selected **Final** at **Process**.

4. At **Invoice date**, type or select the date to be printed on the invoice. The invoice date is the date the invoice is issued to customer and is normally the entry date in the sales journal entry. By default, the date is pre-filled with the system-generated date.
5. At **Reporting date**, type or select the additional date of the transaction. This is applicable only if you want the reporting date to be reflected as the entry date in the sales journal entry. By default, the date is pre-filled with the system-generated date.

6. Type or select the layout of the invoice at **Layout**. This is mandatory. If a layout has been linked to the debtor that the selected invoice belongs to, the linked layout will be used instead. For more details, see *2.2 Documents Settings*. If the multiple layout functionality is enabled, **Layout** will be changed to **Collective layout**.
7. Under the **General** tab, select the selection method and define the criteria of the invoices that you want to print and process.
8. Click **Number of invoices** to check how many invoices that match the defined criteria will be printed.
9. To display the specific invoices from the outcome of the selection, select the **Selectively** check box and click **Search**. You will see the following screen:

The screenshot shows the 'Print invoices' window with the following details:

Process

- Process: Trial Final
- Output: Based on account Printer E-mail (WebEx Document Loader)
- Invoice date: 12/20/2016 (Tuesday, December 20, 2016)
- Reporting date: 12/20/2016 (Tuesday, December 20, 2016)
- Due date: [Calendar icon]
- Layout: MB_INV1 (MacBean Invoice 1)
- Covering letter: [File icon]

Selection

- Selection method: Invoice Sales order Debtor Selectively
- Warehouse: [Text field]
- Invoice type: All
- Invoice code: [Text field]
- Send method: All
- Your reference: [Text field]
- Sequence number: [Text field] to [Text field] All
- Currency code: [Text field]
- Description: [Text field] Payment method: All

Invoice code	Sequence number	Authorization	Sales order number	Fulfilment date	Sales order date	Description	Your reference	Invoice type
10	15	✓	20039	2/16/2011	2/15/2011	Service: 74	9724	Sales invoice
10	17	✓	20041	3/1/2011	3/1/2011	Demo-model	201001683	Sales invoice
10	18	✓	20036	3/7/2011	2/10/2011	Vaste order feb.	Vaste verkooporder: 29000	Sales invoice

Buttons: Search, Filter, Clear, GJro, Preview, Process, Close

10. Select the invoice(s) that you want to print.
11. Click the **Advanced** tab and at **Sales journal**, define the journal the sales entries will be made to when the invoices have been processed. **Sales journal** is enabled only if the **Invoice code/journal link** check box at the **Print** section under **Invoice settings** at System → General → Settings is not selected.
12. Click **Preview** to generate a preview of the selected invoice without printing a test copy. Regardless of the selection at **Process**, an entry will not be made into the journal specified.
13. Click **Process** to process the selected invoice. There are two possibilities:
 - If you have selected **Trial** at **Process**, you will print a test copy of an invoice. An entry will not be made into the journal specified.
 - If you have selected **Final** at **Process**, you will print/process a final copy of the invoice. An entry will be made into the journal specified.
14. Click the **Progress** tab. The **Result** column (**Results** is pre-selected) will display whether the invoice has been processed or has error during the processing. If there is error, the details of the error will be displayed in the **Description** column (**Errors** will be pre-selected).
15. Click **Close** to exit.

3.5 CORRECTING PROCESSED INVOICES

Sales invoices that have been processed cannot be edited or deleted. However, there is always the possibility of customers receiving a sales invoice with an incorrect amount. Also, customers may return the delivered goods because the goods are damaged and may seek replacement for the goods returned. You can create sales credit notes to correct errors on the processed invoices. Creating credit notes for sales invoices does not affect the movement of stock in the inventory.

You can create sales credit notes based on processed sales invoices or create sales credit notes manually. If you create a sales credit note based on sales invoice, some details of the sales credit note will be automatically filled in according to the existing sales invoice selected. You will only need to specify the items that are to be included in the sales credit note. The sales credit note will also be automatically reconciled to the particular sales invoice when both the sales credit note and invoice are processed.

If you create a sales credit note manually, you will need to define the sales credit note details, as when creating a sales invoice. A sales credit note created manually will not be automatically reconciled.

The following topics are relevant to this section:

- Creating, editing, processing, and deleting sales credit notes

User rights: You can only create credit notes if you have the **To create credit notes** function right at System → HR & Security → User rights, under Functions → Rights → Sales.

3.5.1 Creating sales credit notes

To create sales credit notes based on invoices:

1. Go to Invoice → Entries → Invoices.
2. Click **Credit note**. The **Enter credit notes** screen will be displayed. In the **Options** section, **Based on invoice** is pre-selected.
3. Type or select the debtor at **Invoice debtor** to specify which debtor the sales credit note is created for.
4. Type or select the invoice that you want to create a sales credit note for at **Invoice number**.
5. Type or select the invoice code to be used for the sales credit note at **Invoice code**. Once you are at **Invoice code**, the **Invoice debtor** and **Invoice number** fields will not be enabled. To enable the fields for modifications, click **Close**. Once you have made the changes, press TAB and select the invoice code again.
6. Once an invoice code is selected, the **Lines** and **Create** buttons are enabled. Two options are available:
 - Click **Lines** to select the items to be included in the sales credit note selectively. You will see the **Invoice history lines** box with a list of items from the sales invoice selected in the **Invoice number** box. Select one or more items to be included in the sales credit note and click **Create**.
 - Click **Create** to create a sales credit note with all the items listed in the sales invoice selected at **Invoice number**. Once a sales credit note has been created, a sequence number for the sales credit note will be created automatically at **Sequence number** in the **Credit note** section and the **Change** button will be enabled.
7. To make changes to the sales note created, click **Change** to display **the Change credit note** screen.
8. Make the necessary changes and click **Close** to save the changes. The **Enter credit notes** screen will be displayed.
9. To create another new invoice for the invoice debtor with the item(s) listed in the invoice selected at **Invoice number**, select the invoice code at **Invoice code** in the **New invoice** section. If you do not want to create a new invoice, go to Step 13.

10. Once an invoice code is selected, the **Lines** and **Create** buttons are enabled. There are two possibilities:
 - Click **Lines** to select the items to be included in the invoice selectively. You will see the **Invoice history lines** screen with a list of items from the invoice selected at **Invoice number**. Select one or more items to be included in the invoice and click **Create**.
 - Click **Create** to create an invoice with all the items listed in the invoice selected at **Invoice number**. Once an invoice has been created, the sequence number of the invoice will be created automatically at **Sequence number** in the **New invoice** section and the **Change** button will be enabled.
11. To make changes to the invoice created, click **Change** to display the **Sales invoices** screen.
12. Make the necessary changes and click **Close** to save the changes. The **Enter credit notes** screen will be displayed.
13. Click **Close** to enable all fields except **Sequence number** in the **Credit note** and **New invoice** sections.
14. Click **Close** again to exit.

Tip:

You can also create sales credit notes based on invoices at Invoice → Reports → Invoice history by defining the relevant criteria and clicking **Search** to display the sales invoices that match the defined criteria. Select the sales invoice that you want to create a sales credit note for and click **Credit note**. The **Enter credit notes** screen will be displayed. The **Invoice debtor** and **Invoice number** fields will be automatically filled based on the sales invoice selected and are not enabled. Select an invoice code under the **Credit note** section and repeat steps 6 - 14.

Note:

If you create a sales credit note based on a processed invoice linked to a sales order, sales order return, or another sales credit note, the sales order number of the sales credit note follows the sales order number of the sales order for traceability purposes. This information cannot be edited.

To create sales credit notes manually:

1. Go to Invoice → Entries → Invoices.
2. Click **Credit Note**. The **Enter credit notes** screen will be displayed.
3. At the **Options** section, select **Manually**. The **Enter credit notes** screen will be displayed.
4. Type or select the invoice code of the sales credit note at **Invoice code**. Once you have selected an invoice code and a debtor at **Ordered by**, you are not allowed to change the invoice code. Invoice codes are used to separate invoices that are created from different internal departments, as well as to differentiate the types of invoices that you are creating, for example sales invoices, direct invoices, or credit notes.
5. Type or select the debtor who placed the order for the items at **Ordered by**.
6. Press the TAB key and the **Delivery to** and **Invoice to** fields will be filled with the debtor selected at **Ordered by**. The addresses for the debtor receiving the items at **Delivery to** and the debtor receiving the invoice at **Invoice to** follow the addresses defined in the debtor maintenance at **Addresses** under the **Contact** tab at Finance → Accounts receivable → Maintain. However, if a debtor is defined at **Invoice debtor** under the **Logistics** tab in the debtor maintenance of the **Ordered by** debtor, the **Invoice to** field will be automatically filled with the debtor defined.
7. Type a reference of the credit note at **Your reference**. This is the customer's reference and can be filled in with alphanumeric characters.
8. Type or select the person who is in charge of the sales credit note at **Person**.
9. Type or select the method of shipment at **Shipping via**.
10. Select the item in the **Item** column by typing the item code in the sales credit note line. If you select the item by typing a partial item code or by pressing F2, you will see the **Items** screen.
11. Select the item(s) in the **Items** screen.
12. Click **Select**.
13. Type the quantity for the items delivered in the **Quantity** column. The number must be in negative because it indicates the number of products/services being returned.
14. Type the fulfillment date of the items ordered in the **Fulfillment date** column to specify when the items were delivered to the customer.
15. Click **Conditions** to define the payment condition or add additional information to the sales credit note. The **Invoice data** screen will be displayed.
16. After making the necessary entries or adjustments, click **Close** in the **Invoice data** box to return to the **Enter credit notes** screen.
17. Click **Close** to save the credit note and exit. You will see a **Discount/Extra charges** screen that displays any discount or extra charge for the items. You can include extra rule or phantom items to add cost or discount to the sales credit note. The **Discount/Extra charges** screen will only be shown if you have selected the **Discount/Extra charges** check box at Systems → General → Settings, under **Invoice settings**.
18. Click **OK** to exit.

When creating a sales credit note manually, some details on the sales credit note are automatically filled in, such as information in the **SO no.** and **Our ref.** fields. The sales order number at **SO no.** is a system-generated number or based on the **Sales order number** defined at System → General → Settings, under **Numbers settings** if you have **E-Sales Order** in your license. The **Our ref.** is an internal reference number of an invoice and is based on the **Invoice number** defined at System → General → Settings, under **Numbers settings**. **Our ref.** is automatically filled in if **At entry** is selected at **Assign invoice numbers** at System → General → Settings, under **Invoice settings**.

You can find the sales credit notes and invoices created by defining the appropriate criteria and clicking **Search** at Invoice → Entries → Invoices.

3.5.2 Editing sales credit notes

You can make changes to sales credit notes that have been created as long as the sales credit notes have not been printed and processed.

To edit sales credit notes:

1. Go to Invoice → Entries → Invoices.
2. Define the relevant criteria.
3. Click **Search**.
4. Select the sales credit note to be edited.
5. Click **Open**.
6. Make the necessary changes to the sales credit note.
7. Click **Close** in the **Sales invoices** screen to save the changes.

Note:

If you are making changes to a sales credit note that has been authorized, you will get a warning message, "Already authorized. Invoice (30 12)", with "30" being the invoice code and "12" being the sequence number of the sales credit note. If you decide to continue with the changes, click **OK** and the authorization status of the sales credit note will be removed. The warning message will be displayed only if the authorization process is a mandatory step. For more details, see *2.1 Invoice Settings*.

3.5.3 Processing sales credit notes

You can print and process the sales credit notes that have been created at Invoice → Entries → Invoices. Open the relevant sales credit note, and then click the **Processed** process step at the **Sales invoices** screen. It is also possible to print and process individual sales credit note or multiple sales credit notes simultaneously at Invoice → Entries → Print / Process. For details on how to print sales credit notes, see *3.4 Printing and Processing Invoices*.

3.5.4 Deleting sales credit notes

It is possible to delete sales credit notes that have been created. When you do this, the sales credit notes will be deleted and cannot be retrieved from the system. Sales credit notes that have been printed and processed cannot be deleted.

User rights: You can only delete the sales credit notes if you have the **Delete invoices** function right at System → HR & Security → User rights, under Functions → Rights → Sales.

To delete sales credit notes:

1. Go to Invoice → Entries → Invoices.
2. Define the relevant criteria.
3. Click **Search**.
4. Next, select the sales credit note to be deleted.
5. Click **Delete**, and a message "Delete the data selected?" will be displayed.
6. Click **Yes** to delete the sales credit note. If the sales credit note has been authorized, the **Delete invoices** screen will be displayed to notify that the sales credit note has been authorized. Click **Continue** to confirm the deletion of the sales credit note.
7. Click **Close** to exit.

3.6 RECONCILING CREDIT NOTES

When you create a credit note manually, the credit note transaction will not be automatically reconciled to the original invoice because the credit note and its original invoice do not have the same **Our ref.** number or the internal reference number. Thus, you will need to manually match the entries of the credit note with the entries of its original invoice.

When a credit note is matched with its original invoice, the amount in the original invoice is deducted according to the amount in the credit note. For example, you have processed an invoice for two bicycles with a total amount of EUR 400.00. A financial entry will be made to record the revenue amount. When the customer returns one bicycle due to faulty reasons, a credit note is then created for the customer. Thus, the exact payment the customer needs to make is only EUR 200.00.

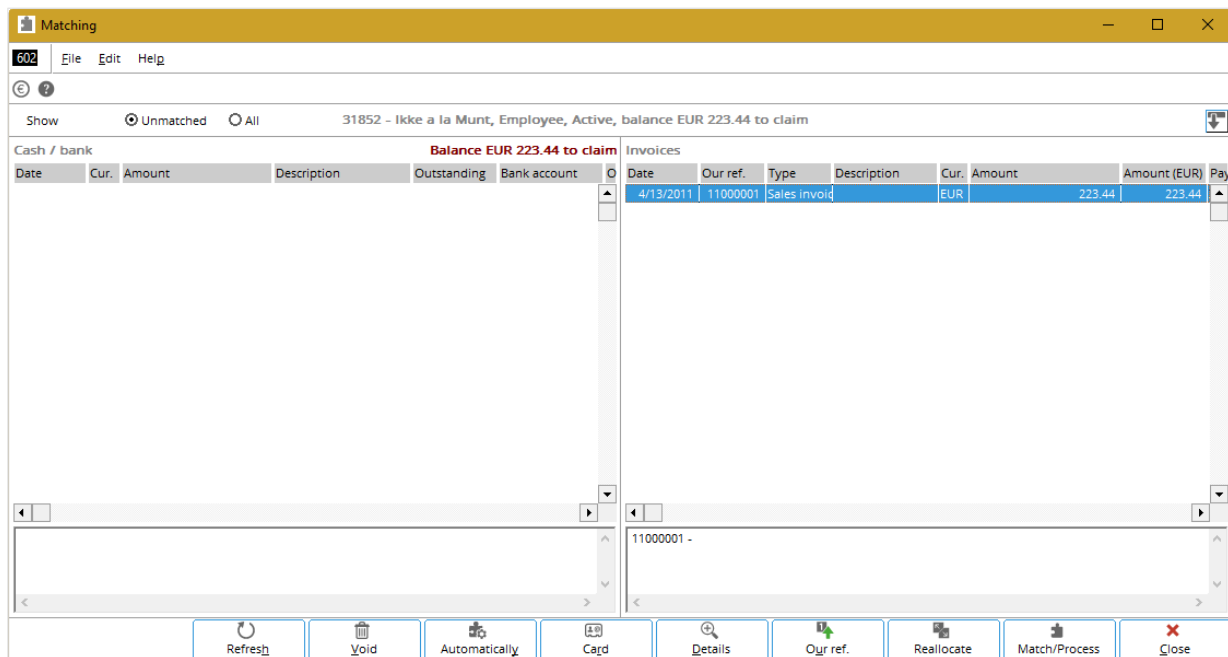
In order to reflect the correct outstanding payment amount for the invoice for the customer, a reconciliation of the credit note to the invoice needs to be done.

The following topics are relevant to this section:

- Matching credit notes with invoices, and undoing the process of matching credit notes with invoices.

3.6.1 Matching credit notes with invoices

The credit note and its original invoice can only be matched when both the credit note and invoice have been processed.



To match credit notes with original invoices:

1. Go to Finance → Accounts receivable → Cards.
2. Select the debtor that the processed credit note and invoice belong to.
3. Click **Display** to display the **Debtor card** screen.
4. Click **Match** to display the **Matching** screen. Payments and invoices that have not been matched are displayed. To reconcile credit notes to original invoice, only the **Invoices** section is relevant.
5. Select the invoice and credit note to be reconciled.
6. Click **Match/Process** to match the lines selected. To select more than one invoice or credit note, hold down CTRL and click the invoices or credit notes that you want.

7. If the total amount of the selected lines does not match, the **Process** screen will be displayed. You can indicate how you want to manage the amount difference by selecting one of the following options:
 - **Balance** — The amount difference will remain outstanding for the particular debtor.
 - **Payment difference** — There will be no outstanding amount remaining for the invoice, and the payment difference is entered in the general ledger account indicated.
 - **Discounts** — There will be no outstanding amount remaining for the invoice, and the payment difference is entered as a discount in the general ledger account indicated.
 - **Discount (Including : Tax)** — There will be no outstanding amount remaining for the invoice, and the payment difference is entered as discount including tax in the general ledger account indicated if you select **Adjust : Revenue** or in a general ledger account specified if you select **Write off discount**.
 - **Other** — There will be no outstanding amount remaining for the invoice, and the payment difference is entered in the general ledger account specified. You can specify the general ledger account at **Other**.
8. Click **Process** to process the selection. To view the matched lines, select **All** at **Show**. Each matched line will have a green check mark under the **Matched** column.
9. Click **Close** in the **Matching** and **Debtor card** screens to exit.

Once matched, entries will be made to the selected general ledger account and can be viewed by selecting the relevant general ledger account (that was used to make the entries) and clicking **Display** at Finance → General ledger → Cards.

3.6.2 Undoing the process of matching credit notes with invoices

You can undo the process of matching credit notes with invoices.

To undo credit notes that have been matched with original invoices:

1. Go to Finance → Accounts receivable → Cards.
2. Select the debtor that the processed credit note and invoice belong to.
3. Click **Display** to display the **Debtor card** screen.
4. Click **Match** to display the **Matching** screen.
5. At **Show**, select **All** to display all payments and invoices that have or have not been matched. To undo the matching of credit notes with original invoice, only the **Invoices** section is relevant.
6. Select the invoice and credit note to be unmatched. An invoice line always comes in at least a pair after it has been matched. Thus, when you select an invoice line, the other matched line will be automatically selected.
7. Click **Unmatch**.
8. Click **Close** in the **Matching** and **Debtor card** screens to exit.

Once unmatched, entries that were made to the selected general ledger account will be removed and can no longer be viewed from the general ledger cards.

4. MANAGEMENT INFORMATION

In Exact Globe Next/Exact Globe+, various overviews and reports for **E-Invoice** are provided to assist the management in monitoring its invoicing process effectively, so that the management is able to keep an eye on the daily state of affairs. With these overviews and reports, the management will be able to view what has already been invoiced as a result of sales orders, and what has yet to be invoiced.

Exact Globe Next/Exact Globe+ also provides you with the capability to extract up-to-date insight on your actual sales, which aids the management in decision-making. These revenue statistics, available if you have **E-Sales Analysis** in your license, are presented clearly in Microsoft Excel.

4.1 INVOICES REPORT

The invoices report provides an overview of all the invoices that have been processed. With the search criteria, you can filter the report to view only sales invoices that have been processed, processed credit notes, processed commission invoices, or all of them at the same time.

You also have the option to view the report of processed sales invoices, POS, or credit notes that involve a particular item or that are for invoice debtors from a particular country. In addition, the report displayed can be grouped by debtor, order, date, item, or person.

At Invoice → Reports → Invoices, you can view a simple report of the invoices or select the **Details** check box under the **Layout** section to view the invoices report with more details of each invoice such as the contact person, invoice date, description of the invoice, and so on.

The availability of the search criteria enables you to include information that is important or omit information that is not required in the report.

From the invoices report displayed, you can also double-click the value in the **Our ref.** column to view all invoice lines of the invoice with the selected our reference number. This is useful for further analysis of the details of the invoices.

Invoices									
User	yong294651		Company	932 MacBean NL			Report		
Default currency	EUR								
Invoice date	All		Classifications	All					
Invoice debtor	60092 - 60093		Invoice type	Sales invoice,Credit note					
Our ref.	All		Details	Yes					
			Selection code	All					
CAF									
60093, Cafe Hout, MVR Brouw									
						Credit limit		N/A	
						Status		Active	
Our ref.	Inv. date	Your reference	Type	SO Person	Description	Amount	%	Net	Total
10000014	7/12/2010	Bestel.: 20020	Inv.	20020 1006, Sanne Klei	MX 3	4,120.33	0.00	4,120.33	4,864.48
# Invoiced			Invoice =	1		4,120.33	0.00	4,120.33	4,864.48
Totals			Invoice =	1		4,120.33	0.00	4,120.33	4,864.48
RES									
60092, Pizzeria Vesuvius, DHR Menida									
						Credit limit		N/A	
						Status		Active	
Our ref.	Inv. date	Your reference	Type	SO Person	Description	Amount	%	Net	Total
10000003	18/10/2010	Bestel.: 20000	Inv.	20000 1006, Sanne Klei	Order oktober	190.40	0.00	190.40	208.72
10000011	26/11/2010	Bestel.: 20011	Inv.	20011 1006, Sanne Klei		49.00	0.00	49.00	51.94
12000001	17/2/2012	Bestel.: 20027	Inv.	20054 1, Caroline	Bestel.: 20027	25.38	0.00	25.38	30.20
12000002	17/2/2012	CN - Bestel.: 20027	Cred	20055 1, Caroline	CN - Faulty	-12.69	0.00	-12.69	-15.10
# Invoiced			Invoice =	3	Other = 1	252.09	0.00	252.09	275.76
Totals			Invoice =	3	Other = 1	252.09	0.00	252.09	275.76
Totals			Invoice =	4	Other = 1	4,372.42	0.00	4,372.42	5,140.24
Internal Exact Globe 2003 Enterprise contract									
1 of 1									
20/2/2012									

To view the invoices report:

1. Go to Invoice → Reports → Invoices, define the relevant criteria of the invoices that you want to include in the report.
2. Click **Start**. The **Report** screen will be displayed and the sales invoices, commission invoices, or credit notes that match the defined criteria will be displayed. From the **Report** screen, you can also print a copy of the invoices report by clicking **Print**.

The example of the invoices report shown in the previous screen is using the debtor layout, and thus, is grouped by the classification of the debtors. The report only includes processed sales invoices that belong to two invoice debtors, which are Cafe Hout and Pizzeria Vesuvius. These invoice debtors displayed are debtors who received the invoices, and may not be the debtors who placed the orders.

The invoices report is displayed with the **Details** check box selected, and thus, detailed information of each invoice is shown. For each processed invoice, you can view the type of the invoice under the **Type** column and the dates when the invoices were processed under the **Inv. date** column. You can also view the total amount of each invoice under the **Amount** column, the percentage of discount given to the debtor under the **%** column, as well as the invoice amount after deducting the discount given under the **Net** column.

From the report, the **SO** column allows you to trace the sales order that the invoice was based on, and you can easily trace the invoices based on the internal reference number of the invoices displayed under the **Our ref.** column.

The total number of invoices and the total net amount of the invoices for each debtor and each classification will also be displayed. From the example, the total number of invoices for Pizzeria Vesuvius is 3, with a total invoice amount of 275.76, while Cafe Hout has a total of 1 invoice and a total invoice amount of 4,864.48.

At the end of the report, you can view the total number of invoices, as well as the total amount of the invoices for all the invoiced debtors included in the report. From the example, the total number of invoice for the two debtors is 4 and the total invoice amount is 5,140.24.

4.2 INVOICE HISTORY

The overview of invoice history at Invoice → Reports → Invoice history lets you quickly retrieve information of the processed invoices and/or credit notes. The overview also provides brief but important information about the customer such as the classification, an indication on the credit line, and the total outstanding payment.

In the overview, you can view each selected invoice and credit note in detail but cannot edit the information. To view the information, select an invoice or credit note and click **Open**.

If the selected invoice or credit note is linked to a sales order, you can view the sales order by clicking **Sales order in the overview**. You can also create a credit note for the selected invoice from the invoice history overview by clicking **Credit note**. For details on how to create credit notes, see 3.5 *Correcting Processed Invoices*.

It is also possible to click **Print** from the invoice history overview to print individual invoices or credit notes or multiple invoices and/or credit notes simultaneously. You can send the invoice to one or more recipients via e-mail. A copy of the invoice will be printed only if you select the **Print layout during Email** check box in the **Print** section of **Invoice settings**. For more information, see 2.1 *Invoice Settings*.

To create a new invoice with exactly the same details of a processed invoice for a customer, you can make copies of the selected invoice in this overview by clicking **Copy**. For details on how to copy invoices, see 7.2 *Copying Invoices*.

Invoice > Reports > Invoice history >

Refresh Filter Columns

Search Clear 50 Number of rows

Warehouse --All--

Our ref. []

Invoice date [] to [] All

Invoice to [] Ordered by []

Advanced

Type

Sales invoice Direct invoice Credit note POS

Name	Debtor	Order	Our ref.	Your reference	Invoice date	Project code	Currency	Net amount	Attachment	Notes	Description	Total amount
Brasserie Pigalle	60105	20062	11000018	E-Commerce Portal orde	9/20/2011		EUR	67.65	<input checked="" type="checkbox"/>	<input type="checkbox"/>		80.50
Pizzeria Vesuvius	60092	20026	11000017	Bestel.: 20026	6/14/2011		EUR	98.20	<input checked="" type="checkbox"/>	<input type="checkbox"/>		104.09
Chicken Corner (region z	60128	20033	11000016	Bestel.: 20033	6/14/2011		EUR	90.42	<input checked="" type="checkbox"/>	<input type="checkbox"/>		95.85
DSA Limburg	60127	20036	11000015	Vaste verkooporder: 290	6/14/2011		EUR	144.04	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vaste order feb.	152.68
Het Witte paard	60104	20041	11000014	201001683	6/14/2011	20041	EUR	2,161.40	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Demo-model	2,572.07
Cafe de Lantaarn	60093	20031	11000013	Bestel.: 20031	6/14/2011	20031	EUR	4,005.95	<input checked="" type="checkbox"/>	<input type="checkbox"/>	P20031	4,754.31
Wok around de clock	60103	20039	11000012	9724	6/14/2011	20039	EUR	6.37	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Service: 74	7.58
Pizzeria Vesuvius	60092	20026	11000011	Bestel.: 20026	6/14/2011		EUR	98.20	<input checked="" type="checkbox"/>	<input type="checkbox"/>		104.09
DSA Limburg	60127	20036	11000010	Vaste verkooporder: 290	6/14/2011		EUR	144.04	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vaste order feb.	152.68
Het Witte paard	60104	20041	11000009	201001683	6/14/2011	20041	EUR	2,161.40	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Demo-model	2,572.07
Cafe de Lantaarn	60093	20031	11000008	Bestel.: 20031	6/14/2011	20031	EUR	4,005.95	<input checked="" type="checkbox"/>	<input type="checkbox"/>	P20031	4,754.31
Wok around de clock	60103	20039	11000007	9724	6/14/2011	20039	EUR	6.37	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Service: 74	7.58
Pizzeria Vesuvius	60092	20026	11000006	Bestel.: 20026	6/14/2011		EUR	98.20	<input checked="" type="checkbox"/>	<input type="checkbox"/>		104.09
Cafe Hout	60093	20006	11000005	PO: 20006	6/14/2011		EUR	119.85	<input checked="" type="checkbox"/>	<input type="checkbox"/>		119.85
Lunchroom de Orka	60090	20001	11000004	PO: 20001	6/14/2011		EUR	3,332.22	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coffee products	3,332.22
Ikke a la Muntsss	31852	20003	11000001	PO: 20003	4/13/2011		EUR	223.44	<input checked="" type="checkbox"/>	<input type="checkbox"/>		223.44

Note Attachment Sales order Delivery note Credit note Print Copy Open Close

To view the invoice history:

1. Go to Invoice → Reports → Invoice history.
2. Define the relevant search criteria of the invoices that you want to view.
3. Click **Search**. The processed sales invoices, direct invoices, and/or credit notes that match the defined search criteria will be listed.

Based on the example shown, you can view the name of the customer that the invoice was sent to under the **Name** column and the date the invoice was processed under the **Invoice date** column. The net amount of the invoice will be displayed under the **Net amount** column.

By selecting an invoice or credit note, you can also view the status and type of the debtor. If the debtor is blocked, a red cross will be displayed next to **Status**. Otherwise, a green check mark will be displayed.

If you have defined a credit line for the debtor, the amount will be shown next to **Credit line** while **Receivables** displays the total amount of outstanding payment for the selected debtor. If the amount has exceeded the credit line defined, a red cross will be displayed next to **Receivables**. If the amount is below the credit line, a green check mark will be displayed.

4.3 REVENUE STATISTICS

With **E-Sales Analysis** in your license, you will be able to generate the revenue statistics for analysis and decision-making purposes. By defining the relevant search criteria, you can retrieve the desired information and display the statistics.

Within the **E-Sales Analysis** itself, you have the option to generate the revenue statistics by period, by item, by debtor, and so on. In short, the functions available provide you with the ability to view the revenue statistics from various angles. With that, you can obtain information such as items that generate the most revenue and customers that are responsible for the largest share of revenue for your business.

The revenue statistics generated are based on processed invoices only, which are the invoices that have been processed or printed in the final form. The statistics are presented in the form of a graph and data in Microsoft Excel which can then be saved for further analysis or future reference.

The following topics are relevant to this section:

- Overview of revenue statistics and ABC analysis

4.3.1 Overview of revenue statistics

You can generate several graphical overviews of revenue statistics based on the information that you want to view. There are eight options available at Invoice → Statistics → Graphic overviews, which are described as follows. Six of the revenue statistics overview from **E-Invoice** can also be generated from Order → Statistics → Statistics if you have **E-Sales Order** in your license.

Overview of revenue statistics per Period/Debtor/Item

The overview of revenue statistics per period/debtor/item provides a comprehensive overview on the total revenue earned during a specific period from the debtors for the items. You can generate this overview at Invoice → Statistics → Graphic overviews → Period/Debtor/Item.

The graphical overview generated consists of a statistical graph displayed under the **Graph** tab. The graph shows the processed/unprocessed invoices per year/month in total sales amount and groups the debtors by classification. The **Table** tab consists of the data in a table form, while the data under the **Data** tab provides a simple overview of the invoices based on the criteria. The criteria that you have defined will also be included in the overview under the **Range** tab. You can define the criteria to include in the statistics only certain debtors that the invoices belong to, certain items listed in the invoice, and even invoices that have not been processed.

To view the overview of revenue statistics per Period/Debtor/Item:

1. Go to Invoice → Statistics → Graphic overviews → Period/Debtor/Item.
2. Define the relevant criteria.
3. Click **Start**. The revenue statistics will be displayed in Microsoft Excel.

Overview of revenue statistics per Period

The overview of revenue statistics per period provides a summary of total revenue amount gained by period. You can generate this overview at Invoice → Statistics → Graphic overviews → Period. The graphical overview generated consists of a statistical graph displayed under the **Graph** tab. The **Table** tab consists of the data in a table form, while the data under the **Data** tab provides a simple overview of the data based on the defined criteria.

In **Statistics** under the **Layout** section, you have the option to generate the overview in different layouts such as by country, debtors, items, debtors by item, people by item group, and so on. For example, if you select **Item** at **Statistics**, the data under the **Data** tab displays the revenue gained for the defined period by items.

To view the overview of revenue statistics per Period:

1. Go to Invoice → Statistics → Graphic overviews → Period or Order → Statistics → Statistics → Period.
2. Define the relevant criteria of the information that you want to include in the statistics.
3. Click **Start**. The revenue statistics will be displayed in Microsoft Excel.

Overview of revenue statistics per Date

It is also possible to view the revenue statistics based on the date the invoices were processed. The overview of revenue statistics per date provides a summary of total revenue amount gained and the invoice amount paid on a daily, weekly, or monthly basis. This way, you can then check if all invoiced amount for the date, week, or month has been paid by your customers, or to check the outstanding amount that has yet to be received.

With the available criteria under the **Range** section, you have the option to limit the information that will be displayed in the overview, such as selecting a date range to display only invoices that were processed within the specified period.

To view the overview of revenue statistics per Date:

1. Go to Invoice → Statistics → Graphic overviews → Date.
2. Define the relevant criteria of the information that you want to include in the statistics.
3. Click **Start**. The revenue statistics will be displayed in Microsoft Excel.

Overviews of revenue statistics per Debtor, Item, Person, and Item group

The overviews of revenue statistics per debtor, item, person, and item group display the cost, revenue, and margin information based on the views selected. These statistics are almost identical, differing only in the way that they are presented.

The overview of revenue statistics per debtor can be generated at Invoice → Statistics → Graphic overviews → Debtor or Order → Statistics → Statistics → Debtor. These statistics provide an overview of quantity of items invoiced and revenue earned grouped by debtors.

The overview of revenue statistics per item can be generated at Invoice → Statistics → Graphic overviews → Item or Order → Statistics → Statistics → Item. These statistics provide an overview of quantity of items invoiced, and revenue earned grouped by the items that have been invoiced.

You can generate the overview of revenue statistics per person at Invoice → Statistics → Graphic overviews → Person or Order → Statistics → Statistics → Person. These statistics provide an overview of quantity of the items invoiced, and revenue earned grouped by the employees who handled the invoices.

You can also generate the overview of revenue statistics per item group at Invoice → Statistics → Graphic overviews → Item group or Order → Statistics → Statistics → Item group. These statistics provide an overview of quantity of the items invoiced, and revenue grouped by item groups.

You can filter the overview to view all or certain debtors of the processed invoices and all or only invoices that have been processed within a certain date range. It is also possible to display the overview by revenue by selecting the **Revenue** option at **Show**, or to display the quantity of the items invoiced by selecting the **Quantity** option at **Show**. Furthermore, you can include data for the previous year, current year, or data that is used for planning in the overview by selecting the appropriate selection at **Comparison** under the **Options** section. This is useful for data comparison purposes.

Besides that, you can also choose to include the margin amount for all financial years in the overview by selecting **Current year** at **Comparison** and **Margin** at **Current year**. You can also include both margin and discount by selecting **Current year** at **Comparison** and **Both** at **Current year**. To view the revenue statistics with only the top 10 records, you can specify by filling in "10" at **Top**.

To view the revenue data that is automatically entered in the sales journal when the sales invoices are processed, as well as revenue data that is manually entered in the sales journal, select the **Include financial entries** check box under the **Options** section. Clear this check box if you do not want to view the revenue data from manual sales journal entries.

With the **Include rules** check box, you can choose to include revenue data from rule items or phantom items in the overview by selecting the check box.

		Debtors, Margin					
Date	1/1/2006 - 31/12/2011	Top	10				
Item	All	Previous year	No				
Debtor	60089 - 60100	Planning	No				
Person	All	Scenario	-				
Item group	All						
Debtor category	All						
Country	All						
Cost center	All						
Warehouse	All						
Currency	EUR						
Debtor	Name	Revenue	%	Costs	%	Margin	Margin %
60091	Kaffee und Kuchen	11,782.93	54.81	4,631.71	47.73	7,151.22	60.69
60100	Grand cafe de Zeven Heuvels	4,414.26	20.53	2,138.17	22.04	2,276.09	51.56
60093	Cafe Hout	4,120.33	19.16	2,274.60	23.44	1,845.73	44.80
60089	Restaurant Enkhuizen	523.40	2.43	259.56	2.67	263.84	50.41
60090	Lunchroom de Orka	408.30	1.90	232.00	2.39	176.30	43.18
60092	Pizzeria Vesuvius	239.40	1.11	161.80	1.67	77.60	32.41
60094	Mevr. Vlemmiks	10.75	0.05	5.41	0.06	5.34	49.67
Total		21,499.37	100.00	9,703.25	100.00	11,796.12	54.87

To view the overview of revenue statistics per Debtor, Item, Person, or Item group:

1. Go to the relevant menu path.
2. Define the relevant criteria of the information that you want to include in the statistics.
3. Click **Start**. The revenue statistics will be displayed in Microsoft Excel.

Based on the example from the previous screen, the report (under the **Data** tab) is an overview of revenue earned grouped by debtors, generated at Invoice → Statistics → Graphic overviews → Debtor.

This report displays information such as the revenue, revenue percentage, costs, and other details. For example, refer to debtor 60091 in the previous screen. The revenue of "11,782.93" indicates the total amount of invoices processed for the debtor, while the revenue percentage of "54.81" is derived by dividing the revenue of "11,782.93" with the total revenue of "21,499.37" and then multiplied by 100.

The cost of "4,631.71" displayed is calculated based on the cost price of the item ordered multiplied by the total quantity of the item ordered for all invoices belonging to the debtor. The cost percentage of "47.73" is the cost of "4,631.71" divided by the total cost of "9,703.25" multiplied by 100. The margin of "7,151.22" displayed is the total margin of all the items ordered by the debtor that have been invoiced, and the margin percentage of "60.69" displayed is calculated by dividing the margin of "7,151.22" with the total margin of "11,796.12" and then multiplied by 100.

4.3.2 Overview of ABC analysis

ABC analysis classifies items, debtors, and other information according to their importance. Exact Globe Next/Exact Globe+ provides the ABC analysis at Invoice → Statistics → Graphic overviews → ABC analysis or Order → Statistics → Graphic overviews → ABC analysis in terms of reports and graphs so that a better insight can be gained from the distribution of sales. This allows you to pay more attention to important items or items that generate the most revenue.

The analysis is based on the 80/20 rule, also known as the Pareto analysis, whereby 20% of the invested input is responsible for 80% of the results. The ABC analysis allows you to identify the 20% of items that are generating 80% of the revenue. The overview will show which items generated the highest revenue, or depending on the selection in the search criteria, which debtors are your best customers.

You can choose to generate the ABC analysis based on item by selecting the **Items** option at **Show**, or based on debtor by selecting the **Debtors** option. For example, if the **Items** option is selected, the ABC analysis of item(s) belonging to the item group(s) defined at **Item group** will be displayed in the report. If the **Debtors** option is selected, the ABC analysis of the selected debtor(s) defined at **Debtor** will be displayed. You can also view the report based on debtors who received the invoices or debtors who placed the orders by selecting **Invoice debtor** or **Sales order debtor** respectively at **Select**.

The fields under the **ABC analysis** section must be defined, and the total percentage defined in the three fields must total 100% (**A + B + C = 100%**). Field **A** refers to the group of debtors or items that have the highest revenue, or the debtors or items with the highest sales while fields **B** and **C** are debtors or items that make up the rest of the total revenue gained or quantities sold.

From the generated report, you can view the graph by clicking the **Graph** tab (located at the bottom of the screen), or the report by clicking the **Data** tab, which displays information such as revenue, revenue percentage, and cumulative revenue.

		ABC analysis						
Show	Debtors	A	20%					
Date	All	B	40%					
Debtor	60091 - 60100	C	40%					
Sort by	Revenue							
Currency	EUR							
Debtor	Name	ABC	Revenue	%	Cumulative	Quantity	%	Cumulative
60091	Kaffee und Kuchen	A	11,782.930	57.253	57.253	43.000	29.965	29.965
60100	Grand cafe de Zeven Heuvels	B	4,414.260	21.449	78.702	56.500	39.373	69.338
60093	Cafe Hout	B	4,120.330	20.021	98.723	29.000	20.209	89.547
60092	Pizzeria Vesuvius	C	252.090	1.225	99.948	14.000	9.756	99.303
60094	Mevr. Vlemmiks	C	10.750	0.052	100.000	1.000	0.697	100.000
Total		5	20,580.360	100.000		143.500	100.000	

To generate the ABC analysis:

1. Go to Invoice → Statistics → Graphic overviews → ABC analysis.
2. Define the relevant search criteria.
3. Click **Start**. The ABC analysis will be displayed in Microsoft Excel.

For example, refer to debtor 60093 in the previous screen. The revenue of "4,120.330" is the total amount of invoices processed for the debtor, the revenue percentage of "20.021" is the revenue of "4,120.330" divided by the total revenue of "20,580.360" multiplied by 100. Meanwhile, the cumulative revenue of "98.723" is the sum of the first three revenue percentages (57.253 + 21.449 + 20.021).

The quantity of "29.000" is the total number of items ordered by the debtor that have been invoiced, while the quantity percentage of "20.209" is calculated by dividing the quantity of "29.000" with the total quantity of "143.500" multiplied by 100. The cumulative quantity of "89.547" is the sum of the first three quantity percentages (29.965 + 39.373 + 20.209).

4.4 PIVOT ANALYSIS

Pivot analysis is a powerful analysis tool that enables you to customize reports based on your own needs. This function is important if the available revenue statistics or reports are not presented in your desired way. Thus, you can design your own reports so that the data is presented in the exact way that you want. You can generate the pivot analysis at Invoice → Statistics → Pivot analysis.

The data in pivot analysis are obtained based on processed invoices. You can retrieve real-time information that enables you to determine the item that is most sellable, identify the point of time the item is reaping a bigger profit, identify the item that is generating below average profit margin to your business, as well as to compare the revenue gained for each department, per project, and so on. In short, the flexibility of this function allows you to extract only the desired information and produce it in a way that is relevant for decision-making purposes.


You can export the pivot analysis report to Microsoft Excel by clicking **Export**. You can even save the report template(s) of your choice for future reference by clicking **File**, and then clicking **Save as**. When saving the report, select **Private** to make the template available only to the user who created the template, or select **Public** to make the template available to all users. This way, you do not have to customize the report every time you want to generate the pivot analysis. A template that has been saved can be opened by clicking **File**, and then clicking **Open**.

GL account	Month	Deb. City	Perc. X	Actual	Perc. Y	Perc. X	Actual	Perc. Y	Perc. X	Actual	Perc. Y	Perc. X	Actual	Total: Actual
	3	Sappemeer												
		Valkenburg LB												
		Weert												
4	Production result	1												-0.02
5	Production result	2												-0.05
6	Production result	6												-10.50
7	production revenue	1												0.00
8	production revenue	2												0.00
9	production revenue	6												0.00
10	Revenue	1												-41,879.73
11	Revenue	2												-10,230.44
12	Revenue	3	1.10											-356,061.99
13	Revenue	4												-228.00
14	Revenue	6		-327.33	111.11	2.01	-8,153.57	100.27	50.12					-16,267.42
15	Revenue	9												-67.65
16	Revenue hours	1												-640.00
17	Revenue hours	3												-228.38
18	Revenue hours	6												-324.80
19	Sales discounts	1												1,940.86
20	Sales discounts	3	100.00											166.08
21	Sales discounts	4												4.56
22	Sales discounts	6												119.61
				32.73	-11.11	27.36	21.62	-0.27	18.24					-423,707.97
				-294.60			-8,151.75		-67.65					

To generate the pivot analysis:

1. Go to Invoice → Statistics → Pivot analysis.
2. Click **Display: Fields** to select the required field(s) to be added to **Axis-X**, **Axis-Y**, and/or **Filter**.
3. Select a field and click **To : X** (to move the field to **Axis X**), **To : Y** (to move the field to **Axis Y**), or **To: Filter** (to move the field to the **Filter** section). You can add as many fields as necessary.
4. Click **Columns** to display the **Format columns** screen. Select the check boxes to specify the columns that you want to view in the report. Then, click **Close** to return to the pivot analysis report.
5. In **Year** under the **Filter** section, type the year of the pivot analysis report that you want to view. Define other relevant criteria of the details that you want to include in the pivot analysis report, and then click **Refresh**. The details that match the defined search criteria will be displayed in the report.
6. Click **Close** to exit.

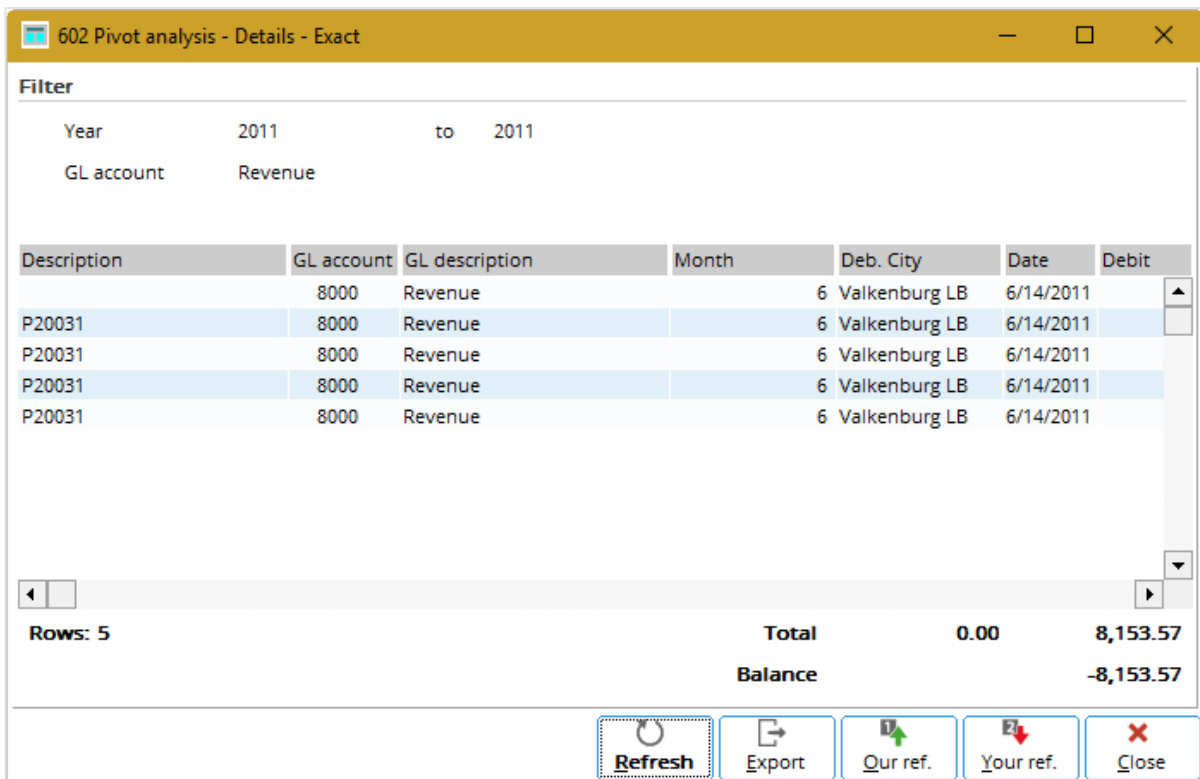
The example of a pivot analysis report as shown in the previous screen displays the total revenue per revenue account by city for each month. To retrieve the information displayed, click **Display: Fields** to display the **Fields** screen. In the **Categories** field, select **Debtors**. Click **Deb. City** and click **To: X**. Then, drag the **Month** column to Axis Y. Alternatively, right-click **Month** and select **Remove**. Then, click **Display: Fields**. In the **Categories** field, select **Date**. Click **Month** and click **To: Y**.

Click  **Columns** to select the columns that you want to view in the pivot analysis report. Based on the example, select only the **Actual**, **Percentage X**, and **Percentage Y** check boxes. Click **Close** to close the **Format columns** screen. In the **Filter** section, type the year or the year range that you want the report to be based on. Click **Refresh** to generate the report based on the defined criteria.

From the example, the revenues gained for the cities "Sappemeer", "Valkenburg LB", and "Weert" are displayed. The total revenue gained per city can be viewed at the bottom of the report, while the total revenue gained per revenue account per month is displayed under the **Total: Actual** column.

The percentage for revenue (under the **Perc. X** column) is calculated based on the actual value divided by the sum values of the same row multiplied by 100. For example, the percentage "2.10" displayed at **Revenue** in month **6** for Valkenburg LB is obtained by dividing "-8,153.57" with "-16,267.42" multiplied by 100.

The amount "-8,153.57" displayed under the **Actual** column at **Revenue** in month **6** is the total revenue gained from customers in Valkenburg LB in the month of June. You can also view the details of the selected amount by clicking **Details**. The following screen will be displayed:



Description	GL account	GL description	Month	Deb. City	Date	Debit
	8000	Revenue		6 Valkenburg LB	6/14/2011	
P20031	8000	Revenue		6 Valkenburg LB	6/14/2011	
P20031	8000	Revenue		6 Valkenburg LB	6/14/2011	
P20031	8000	Revenue		6 Valkenburg LB	6/14/2011	
P20031	8000	Revenue		6 Valkenburg LB	6/14/2011	
Total						0.00
Balance						-8,153.57

Rows: 5

Buttons: Refresh, Export, Our ref., Your ref., Close

To view the financial transaction details, select the line and click **Our ref.** You can also display the selected data in Microsoft Excel by clicking **Export**. Click **Close** to return to the report.

4.5 OVERVIEW OF INVOICES TO BE PROCESSED

This report at Invoice → To be processed → To be invoiced provides an overview of all the sales invoices and/or credit notes that have not been processed in the final form and their outstanding days. With the search criteria, you can filter the report to view unprocessed sales invoices and/or credit notes with the selected transaction dates.

You also have the option to view the report of unprocessed sales invoices and/or credit notes with the description of the sales invoice and/or credit note that match the full or partial description filled in at **Description**.

/
A
O
I
Invoice > To be processed > To be invoiced >

Warehouse

Warehouse --All-- ▼

Selection

Trs.date to All

Sales order date to All

Your ref. Description

Selection code Order

Type

Sales invoice Credit note POS

Transaction date	Quantity	Amount (EUR)	Days
12/20/2016	1	47.20	0
12/23/2011	1	845.00	1824
12/20/2011	3	2,165.00	1827
12/1/2011	1	250.00	1846
11/30/2011	8	15,932.95	1847
3/1/2011	1	2,161.40	2121
2/15/2011	1	6.37	2135
2/10/2011	1	144.04	2140

Totals

Sales invoice : 17 Credit note : 0

POS : 0 Amount (EUR) : 21,551.96

<
>

Refresh
Note
Attachment
Export
Zoom
Back
Close

To obtain the overview for sales invoices or credit notes that have not been processed:

1. Go to Invoice → To be processed → To be invoiced.
2. Define the relevant search criteria of the sales invoices and/or credit notes that you want to view.
3. Click **Refresh**. The unprocessed sales invoices and/or credit notes that match the defined search criteria will be listed.

Based on the example shown, you can view the transaction dates of the sales invoices under the **Transaction date** column and the number of sales invoices and/or credit notes with the same transaction dates under the **Quantity** column. Under the **Amount** column, the total amount of the sales invoice and/or credit notes will be displayed in the default currency. The number of outstanding days of the sales invoices and/or credit notes will be displayed under the **Days** column. An outstanding day refers to the day from the transaction date of the sales invoice and/or credit note until today, which is the date defined in your computer.

You can view the sales invoice and/or credit note lines by selecting a transaction date line, and then clicking **Zoom**. Each sales invoice and/or credit note line displays brief details such as the name of the debtor and the invoice code.

By selecting a sales invoice or credit note line, and then clicking **Zoom** again, you can open the sales invoice or credit note to view more detailed information of the sales invoice or credit note and make changes to some of the information. You can also export the sales invoice and/or credit note lines to Microsoft Excel by clicking **Export**.

The total number of sales invoices and/or credit notes, as well as the total amount, will be displayed at the bottom of the overview.

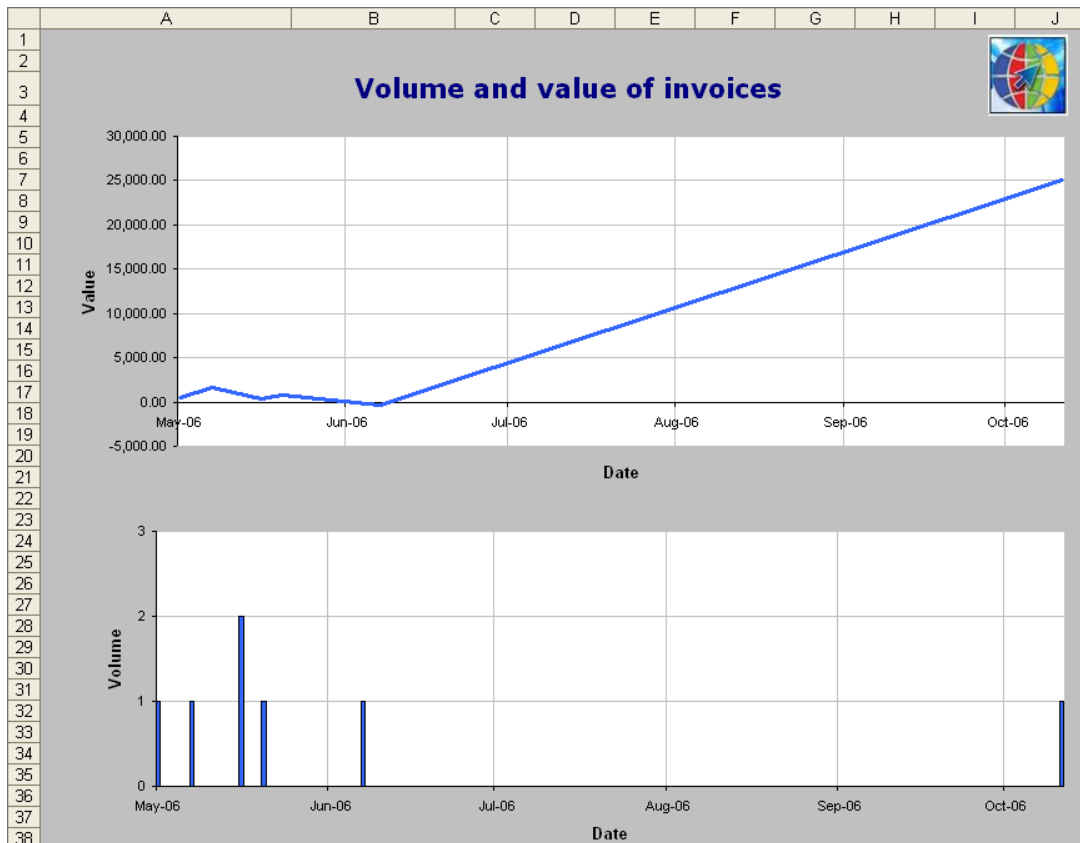
4.6 OVERVIEW OF PROCESSED INVOICES

The overview of processed invoices at Invoice → Statistics → Processed invoices provides a graphical overview and a table of data of all the sales invoices that have been processed in the final form. This overview provides an analysis on whether the revenue from a certain period comes from high volume of invoices or from high value of sales. With the search criteria, you can view the sales invoices that have been processed, but with the selected representative, classification and/or status.

You also have the option to view the graphical overview of processed sales invoices only for the defined debtor(s) and/or with the selected selection code(s). The debtors are the invoiced debtors or debtors who received the invoices.

It is possible to view the graphical overview by week, month, or quarter, and select the number of periods at **Last** to define the range of data to be included in the overview. For example, if the current date is April 1, 2011, selecting **Month** at **Period** and **12** at **Last** will generate an overview of processed and/or unprocessed sales invoices that were processed during the last 12 months. This means the overview will display sales invoices that were processed from April 1, 2010 to March 31, 2011.

You can also filter the overview to include unprocessed sales invoices by selecting the **Include: To be processed** check box. The following screen is an example of the overview, which displays the processed and/or unprocessed invoices in invoice value and volume:



To view the graphical overview of processed and/or unprocessed sales invoices:

1. Go to Invoice → Statistics → Processed invoices.
2. Define the relevant search criteria.
3. Click **Start**. The processed and/or unprocessed sales invoices that match the defined search criteria will be listed.

Based on the example shown, you can view the value and volume of the processed and/or unprocessed sales invoices from the respective graphs. **Value** refers to the total amount of the sales invoices, while **Volume** refers to the total number of sales invoices.

You can also view the result in a tabular format by clicking the **Data** tab in Microsoft Excel.

4.7 OVERVIEW OF TOP 10 INVOICED REVENUES

With **E-Sales Analysis** in your license, you can generate a statistical overview of your invoiced revenue at Invoice → Statistics → Top 10 revenue. These invoices, which include sales invoices, direct invoices, credit notes, and direct credit notes, are invoices that have been processed in the final form.

Depending on the option selected at **Statistics**, this overview enables you to view the debtors, items, people, or projects that generate the highest revenue in your organization. The option to generate the overview by projects is available if you have **E-Project** in your license.

With the search criteria, you can generate the overview based on debtors, items, people, or projects up to the number "999". For example, if you type "30" at **Top**, the top 30 statistics overview will be generated.

You can also view the items that generate the highest turnover for your company based on revenue of the items or the number of items sold by selecting **Revenue** or **Quantities** respectively at **Show**.

Once you have selected a debtor, item, person, or project line from the list, you can view more details of the selected line by clicking **Zoom**. You can also view the debtor card of the selected debtor or the item card of the selected items by clicking **Debtor card** or **Item card** respectively. Different criteria and buttons will be enabled depending on the option selected at **Statistics**.

Invoice > Statistics > Top 10 revenue >

Statistics: Debtor

Top: 10

Show: Revenue Quantities

Order: Top Bottom

Warehouse: [] to [] All

Date: [] to [] All

Total amount	Debtor	Name	Country code	Status
352154.24	60129	Van der Vogel hotels	NL	Active
25396.57	60103	Wok around the clock	NL	Active
22558.42	60128	Chicken Corner (region zuid)	NL	Active
22433.67	60104	Het Witte paard	NL	Active
15774.31	60102	Cafe de Lantaarn	NL	Active
14239.93	60127	DSA Limburg	NL	Active
12252.08	60093	Cafe Hout	NL	Active
11782.93	60091	Kaffee und Kuchen	DE	Active
4414.26	60100	Grand cafe de Zeven 7 Heuvels	NL	Active
3712.02	60090	Lunchroom Orka	BE	Active

Buttons: Refresh, Project card, Item card, Debtor card, Person, Zoom, Back, Close

To view the overview of Top 10 invoiced revenues:

1. Go to Invoice → Statistics → Top 10 revenue.
2. Define the relevant search criteria.
3. Click **Refresh**. The total amount of invoices or total quantity of items that match the defined search criteria will be listed.

Based on the example shown, you can view the top 10 debtors with the highest invoiced amount. These debtors are invoiced debtors or debtors who received the invoices. The debtors are listed in descending order, from the debtor with the highest invoiced amount to the lowest invoiced amount. The invoiced amount for each debtor in the default currency is displayed under the **Total amount** column, with the names of the debtors displayed under the **Name** column.

4.8 OVERVIEW OF INVOICE STATISTICS REPORT

At Invoice → Reports → Statistics, you can view an overview of the sales of each item such as the quantity and amount invoiced per item. The data of this report includes only invoices that have been processed in the final form. This report can also be accessed at Order → Reports → Statistics if you have **E-Sales Order** in your license.

This report shows the quantity sold, the revenue or costs of goods sold, the percentage of markup or margin, the percentage of discount given, and other information for each item. For details on the calculation of margin or markup, see 2.5 *Creating and Maintaining Items - Basics tab*. From this invoice statistics report, you can easily zoom in on the item information and the item transaction card.

With the search criteria, you can choose to include only a debtor that the items were invoiced to by selecting the debtor at **Debtor**. You can also select a general ledger account or a range of general ledger accounts to generate the overview with only items that were linked to the selected general ledger accounts.

If you click **Advanced**, more options will be available for you to include only certain items in the report. You can choose to include certain items in the report based on the item groups and status of the items selected.

Once you have defined the criteria, click **Display** to view the following screen:

Warehouse	Item	G/L account	Item description	Item group	Item price	Status	Quantity	Net price	Revenue	Discount %	Cost price	Average costs	Costs	Markup %
1	BEK0001	7000	R.P. Take Away Cup 250cc	0	67.650	Active					39.500	39.500	40	
1	BEK0001	8000	R.P. Take Away Cup 250cc	0	67.650	Active	1	67.650	68	0	39.500			71.27
1	BON0001	7000	R.P. Supremo beans	0	20.178	Active					9.083	9.083	1,008	
1	BON0001	8000	R.P. Supremo beans	0	20.178	Active	112	19.907	2,230	1	9.083			119.16
1	BON0001	9010	R.P. Supremo beans	0	20.178	Active	0		-227		9.083			
1	BON0002	7000	R.P. Espresso Dolce	0	220.320	Active					10.333	10.333	331	
1	BON0002	8000	R.P. Espresso Dolce	0	220.320	Active	32	22.446	718	90	10.333	10.333	331	117.22
1	BON0002	9010	R.P. Espresso Dolce	0	220.320	Active	0		-12		10.333			
1	BON0003	7000	R.P. Espresso Mezzo	0	22.655	Active					10.250	10.250	103	
1	BON0003	8000	R.P. Espresso Mezzo	0	22.655	Active	10	22.655	227	0	10.250			121.02
1	BON0003	9010	R.P. Espresso Mezzo	0	22.655	Active	0		-10		10.250			
1	BON0006	7000	R.P. Cafe Creme beans	0	22.330	Active					10.833	0.000	0	
1	BON0006	8000	R.P. Cafe Creme beans	0	22.330	Active	1	228.000	228	-921	10.833			2004.68
1	BON0006	9010	R.P. Cafe Creme beans	0	22.330	Active	0		-5		10.833			
1	BON0007	6010	Beans Brazilian Regular	11	0.000	Active					4.250	4.250	663	
1	BON0007	7000	Beans Brazilian Regular	11	0.000	Active					4.250			
1	BON0008	6010	Beans Brazilian Mild	11	0.000	Active					4.250	4.250	553	
1	BON0008	7000	Beans Brazilian Mild	11	0.000	Active					4.250			
1	BON0009	6010	Beans Brazilian Dark	11	0.000	Active					4.250	4.250	468	
1	BON0010	6010	Beans Brazilian Extra Dark	11	0.000	Active					4.250	4.250	468	
1	CAC0002	7000	R.P. Choc mix	0	72.979	Active					43.700	43.700	87	
1	CAC0002	8000	R.P. Choc mix	0	72.979	Active	1	71.900	72	1	43.700			64.53
1	CAC0002	9010	R.P. Choc mix	0	72.979	Active	0		-3		43.700			
1	COO0002	7000	Cappuccino Cool glass	0	40.420	Active					0.000			
1	COO0003	7000	Cann. Cool promotion package R. dl.	0	42.490	Active					0.000			

Revenue 468,986 Costs 265,000

Buttons: Stock positions, Warehouse location, Card, Item, Export, Close

To display the invoice statistics report:

1. Go to Invoice → Reports → Statistics.
2. Define the relevant search criteria.
3. Click **Display**. The total amount of invoices or total quantity of items that match the defined search criteria will be listed.

For example, refer to the item selected in the previous screen. The item "BON0002" belongs to item group "0". The code and description of the item are displayed under the **Item** and **Item description** columns respectively. The price of one quantity of the item, "220.32", is displayed under the **Item price** column. The net price of the selected item derives from the price per unit after deducting the discount.

The number "32" under the **Quantity** column refers to the number of the item invoiced for the selected period. Thus, the revenue of item "BON0002" is derived by multiplying its net price of 22.44 with its quantity of 32, which totals 718.27.

This report also shows the average cost price of the item, which is calculated by dividing the total cost price (10.33 x 32) with the total quantity invoiced (32). By multiplying the average cost of the item (10.33) with its total quantity (32), the cost of the item displayed under the **Costs** column is 331.

From this report, you can easily view the card of the selected item by clicking **Card**, or view and modify the information of the selected item by clicking **Item**.

4.9 OVERVIEW OF INVOICED CUSTOMER REPORT

You can view a detailed report of items sold per customer at Invoice → Reports → Customer. Information such as the quantity of items sold, average price, revenue, and percentage difference are listed by items and are based on processed invoices that the debtor received. This report allows you to compare the figures of the defined year at **Date** with the previous year. You can also access this overview at Order → Reports → Customer if you have **E-Sales Order** in your license.

With the search criteria, you can define the range of dates to view the items that were invoiced to the customer on the selected dates. The dates selected cannot range for more than a year. At **Sort by**, you can choose to sort the items listed by the highest revenue gained, the highest quantity sold, or by item code.

You can also view brief information of the selected customer at **Invoice debtor**, such as the status of the debtor, the contact person, and phone number.

The invoiced customer report allows you to view more information of the accounts payable card of the debtor by clicking **Debtor card**. It is also possible to maintain the price agreement of the selected debtor by clicking **Price list**.

Item	Description	Qty. 2016-2017	Qty. 2015-2016	Average price 2016-2017	Average price 2015-2016	Revenue 2016-2017	Revenue 2015-2016	% Difference
MCB0001		4	0	9.82	0.00	39.28	0.00	0
MCB0002		4	0	8.73	0.00	34.92	0.00	0
MCB0003		4	0	8.73	0.00	34.92	0.00	0
MCB0004		4	0	8.73	0.00	34.92	0.00	0
Total 2016-2017		144.04	Total 2015-2016	0.00	% Difference		0	

To view the invoiced customer report:

1. Go to Invoice → Reports → Customer.
2. Define the relevant search criteria of the items that you want to view.
3. Click **Refresh**. The report that matches the defined search criteria will be listed.

Based on the example shown, 4 units of item "MCB0001" were invoiced to DSA Limburg from the year 2016-2017. For the year 2015-2016, none of the same item was invoiced. The average price of the item displayed under the **Average price 2016-2017** column is calculated by dividing the total sales price (9.82 x 4) with the quantity (4). While the revenue displayed under the **Revenue 2016-2017** column is calculated by multiplying the total quantity invoiced (4) with the price of the item (9.82), which totals 39.28.

4.10 GENERATING PERFORMANCE REPORTS FOR SALES COMMISSIONS

You can generate detailed or summarized performance reports from the perspective of sales commissions by a combination of sales employees, debtors, territories, and item assortments in the Microsoft Excel sheet. This function is available only if you are in the sales commission mode. For more information, see the sales commission section at 2.1 *Invoice Settings*.

Invoice > Reports > Sales commissions > Commission report >

Layout

Display: Summary

Group by: Sales employee/Debtor

General

Invoice date: [] to [] All

Sales employee: [] to [] All

Debtor

Debtor: [] to [] All

Territory: [] to [] All

Item

Item assortment: []

Excel Close

To generate a performance report for sales commissions:

1. Go to Invoice → Reports → Sales commissions → Commission report.
2. In the **Layout** section, define the following information:
 - At **Display**, select **Summary** or **Details** to generate a summarized or detailed report, respectively.
 - At **Group by**, select one of the options to display the report by the corresponding grouping.
3. Define the following information in the **General** section:
 - Type or select an invoice date or a range of invoice dates at **Invoice date** to generate a report for invoices with the selected invoice date(s).
 - Type or select a sales employee or a range of sales employees at **Sales employee** to generate a report for invoices linked to the selected sales employee(s).

4. In the **Debtor** section, define the following information:
 - At **Debtor**, type or select a debtor or a range of debtors to filter the report by the selected debtor(s).
 - At **Territory**, type or select a territory or a range of territories to filter the report by the debtors linked to the selected territories.
5. At **Item assortment** in the **Item** section, select an item assortment and the corresponding assortment under the item assortment to filter the report by the assortment. The **Item** section is available only if you have selected the **Item percent/amount** method to calculate the sales commission in sales transactions. For more information, see *2.1 Invoice Settings*.
6. Click **Excel** to generate the report in Microsoft Excel based on the defined criteria.
7. Click **Close** to exit.

4.11 GENERATING HISTORICAL REPORTS FOR PAYMENT OF SALES COMMISSIONS

You can generate reports on the history of the payment of sales commissions by sales employees. This function is available only if you are in the sales commission mode. For more information, see the sales commission section at *2.1 Invoice Settings*.

To generate a historical report for payment of sales commissions:

1. Go to Invoice → Reports → Sales commissions → Commission history.
2. Define the following information in the **General** section:
 - At **Invoice date**, type or select an invoice date or a range of invoice dates to generate a report for invoices with the selected invoice date(s).
 - At **Sales employee**, type or select a sales employee or a range of sales employees to generate a report for invoices linked to the selected sales employee(s).
3. At **Debtor** in the **Debtor** section, type or select a debtor or a range of debtors to filter the report by the selected debtor(s).
4. At **Completed** in the **Sales commission** section, select **Yes** or **No** to include or exclude, respectively the completed sales commissions from the report. Select **All** to include both completed and incomplete sales commissions in the report.
5. Click **Display** to generate the report based on the defined criteria.
6. Click **Close** to exit.

5. PRICE MANAGEMENT

The sales prices of your items may not be the same for every customer and are subject to a number of conditions, such as quantity discounts, changes in the exchange rate, special agreements, and temporary discounts. In Exact Globe Next/Exact Globe+, the three types of prices used are standard sales price, price list, and price agreement.

A standard sales price is the default price of an item, while a price list is an agreement between the company and a target group of customers or an individual customer of the sales prices of items. A price agreement is similar to a price list except that it is linked to one specific customer or supplier.

Price management is available only if you have **E-Price Management** in your license. With **E-Price Management**, you can manage your price lists per target group and price agreements for an item. **E-Price Management** enables you to record quantity discounts easily and create price lists for multiple currencies and countries. You can also create a price list for a specific customer, as well as maintain your items, through price lists.

5.1 MAINTAINING STANDARD SALES PRICES

The standard sales price of an item is the price specified in the item maintenance of the item at Invoice → Items → Maintain. The standard sales price is always in the default currency of the administration. The standard sales price of an item can be maintained for a specified period by linking it to a date range, during which this price is valid. Thus, it is possible to create sales prices in advance for the items where promotional prices apply for a certain period. The standard sales price and the period in which it is valid forms the default price list used as the basis for all other price lists.

The following topics are relevant to this section:

- Maintaining and deleting standard sales prices

5.1.1 Maintaining standard sales prices

You can maintain standard sales prices of items at Invoice → Price management → Sales prices. Alternatively, you can maintain sales prices of items at Order → Price management → Sales prices if you have **E-Sales Order** in your license. When you change the standard sales price of an item, the price lists that contain the original standard sales price are automatically updated. However, all other price lists that do not contain the original standard sales price will have to be manually updated.

The screenshot shows a software window titled "602 Sales prices - Exact". The window has a menu bar with "File", "Edit", and "Help". Below the menu bar is a toolbar with icons for adding, saving, deleting, and help. The main area contains several input fields:

- Item code:** CAC0003
- Item name:** Celsius Max Havelaar cacao
- Sales price:** 85.159
- Unit:** Box
- Valid:** 01/01/2010
- To:** (empty)
- Cost price:** 53.200
- Markup:** 60.073 %

At the bottom right, there are three buttons: "Save", "New", and "Close".

To maintain standard sales prices:

1. Go to Invoice → Price management → Sales prices to display all items in your administration. To view only selected items, click **Filter**, define the relevant search criteria, and then click **Search**.
2. Select an item and click **Open**.
3. At **Sales price**, type the new sales price. By default, the standard sales price of the item is automatically filled in with the sales price defined for the item in the item maintenance. Any change to the amount will be automatically updated to the item maintenance of the particular item.
4. At **Valid** and **To**, type or select the start date and end date to specify the validity period of the standard selling price of the item. In **Sales prices** under the **Purchase/Sales** tab of the item maintenance, you can view the defined sales price by typing or selecting the date (must be between the range specified in the **Valid** and **To** fields) at **Reference date**.
5. Click **Save**.
6. Click **Close** to exit.

When an item with a new sales price and validity period has been saved, a new line with the same item code will be created at Invoice → Price management → Sales prices.

5.1.2 Deleting standard sales prices

You can delete standard sales prices of items at Invoice → Price management → Sales prices. Alternatively, you can delete sales prices of items at Order → Price management → Sales prices if you have **E-Sales Order** in your license. You can delete the standard sales price of an item only if all of these conditions are fulfilled:

- The item has no transaction linked to it.
- The sales price for the item is defined.
- An end date for the item is defined.

To delete standard sales prices:

1. Go to Invoice → Price management → Sales prices to display all items in your administration. To view only selected items, click **Filter** to define the relevant search criteria, and then click **Search**.
2. Select the item and click **Delete**.
3. Click **Close** to exit.

5.2 CREATING AND MAINTAINING PRICE LISTS

A price list can be created for a target group, which can be determined by the classification of your debtors. A price list can be valid for all countries or one country. However, a price list can only be linked to one target group at a time and valid for one currency. You can create and maintain price lists at Invoice → Price management → Price lists, or at Order → Price management → Price lists if you have **E-Sales Order** in your license.

The following topics are relevant to this section:

- Creating, editing, copying, and deleting price lists

Price list

Price list: BEDR Country: [Country]

Description: Price List Businesses Currency: EUR Euro

Classification: BED Company: [Company]

Status: Active

Type: Customer

Filter Previous Next 50 Rows

Price lists Sales prices Reference date: [Date]

Price list	Item	Description	Status	Unit	Valid	To	Sales price	Cost price	Discount type	Quantity (1)	Discount (1)	New
✓	BEK0001	R.P. Take Away Cup 250cc	Active	Doos	10/1/2010	12/31/2010	66.650	39.500	Percentage	1.000	3.50	▲
✓	BEK0001	R.P. Take Away Cup 250cc	Active	Doos	1/3/2011	12/31/2011	67.650	39.500	Percentage	1.000	3.50	□
✓	BEK0002	R.P. Take Away Cup-Lid	Active	Doos	10/1/2010	12/31/2010	31.700	19.500	Percentage	1.000	3.50	□
✓	BEK0002	R.P. Take Away Cup-Lid	Active	Doos	1/3/2011	12/31/2011	32.176	19.500	Percentage	1.000	3.50	□
✓	BEK0003	Vending-Cup 150cc (B2AL)	Active	Doos	10/1/2010	12/31/2010	103.820	58.200	Percentage	1.000	3.50	□
✓	BEK0003	Vending-Cup 150cc (B2AL)	Active	Doos	1/3/2011	12/31/2011	105.377	58.200	Percentage	1.000	3.50	□
✓	BEK0004	Vending-Cup 180 cc (B3AL)	Active	Doos	10/1/2010	12/31/2010	103.820	0.000	Percentage	1.000	3.50	□
✓	BEK0004	Vending-Cup 180 cc (B3AL)	Active	Doos	1/3/2011	12/31/2011	105.377	0.000	Percentage	1.000	3.50	□
✓	BON0001	R.P. Supremo beans	Active	kg	10/1/2010	12/31/2010	19.880	9.083	Percentage	1.000	3.50	□
✓	BON0001	R.P. Supremo beans	Active	kg	1/3/2011	12/31/2011	20.178	9.083	Percentage	1.000	3.50	□
✓	BON0002	R.P. Espresso Dolce	Active	kg	10/1/2010	12/31/2010	22.320	10.333	Percentage	1.000	3.50	□
✓	BON0002	R.P. Espresso Dolce	Active	kg	1/3/2011	12/31/2011	22.655	10.333	Percentage	1.000	3.50	□
✓	BON0003	R.P. Espresso Mezzo	Active	kg	10/1/2010	12/31/2010	22.320	10.250	Percentage	1.000	3.50	□
✓	BON0003	R.P. Espresso Mezzo	Active	kg	1/3/2011	12/31/2011	22.655	10.250	Percentage	1.000	3.50	□

Status: Active Type: Standard

Item group: 0 - Miscellaneous Stock item: Yes

Buttons: Round off, Price agreements, Item, Delete, Add, Edit, Save, Close

5.2.1 Creating price lists

To create price lists:

1. Go to Invoice → Price management → Price lists.
2. Click **New**.
3. In the **Maintain sales price lists** screen, type the name of the price list at **Price list**. This information is mandatory. Once the price list is saved, this information cannot be modified.
4. At **Description**, type the description of the price list. This information is mandatory.
5. Type or select a country at **Country** to indicate the country that the price list is valid for. To create a price list that is valid for all countries, leave this field blank. Once the price list is saved, this information cannot be modified.
6. At **Currency**, type or select the currency to be used for the price list. This information is mandatory. Once the price list is saved, this information cannot be modified.
7. Type or select the classification of the debtor at **Classification**, which means that the price list you are creating will be available only for customers with that classification defined. To apply the price list to all customers, leave this box blank.
8. Select the **Sales prices** check box to view all items that are eligible for discounts. Only items that have an active status will be listed. Items with the "No discount" attribute (the **No discount** check box under the **Purchase/Sales** tab in the item maintenance is selected), will not be listed.
9. Select the item to be included in the price list and click **Add**. The **Price lists** screen will be displayed, as shown in the following screen:

602 Price lists - Exact

602 File Edit Help

Price list Price list 1

Item BON0003 - R.P. Espresso Mezzo

Sales price 22.655 Euro / kg

Unit kg = 1 kg

Valid 12/20/2016 To 12/31/2018

Discount type Percentage


Quantity	Discount %	Discount amount	New price	Cost price	Markup
1 kg	0.00	0.000	22.655	10.250	121.024 %
0 kg	0.00	0.000	0.000	10.250	0.000 %
0 kg	0.00	0.000	0.000	10.250	0.000 %
0 kg	0.00	0.000	0.000	10.250	0.000 %
0 kg	0.00	0.000	0.000	10.250	0.000 %
0 kg	0.00	0.000	0.000	10.250	0.000 %
0 kg	0.00	0.000	0.000	10.250	0.000 %
0 kg	0.00	0.000	0.000	10.250	0.000 %
0 kg	0.00	0.000	0.000	10.250	0.000 %
0 kg	0.00	0.000	0.000	10.250	0.000 %

Round off Simple Save Close

10. Type a new amount at **Sales price** to change the default selling price of the item. By default, the sales price of the item displayed is based on the sales price defined at **Sls. price** under the **Basics** tab in the item maintenance of the particular item.
11. Type or select the start and end dates to specify the validity period of the price list. By default, the starting date is the system-generated date while the end date is one year after the system-generated date.
12. At **Discount type**, select **New price**, **Amount**, **Percentage**, or **Markup** to specify how you want to define the discount for the item. The **Discount %**, **Discount amount**, **New price**, and **Cost price** fields will be enabled depending on the selection.

13. For example, if you select **New price**, the **New price** fields are enabled for you to type the new price of the item.
14. At **Quantity**, type the quantity of the item that the debtors must order to be eligible for the discount. You can also define the subsequent quantity of item(s) to give a higher discount rate for additional quantity of items purchased. The **Quantity** fields are available only if **New price**, **Amount**, or **Percentage** is selected at the **Discount type** field.
15. Click **Save** to save the discounted price of the item to the price list.
16. Click **Close** to return to the **Maintain sales price lists** screen. Each item that has been added to the price list will have a green check mark displayed under the **Price list** column.
17. To add more items to the price list, repeat step 9 to step 15. To view only items that have been included in the price list, clear the **Sales prices** check box. Otherwise, click **Save**.
18. Click **Close** to exit.

Tip:

You can also create a new price list at the item maintenance of any item by clicking  **Sales prices** under the **Purchase/Sales tab**, and then clicking **Pricelist**. In the **Price lists** screen, click **New**. Then, repeat step 3 to step 18.


5.2.2 Editing price lists

Once price lists have been created, it is possible to make changes to the price lists such as adding or removing items to the price lists, or changing the discount percentage or discounted price already included in the price lists. Information in the **Pricelist**, **Country**, and **Currency** boxes cannot be edited.

To edit price lists:

1. Go to Invoice → Price management → Price lists.
2. Select the price list to be edited.
3. Click **Open**.
4. In the **Maintain sales price lists** screen, you can make the necessary changes to the price list. To make changes to the information of an item in the price list, select an item, and then click **Edit** to display the **Price lists** screen.
5. Make the necessary changes and then click **Save** to save the changes.
6. Click **Close** to return to the **Maintain sales price lists** screen.
7. Click **Save**.
8. Click **Close** to exit.

Tip:

You can also edit the price list at the item maintenance of any item. Click  **Sales prices** under the **Purchase/Sales tab**, and then click **Price list**. In the **Price lists** screen, select the price list to be edited, and then click **Open**. Then, repeat step 4 to step 8.

5.2.3 Copying price lists

To create a new price list that will contain the same details as an existing price list, it is possible to copy the details of the existing price list, such as the items and the discounted prices, to the new price list.

To copy price lists:

1. Go to Invoice → Price management → Price lists.
2. Select the price list to be copied.
3. Click **Copy**.
4. In the **Copy price lists** screen as shown in the previous screen, type the name of the price list at **Price list**. This information is mandatory.
5. Type the description of the price list at **Description**. You can also use the default description, which follows the description of the price list that you want to copy.
6. At **Valid** and **To**, type or select the dates to specify when the price list is valid.
7. Click **OK** to save the price list.


5.2.4 Deleting price lists

It is possible to delete price lists that have been created. When you do this, the price lists will be deleted and cannot be retrieved from the system. Price lists that are linked to unprocessed invoices or credit notes cannot be deleted.

To delete price lists:

1. Go to Invoice → Price management → Price lists.
2. Select the price list to be deleted.
3. Click **Delete**. A message "Delete the data selected?" will be displayed.
4. Click **Yes** to confirm the deletion of the price list. A message will be displayed to indicate that the price list selected has been deleted. If the price list is linked to an invoice or credit note that has not been processed, a message will be displayed to indicate that the price list cannot be deleted.
5. Click **OK**.
6. Click **Close** to exit.

Tip:

You can also delete the price list at the item maintenance of any item. Click  **Sales prices** under the **Purchase/Sales** tab, and then click **Price list**. In the **Price lists** screen, select the price list to be deleted, and then click **Delete**. A message "Delete the data selected?" will be displayed. Then, repeat step 4 to step 6.

5.3 CREATING AND MAINTAINING PRICE AGREEMENTS

A price agreement can be created for a specific customer. The duration where a price agreement is valid is usually longer than a price list. A price agreement also takes precedence over a price list. For example, if you have created a price agreement and a price list for the same customer, the sales prices of items stated in the price agreement will be taken into account. You can create and maintain price agreements at Invoice → Price management → Price agreements, or at Order → Price management → Price agreements if you have **E-Sales Order** in your license.

The following topics are relevant to this section:

- Creating, editing, and deleting price agreements

5.3.1 Creating price agreements

Before you create a price agreement, at least one available price list must exist. This price list acts as a header for the price agreement that is to be created. For more details, see 5.2 *Creating and Maintaining Price Lists - Creating price lists*. The price list will allow you to sell items to a specific group of customers at discounted prices. To give additional discount to the discounted item for a particular debtor from the target group, a price agreement can be created for that purpose.

The screenshot shows the 'Maintain sales price lists' window. At the top, there are search fields for 'Debtor' (60100) and 'Grand cafe de Zeven 7 Heuvels', and a 'Default price list' checkbox. Below this is a table of price lists:

Price list	Default	Description	Currency	Country	Type	Status	Classification
ACTIE	<input type="checkbox"/>	Mailing Price list	EUR		Custo	Active	
PRICE LIST 01	<input type="checkbox"/>	Price list 1	EUR		Custo		
RES	<input type="checkbox"/>	Restaurant Price List	EUR		Custo	Active	RES

Below the price list table is an 'Filter' section with checkboxes for 'Price agreements' (checked), 'Price lists' (checked), and 'Sales prices' (unchecked). The main area displays a table of price agreements:

Price agreement	Price list	Item	Description	Status	Unit	Valid	To	Sales price	Cost price	Discount type	Qua
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MCB0001	MCB0001	Active	kg	10/31/2010	11/30/2010	10.750	5.456	New price	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MCB0001	MCB0001	Active	kg	1/3/2011	12/31/2011	10.911	5.456	Percentage	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MCB0002	MCB0002	Active	kg	10/31/2010	11/30/2010	10.750	5.456	New price	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MCB0002	MCB0002	Active	kg	1/3/2011	12/31/2011	10.911	5.456	Percentage	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MCB0003	MCB0003	Active	kg	10/31/2010	11/30/2010	10.750	5.456	New price	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MCB0003	MCB0003	Active	kg	1/3/2011	12/31/2011	10.911	5.456	Percentage	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MCB0004	MCB0004	Active	kg	10/31/2010	11/30/2010	10.750	5.456	New price	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MCB0004	MCB0004	Active	kg	1/3/2011	12/31/2011	10.911	5.456	Percentage	

At the bottom of the window are buttons for 'Refresh', 'Round off', 'Edit', 'Delete', and 'Close'. Red annotations in the original image label the top table as 'Upper pane' and the bottom table as 'Lower pane'.

To create price agreements:

1. Go to Invoice → Price management → Price agreements.
2. Clear the **Price agreement** check box.
3. Click **Search** to see all debtors that have or do not have a price agreement linked. By default, this check box is selected to display only debtors with a price agreement linked. Debtors that have a blocked status will not be displayed whether this check box is selected or not. You can also define the relevant criteria of the debtors that you want to view, and then click **Search** to display only the debtors that match the defined criteria.
4. Select a debtor that you want to create price agreement for.
5. Click **Open**.

6. In the **Maintain sales price lists** screen as shown in the previous screen, clear the **Default price list** check box (in the upper pane) to display all available price lists. In the upper pane, double-click the price list to link the price list to the particular debtor. A green check mark will be displayed for the selected price list under the **Default** column to indicate that the price list is linked to the debtor. Items that are included in the price list linked will be displayed in the lower pane.
7. To add items to the price agreement, select the **Sales prices** check box to display all items that are eligible for discount. To view only particular items, click **Filter** to define the criteria, and then click **Search** to display those items.
8. Select the item to be included to the price agreement.
9. Click **Edit**.
10. In the **Price lists** screen, type a new amount at **Sales price** to change the default selling price of the item.
11. Type or select the start and end dates to specify the validity period of the price agreement.
12. At **Discount type**, select **New price**, **Amount**, **Percentage**, or **Markup** to specify how you want to define the discount for the item. The **Discount %**, **Discount amount**, **New price**, and **Cost price** fields will be enabled depending on the selection. For example, if you select **New price**, the **New price** fields are enabled for you to type the new price of the item.
13. At **Quantity**, type the quantity of the item that the debtors must order to be eligible for the discount. You can also define the subsequent quantity of item(s) to give a higher discount rate for additional quantity of items purchased. The **Quantity** fields are available only if **New price**, **Amount**, or **Percentage** is selected at the **Discount type** field.
14. Click **Save** to save the discounted price of the item to the price agreement.
15. Click **Close** to return to the **Maintain sales price lists** screen. Each item that has been added to the price agreement will be displayed in a new line (in the lower pane) but will have a green check mark displayed under the **Price agreement** column.
16. To add more items to the price agreement, repeat step 7 to step 14. To view only items that have been included in the price agreement, clear the **Price lists** and **Sales prices** check boxes in the lower pane. Otherwise, click **Close** to save the price agreement and exit.


5.3.2 Editing price agreements

Once price agreements have been created, it is possible to make changes to the price agreements such as adding or removing items to the price agreements, or changing the discount percentage or discounted price of items already included in the price agreements.

To edit price agreements:

1. Go to Invoice → Price management → Price agreements.
2. Select the price agreement to be edited.
3. Click **Open**.
4. In the **Maintain sales price lists** screen clear the **Price lists** check box in the lower pane to view only items included in the price agreement.
5. Select an item.
6. Click **Edit**.
7. In the **Price agreement** screen, make the necessary changes to the information of the item.
8. Click **Save**.
9. Click **Close**.
10. In the **Maintain sales price lists** screen, click **Close** to exit.

Tip:

You can also edit the price agreement at the item maintenance of any item. Click  **Sales prices** under the **Purchase/Sales** tab, and then click **Price agreements**. In the **Price agreement** screen, select the price agreement to be edited, and then click **Open**. Then, repeat step 4 to step 10.


5.3.3 Deleting price agreements

It is possible to delete price agreements that have been created. When you do this, the price agreements will be deleted and cannot be retrieved from the system. Price agreements that are linked to unprocessed invoices or credit notes cannot be deleted.

To delete price agreements:

1. Go to Invoice → Price management → Price agreements.
2. Select the price agreement to be deleted.
3. Click **Open**.
4. In the lower pane, clear the **Price lists** check box to view only items included in the price agreement.
5. Select all the displayed items.
6. Click **Delete**.
7. Click **Close** to exit. You can confirm the deletion of the price agreement by clearing the **Price agreement** check box at Invoice → Price management → Price agreements and then clicking **Search**. The green check mark displayed under the **Price agreement** column for the particular debtor will be removed.

Tip:

You can also delete the price agreement at the item maintenance of any item. Click  **Sales prices** under the **Purchase/Sales** tab, and then click **Price agreements**. In the **Price agreement** screen, select the price agreement to be deleted, and then click **Open**. Then, repeat step 4 to step 7.

5.4 OVERVIEW OF PRICE LISTS

You can view all details of price lists in a report format. This overview also enables you to view the customers and their associated price lists. Price lists that have a future validity period will not be shown in the overview. You can generate an overview of the price lists at Invoice → Price management → Overviews → Report price list, or at Order → Price management → Report price list if you have **E-Sales Order** in your license.

With the available search criteria under the **Range** section, you can define the price list that you want to view, or view only specific items in the price list. Under the **Show** section, you can type or select the customer to display the price list or price agreement of the selected customer.

You can also type a quantity to display the items in the specified price list that match the entered quantity or more to be entitled to a discount. For example, if you type "10" at **Quantity**, the overview will display the items whereby 10 units or more need to be purchased by the customer to be entitled to a discount.

Mid Year Sale								
Currency	EUR	Reference date	29/05/2006					
Country								
Item	Valid	To	Unit	Sales price	Quantity	Price	Disc%	
MAT-100, Dashboard Mat Striped	01/05/2006	01/08/2006	piece	94.500	1	85.000	10.05	
MAT-200, Dashboard Mat White	01/05/2006	01/08/2006	piece	100.000	1	88.000	12.00	
0000, Black								
Item	Valid	To	Unit	Sales price	Quantity	Price	Disc%	
FY-VCD-CMV700, FY VCD receiver-CMV700	01/05/2006	01/08/2006	Unit	489.000	2	464.550	5.00	
MOHAWK MR10 SUBW, Mohawk MR10 subwoofer	01/05/2006	01/08/2006	Unit	259.000	1	209.000	19.31	
SONY SD22X AMP, Sony XM-SD22X Amplifier	01/05/2006	01/08/2006	Unit	1,259.000	1	1,133.100	10.00	
0001, Blue								
Item	Valid	To	Unit	Sales price	Quantity	Price	Disc%	
FY-DVD-DV108, FY DVD receiver-DV108	01/05/2006	01/08/2006	Unit	509.000	1	500.000	1.77	
			Unit		2	485.000	4.72	
0003, Silver								
Item	Valid	To	Unit	Sales price	Quantity	Price	Disc%	
FY-VCD-CMV100, FY VCD receiver-CMV100	01/05/2006	01/08/2006	Unit	460.000	2	414.000	10.00	
			Unit		5	368.000	20.00	
MOHAWK MB700 AMP, Mohawk MB700 Amplifier	01/05/2006	01/08/2006	Unit	369.000	1	355.000	3.79	
SONY SD46X AMP, Sony XM-SD46X Amplifier	01/05/2006	01/08/2006	Unit	1,229.000	1	1,009.000	17.90	

1 of 1

To generate an overview of price lists:

1. Go to Invoice → Price management → Overviews → Report price list.
2. Define the relevant criteria of the items that you want to include in the overview.
3. Click **Start**. The **Price list** screen will be displayed and the items that match the defined criteria will be displayed. From the **Price list** screen, you can also generate a print copy of the overview by clicking **Print**.

Based on the overview on the previous screen, the "Mid Year Sale" price list is displayed. The items are grouped by color assortments, which are "Black", "Blue", and "Silver". Items without an assortment defined are displayed at the top of the overview. The standard sales price of an item is displayed under the **Sales price** column, while the value in the **Quantity** column indicates how many units of the item must be purchased to be eligible for the discount price shown under the **Price** column. The **Valid** and **To** columns indicate when the discounted price for the item is valid, and the **Disc%** column shows the discount rate for the item.

From the example, refer to item FY-DVD-DV108, FY DVD receiver-DV108. The standard sales price of the item is EUR 509.000. If a customer purchases one unit of the item, the customer will get a discount rate of 1.77% for the item, which is at EUR 500.000. If the customer purchases two units of the same item, the second item will be sold at EUR 485.000. The discount price for this item is only valid from May 1, 2006 until August 1, 2006.

5.5 CREATING AND MAINTAINING PRICE LISTS OR PRICE AGREEMENTS PER ITEM GROUP

A price list or price agreement can be created based on item groups. With this function, you can add a list of items belonging to the same item group to a price list or price agreement. This reduces the number of items in the price list or price agreement table, which will also simplify the maintaining and storing of the price list or price agreement for a list of items.

This function is available only if you have selected the **Price lists/price agreements per item group** check box under the **Price management** section of **Invoice settings** at System → General → Settings. For more details, see *2.1 Invoice Settings*.

The following topics are relevant to this section:

- Creating, editing, and deleting price lists or price agreements per item group

602 Price lists - Exact

602 File Edit Help

Price lists

Price list [Search]

Item group [Search]

Debtor [Search]

Valid 12/20/2016 To 12/31/2299

Price list info

Discount type Percentage

Quantity	Discount %
0.000	0.00
0.000	0.00
0.000	0.00
0.000	0.00
0.000	0.00
0.000	0.00
0.000	0.00
0.000	0.00
0.000	0.00
0.000	0.00
0.000	0.00

Preview Save + New X Close

5.5.1 Creating price lists or price agreements per item group

Before you create a price list or price agreement per item group, you have to create a price list, with or without items linked to it. This price list acts as a header for the price list or price agreement per item group that is to be created. For more details, see *5.2 Creating and Maintaining Price Lists - Creating price lists*.

To create price lists or price agreements per item group:

1. Go to Invoice → Price management → Per item group → Maintain.
2. Click **New**.
3. In the **Price lists** screen, type or select the price list or price agreement at **Price list**. This information is mandatory.
4. Type or select the item group at **Item group** to link the selected price list or price agreement to the item group. This information is mandatory.
5. At **Debtor**, type or select the debtor to create the price agreement per item group for the selected debtor. If a debtor is selected first before selecting a price list or price agreement at **Price list**, only price lists created with the same country and classification as the debtor will be listed.
6. Type or select the start and end dates at **Valid and To** to specify the validity period of the price list or price agreement. By default, the start date is the system-generated date while the end date is one year after the system-generated date.
7. At **Discount type**, select the discount type for the price list or price agreement per item group. There are three types available:
 - **Percentage** — Select **this option** to define a discount percentage for the items in the selected item group.
 - **Amount** — Select **this option** to define a discount amount for the items in the selected item group.
 - **Markup** — Select this option to define a markup percentage for the items in the selected item group.
8. At **Quantity**, type the quantity of the item that the debtors must order to be eligible for the discount. This information is mandatory. You can also define the subsequent quantity of item(s) to give a higher discount rate for additional quantity of items purchased. The **Quantity** fields are available only if **Percentage** or **Amount** is selected at the **Discount type** field.
9. Click **Save** to save the price list or price agreement per item group.

5.5.2 Editing price lists or price agreements per item group

Once price lists or price agreements per item group have been created, you can make changes to the price lists or price agreements per item group such as changing the discount type and discount percentage. Information in the **Price list**, **Item group**, and **Debtor** fields cannot be edited.

To edit price lists or price agreements per item group:

1. Go to Invoice → Price management → Per item group → Maintain.
2. Define the search criteria.
3. Click **Search**.
4. Select the price list or price agreement per item group to be edited.
5. Click **Open**.
6. In the **Price lists** screen, make the necessary changes to the price list or price agreement per item group.
7. Click **Save** to save the changes.
8. Click **Close** to exit.

5.5.3 Deleting price lists or price agreements per item group

You can also delete the price lists or price agreements per item group that have been created. When you do this, the price lists or price agreements per item group will be deleted and cannot be retrieved from the system. However, the main price list will still be available at Invoice → Price management → Price lists.

To delete price lists or price agreements per item group:

1. Go to Invoice → Price management → Per item group → Maintain.
2. Define the search criteria.
3. Click **Search**.
4. Select the price list or price agreement per item group to be deleted.
5. Click **Delete**. A message "Delete: Price agreements per item group?" will be displayed.
6. Click **Yes** to confirm the deletion of the price list or price agreement per item group.
7. Click **OK**.
8. Click **Close** to exit.

5.6 CONFIGURING PRICE LISTS AND PRICE AGREEMENTS PER ITEM GROUP

Price lists and price agreements can be created based on item groups. This can reduce the number of items in the price lists or price agreements, which will also increase efficiency when maintaining the price lists or price agreements. The price list configuration function allows you to add, update, or delete prices and discounts of the items in the item groups for one or several price lists or price agreements.

This function is available only if you have selected the **Price lists/price agreements per item group** check box in the **Price management** section of **Invoice settings** (if you only have **E-Invoice** in your license) or **Order settings** (if you have **E-Sales Order** in your license) at System → General → Settings.

The following topics are relevant to this section:

- Adding, editing, and deleting price lists or price agreements per item group using Configuration tool

5.6.1 Adding price lists or price agreements per item group using Configuration tool

Once the price lists or price agreements per item group have been created, you can add items to the price lists or price agreements that are in the item group. Furthermore, the validity period and discounts of the items in the item group can also be added to the price lists or price agreements.

To add price lists or price agreements per item group using Configuration tool:

1. Go to Invoice → Price management → Per item group → Configuration.
2. Define the search criteria.
3. Click **Add**.
4. Type or select the price list or price agreement at **Price list** to add the items in the item group to the price list or price agreement.
5. Type or select the validity period of the price list or price agreement at **Active from** and **Active to**.
6. Select the type of discount for the items at **Discount type**.
7. Type the quantity at **Quantity** and discount at **Discount**. This is based on the number of items purchased to be entitled to the discount.
8. Click **OK** to save the changes.

5.6.2 Updating price lists or price agreements per item group using Configuration tool

Once the price lists or price agreements per item group have been created, you can make changes to the price lists or price agreements per item group such as changing the discount type, discount percentage, and other details. Information in the **Price list** field cannot be edited.

To update price lists or price agreements per item group using Configuration tool:

1. Go to Invoice → Price management → Per item group → Configuration.
2. Define the search criteria.
3. Click **Update**.
4. Make the necessary changes. To change the validity period of the price list or price agreement, select the **Date** check box. However, this check box is enabled only if you have defined the **Active from** and **Active to** dates for the price list or price agreement. Select the **Discount** check box to change the discount type.
5. Click **OK** to save the changes or **Close** to exit.

5.6.3 Deleting price lists or price agreements per item group using Configuration tool

You can also delete the price lists or price agreements per item group that have been created. When you do this, the price lists or price agreements per item group will be deleted and cannot be retrieved from the system. However, the main price list will still be available at Invoice → Price management → Price lists.

To delete price lists or price agreements per item group using Configuration tool:

1. Go to Invoice → Price management → Per item group → Configuration.
2. Define the search criteria.
3. Click **Delete**.
4. In the **Price lists/Price agreements** screen, click **Continue** to delete all the price lists or price agreements of the item groups displayed. A message "Delete the data selected?" will be displayed.
5. Click **Yes** to continue with the deletion or **No** to cancel the deletion.

5.7 PRICE LISTS AND PRICE AGREEMENTS PER ITEM GROUP REPORT

The report of all price lists and price agreements created based on item groups can be generated at Invoice → Price management → Per item group → Report. The report displays details of the price lists and price agreements per item group created for a particular debtor. These details include the description of the item group, validity period of the price lists and price agreements, type of discount, and amount of discount.

The availability of the search criteria under the **Type** section allows you to generate a report that includes all price lists per item group created, all price agreements per item group created, or both. You can also view the report of a single price list or price agreement per item group by selecting the price list at **Pricelist**. It is also possible to view only the price lists or price agreements per item group with the selected item groups at **Item group**.

Under the **Group** section, you have the option of generating the report that is grouped by price list or grouped by item group.

Price lists/price agreements per item group						
Reference date:	All	Account:	BACH Software, 1230			
PRICE LIST 001, Mid Year Sale						
Item group	Description	Valid	To	Discount type	Quantity	Value
1	Software	14/05/2007	14/07/2007	Percentage	5.00	2.00
					10.00	5.00
					20.00	15.00
PRICE LIST 002, Clearance Sales						
Item group	Description	Valid	To	Discount type	Quantity	Value
2	Hardware	15/11/2007	31/12/2007	Percentage	5.00	10.00
					10.00	15.00
					20.00	30.00

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To generate the price lists and price agreements per item group report:

1. Go to Invoice → Price management → Per item group → Report.
2. Define the relevant criteria of the price lists and price agreements per item group that you want to view in the report.
3. Click **Start**. The report will be displayed and the price lists and price agreements per item group and the information that match the defined criteria will be displayed. From the **Price lists/price agreements per item group** screen, you can also generate a print copy of the overview by clicking **Print**.

From the previous screen, the “Price lists/price agreements per item group” report is displayed. The item group code and its description are displayed under the **Item group** and **Description** columns respectively. The validity date of the price lists or price agreements per item group will be displayed under the **Valid** and **To** columns. You can also view the discount type for the item group under the **Discount type** column. The quantity of the item that the debtors must order to be eligible for the discount, as well as the discount value are displayed under the **Quantity** and **Value** columns respectively.

For example, the report generated is grouped by price list and displays all price lists or price agreements per item group for the debtor, BACH Software. All items belonging to the item group “Software” are linked to “Price List 001, Mid Year Sale”. If BACH Software purchased any item that belongs to that item group with a quantity of five to nine items, the debtor will obtain 2.00% discount. If BACH Software purchased 10 to 19 items of that item group, the debtor will get 5.00% off from the total amount. Purchasing 20 or more of the items belonging to that item group will earn BACH Software a 15.00% off from the total amount. The price list is only valid from May 14, 2007 to July 14, 2007.

5.8 DELETING PRICE LISTS OR PRICE AGREEMENTS USING CLEANUP TOOL

The price management cleanup tool allows you to delete price lists, price agreements, and sales prices that are not in use. Multiple price lists, price agreements, and sales prices can be deleted at once. Furthermore, it is also possible to delete historical sales and purchase price lists or price agreements, which have expired.

The following topics are relevant to this section:

- Deleting price lists, price agreements, or sales prices using the cleanup tool and deleting historical price lists or price agreements

5.8.1 Deleting price lists and price agreements using the cleanup tool

You can delete existing price lists or price agreements lines. These lines refer to price list or price agreement records which you have created with your debtors and creditors. With this application, you can clean up the records by deleting the price list or price agreement lines which are not in use.

Price list	Item code	Description	Debtor	Item group	Unit	Valid	To	Discount type	Cost
RES	BEK0001	R.P. Take Away Cup 250cc		0	Doos	10/13/2010	12/31/2010	Percentage	
RES	BEK0002	R.P. Take Away Cup-Lid		0	Doos	10/13/2010	12/31/2010	Percentage	
RES	BEK0003	Vending-Cup 150cc (B2AL)		0	Doos	10/13/2010	12/31/2010	Percentage	
RES	BEK0004	Vending-Cup 180 cc (B3AL)		0	Doos	10/13/2010	12/31/2010	Percentage	
RES	BON0001	R.P. Supremo beans		0	kg	10/13/2010	12/31/2010	Percentage	
RES	BON0002	R.P. Espresso Dolce		0	kg	10/13/2010	12/31/2010	Percentage	
RES	BON0003	R.P. Espresso Mezzo		0	kg	10/13/2010	12/31/2010	Percentage	
RES	BON0004	Celsus Max Havelaar/EKO Dark Roast		0	kg	10/13/2010	12/31/2010	Percentage	
RES	BON0005	R.P. Espresso beans 1863		0	kg	10/13/2010	12/31/2010	Percentage	
RES	BON0006	R.P. Cafe Creme beans		0	kg	10/13/2010	12/31/2010	Percentage	
RES	CAC0001	R.P. Sachets/fantasy		0	Doos	10/13/2010	12/31/2010	Percentage	
RES	CAC0002	R.P. Choc mix		0	Doos	10/13/2010	12/31/2010	Percentage	
RES	CAC0003	Celsus Max Havelaar cacao		0	Doos	10/13/2010	12/31/2010	Percentage	

To delete price lists and price agreements using the cleanup tool:

1. Go to System → Checks → Price management → Price list / price agreement lines.
2. Define the search criteria.
3. Click **Search**.
4. Select the price lists and price agreements that you want to delete. Alternatively, you can also click **Select all** to select all the price lists and price agreements that are displayed. More than one price list and price agreement can be selected.

Note:

To clear the selections for the selected price lists or price agreements, click the price lists or price agreements again.

5. Click **Delete**. A message "Delete: Price list / price agreement lines. Continue anyway?" will be displayed. Click **Yes** to delete the selected price lists and price agreements, or **No** to cancel the deletion.
6. Click **Close** to exit.

5.8.2 Deleting sales price lists using the cleanup tool

When you have created multiple sales price lists in the system, it is possible to delete the sales price lists that you do not want to use.

The screenshot shows the 'Sales price lists' interface. At the top, there is a breadcrumb trail: System > Checks > Price management > Sales price lists. To the right of the breadcrumb are buttons for 'Refresh', 'Filter', and 'Columns'. Below the breadcrumb, there is a search bar with a 'Search' button, a 'Clear' button, and a 'Number of rows' dropdown set to '50'. Below the search bar are several filter fields: 'Price list', 'Description', 'Currency code', 'Country', 'Classification', 'Status', and 'Type'. Below the filters is a table with the following data:

Price list	Description	Currency code	Country	Classification	Status	Type
ACTIE	Mailing Price list	EUR			Active	Customer
BEDR	Price List Businesses	EUR		BED	Active	Customer
PRICE LIST 01	Price list 1	EUR				Customer
RES	Restaurant Price List	EUR		RES	Active	Customer

At the bottom right of the interface, there are three buttons: 'Delete', 'Open', and 'Close'.

To delete sales price lists using the cleanup tool:

1. Go to System → Checks → Price management → Sales price lists.
2. Define the search criteria.
3. Click **Search**.
4. Select the sales price lists that you want to delete. More than one sales price list can be selected.

Note:

To clear the selections for the selected sales price lists, click the sales price lists again.

5. Click **Delete**. A message "Delete: Pricelist. Continue anyway?" will be displayed. Click **Yes** to delete the selected sales price lists, or **No** to exit.
6. Click **Close** to exit.

5.8.3 Deleting historical price lists or price agreements

It is possible to delete the historical sales and purchase price list or price agreement lines at the same time by defining the search criteria including the historical date and the value range. A historical price list or price agreement lines refers to price list or price agreement records which have expired.

The screenshot shows a window titled "602 Historical - Exact" with a menu bar containing "602", "File", "Edit", and "Help". Below the menu bar is a search area with three criteria:

- Valid to:** A date field containing "06/20/2016" with a calendar icon to its right.
- Range:** A dropdown menu currently set to "Month".
- Value:** A text input field containing the number "1".

At the bottom of the window, there are three buttons: "Preview" (with a magnifying glass icon), "Delete" (with a trash can icon), and "Close" (with a red 'X' icon).

To delete historical price lists or price agreements:

1. Go to System → Checks → Price management → Historical lines.
2. At **Valid to**, type or select the end valid date of the price list or price agreement lines to delete the lines up to the defined end valid date. This is mandatory.
3. At **Range**, select the required range option to determine the date range to delete the historical price list or price agreement lines within the defined date range. There are three options available which are **Year**, **Month**, and **Day**.
4. At **Value**, type the value based on the **Range** option you have selected to determine the date range to delete the historical price list or price agreement lines within the defined date.
5. Click **Delete** to delete all the price list or price agreement lines within the defined historical date range. A message "Do you want to delete all historical price list/price agreement lines based on the date range selected?" will be displayed.
6. Click **Yes** to delete the price list or price agreement lines based on the defined date range, or **No** to cancel the deletion.

Note:

The date must be at least six months before the current date. For example, if the current date is 06/08/2012, by default, **Valid to** will display **06/02/2012**. You can type any date before or equal to 06/08/2012, but cannot type a date after 06/08/2012.

7. Click **Close** to exit.

6. SALES COMMISSION MANAGEMENT

Sales employees are responsible for one or more debtors and might be entitled for sales commissions when achieving certain targets. A person is considered a sales employee if he is an employee, a contractor, student, temporary employee, or partner of an organization, who has been assigned with the **Representative** role, and is currently active. The sales commission management function in Exact Globe Next/Exact Globe+ allows you to customize the management of sales commission. The sales commission management function is available only if you have a combination of modules **SE1124 - E-Commission Invoices**, **SE1200 - E-Order**, and **SE1100 - E-Invoice**, or **SE1124 - E-Commission Invoices** and **SE1100-E-Invoice** in your license.

The sales commission management cycle starts from the setting up of the sales commission management, followed by the setting up of sales commission master data, capturing of sales commission information in sales entries, calculating and processing of payment of sales commissions, and ends with generating reports. With the complete feature, you have the option to manage sales commissions in a more systematic and efficient way.

- For more information on setting up the sales commission management, see *2.1 Invoice Settings*.
- For more information on setting up the sales commission master data, see *2.5 Creating and Maintaining Items - Purchase/Sales Tab*, *2.6 Creating and Maintaining Territories*, *2.7 Creating and Maintaining Classifications*, and *2.8 Creating and Maintaining Debtors*.
- For more information on generating reports on sales commissions, see *4.10 Generating Performance Reports for Sales Commissions* and *4.11 Generating Historical Reports for Payment of Sales Commissions*.

This section will describe the calculation and processing of payment of sales commissions. You can capture the information on sales commissions when performing the following sales entries:

- Sales orders
- Updating recurring orders and invoices
- Copying sales orders and invoices

6.1 CALCULATING THE PAYMENT OF SALES COMMISSIONS

Sales commissions are finalized during the final printing of invoices. When you print and process invoices, the sales commissions from sales transactions are calculated based on the parameters defined in the master data.

The information on sales employees and the sales commission split percentages are copied to sales invoices from the corresponding sales orders. The information on sales employees and the sales commission split percentages are copied to direct or manual credit notes from the corresponding original invoice. As the original invoice is not linked to unplanned returns, you need to manually search for the original invoice based on the corresponding item code and sales price or net price.

The commission amount can only be reversed from the original invoice. The calculation will take place only if the debtors and items have the **Commissionable** attribute based on the settings defined at **Invoice settings**, the commission method defined at the item level, and the sales commission percentage defined at the classification level, as well as the commission split percentages, defined at the debtor level. Sales commissions are calculated in the default currency. If the sales transactions are in foreign currencies, the invoice amount will be converted to the default currency first. For more information, see *3.4 Printing and Processing Invoices*.

6.2 PROCESSING THE PAYMENT OF SALES COMMISSIONS

Upon invoicing the customers, you can process the payment of sales commissions to sales employees. Depending on the method for processing sales commission defined at **Invoice settings**, the payment will be paid to sales employees once the corresponding invoices are processed or only when the invoices are paid by debtors. For more information, see *2.1 Invoice Settings*. From the proposal of sales commission displayed, you can select and process the relevant proposal lines.

The screenshot shows a web-based form for processing sales commissions. The breadcrumb navigation at the top reads: Invoice > To be processed > Sales commissions >. The form is organized into three main sections: **General**, **Debtor**, and **Process**. In the **General** section, there are two rows of input fields. The first row is for 'Invoice date', with a date picker icon and a 'to' field, followed by a checked 'All' checkbox. The second row is for 'Sales employee', with a search icon and a 'to' field, followed by a checked 'All' checkbox. The **Debtor** section has one row for 'Debtor', with a search icon and a 'to' field, followed by a checked 'All' checkbox. The **Process** section has one row for 'Transaction date', with a date picker icon and the value '12/20/2016'. At the bottom right of the form, there are two buttons: 'Display' (with an eye icon) and 'Close' (with a red X icon).

To generate a proposal for sales commissions and process the payment of sales commissions:

1. Go to Invoice → To be processed → Sales commissions.
2. Define the following information in the **General** section:
 - At **Invoice date**, type or select an invoice date or a range of invoice to list invoices with the selected date(s).
 - At **Sales employee**, type or select a sales employee or a range of sales employees to list the invoices linked to the selected sales employee(s).

3. In the **Invoice status** section, select the **Fully paid**, **Partially paid**, and/or **Not paid** check boxes to include the fully paid, partially paid, and yet to be paid invoices, respectively, in the list. This section is available only if you have selected **By invoice** at **Process commission method** to pay the sales commissions to sales employees when the invoices are paid by debtors. For more information, see *2.1 Invoice Settings*.
4. At **Debtor** in the **Debtor** section, type or select an order debtor or a range of order debtors to filter the list by the selected debtor(s).
5. At **Transaction date** in the **Process** section, type or select a transaction date to filter the list by transactions registered on this date.
6. Click **Display** to display the list of invoices that match the defined criteria and the proposed payments.
7. Select the required proposal line, and then click **Process** to process the payment.
8. Click **Close** to exit.

7. ADVANCED FEATURES

In addition to the normal invoicing process, Exact Globe Next/Exact Globe+ also provides users with advanced functions that can be used in managing different situation. For example, frequently created sales invoices can be recorded as recurring invoices so that these invoices can be generated on a periodic basis without having to define the invoice details repeatedly. Creating recurring invoices enables you to handle your regular customers in an efficient manner.

- You can also trace all processed invoices even if they were created years ago, and make copies of these invoices when necessary. The direct invoice function is available for companies that deal with direct sales. By processing direct invoices and direct credit notes, stocks will be reduced or increased respectively, allowing the companies to manage their stock level.

7.1 HANDLING REGULAR CUSTOMERS USING RECURRING INVOICES

If you have regular customers, it is more convenient to create recurring invoices or templates for sales invoices that are frequently created and processed. These recurring invoices would have the standard details already filled in the invoices, such as the customers' details, the resource who handles the invoices, and the items that will be invoiced to the customers. You can then process these recurring invoices as sales invoices with minimal modification or none at all.

The flexibility of Exact Globe Next/Exact Globe+ allows you to create recurring invoices that cater to different types of situation.

For example, you can create recurring invoices for:

- A customer who always orders the same items in the same quantities.
- A customer who always orders the same items, but in different quantities.

The recurring invoice function is only applicable to sales invoices.

The following topics are relevant to this section:

- Creating recurring invoice codes, creating recurring invoices, processing, updating, and deleting recurring invoices

7.1.1 Creating recurring invoice codes

Before creating recurring invoices, there must be at least one recurring invoice code available.

User rights: You can only create, edit, or delete the recurring invoice codes if you have the **To maintain recurring invoice codes** function right at System → HR & Security → User rights, under Functions → Rights → Sales.

To create recurring invoice codes:

1. Go to Invoice → Entries → Recurring invoices → Enter.
2. Click **New**. The **Recurring invoices** screen will be displayed.
3. At **Recurring invoice code**, click . The **Recurring invoice codes** screen will be displayed.
4. Click **New** to create a new code.
5. At **Recurring invoice code**, type a unique code. This is mandatory. Once the recurring invoice code is saved, this information cannot be edited.
6. At **Description** and **Search code**, type the description and the search code respectively for the recurring invoice code. The search code is mandatory.
7. Click **Save**.
8. Click **Close** to exit.

7.1.2 Creating recurring invoices

The **Recurring invoices** screen consists of two sections:

- **Recurring invoice header** — Displays the debtor, the debtor's address, description of the invoice, and other details.
- **Recurring invoice lines** — Displays information about the items that will be delivered to the customer, such as the quantity to be delivered, the sales price and other details.

When creating recurring invoices, there are certain details that are not applicable, and thus, it is not required to define the details. These include the sales order number at **SO no.**, the internal reference number at **Our ref.**, the date at **Transaction date**, and the customer's reference number at **Your reference**. The sales order number and internal reference number of the invoices will be automatically filled when the recurring invoices have been processed. You can find the recurring invoices created at Invoice → Entries → Recurring invoices → Enter.

To create recurring invoices:

1. Go to Invoice → Entries → Recurring invoices → Enter.
2. Click **New**. You will see the **Recurring invoices** screen.
3. Type or select the recurring invoice code at **Recurring invoice code**. This information is mandatory. If you do not have an existing recurring invoice code, see 7.1.1 *Creating recurring invoice codes*. Once you have selected a code, you are not allowed to change it.
4. Type or select the debtor who placed the order for the items at **Ordered by**. Press the TAB key and the debtor selected will be automatically filled in the **Delivery to** and **Invoice to** fields. The addresses for the debtor receiving the items at **Delivery to** and the debtor receiving the invoice at **Invoice to** follow the addresses specified at the debtor maintenance (go to Finance → Accounts receivable → Maintain, select the relevant debtor, and then click **Open**, under the **Contact** tab in the **Addresses** section). However, if a debtor is defined at **Invoice debtor** under the **Logistics** tab at the debtor maintenance of the **Ordered by** debtor, the **Invoice to** field will be automatically filled with the debtor defined. It is mandatory to define all three fields.
5. Type or select the person who is in charge of the invoice at **Person**.

6. Type or select the method of shipment at **Shipping via**.
7. In the **Item** column, type or select the item(s) (by pressing F2).
8. In the **Items** screen, select the item(s) and click **Select**.
9. Type the quantity for the items ordered in the **Quantity** column.
10. Click **Conditions** to define the payment condition or add additional information to the recurring invoice. You will then see the **Invoice data** screen.
11. Type or select the payment condition at **Payment condition**. A payment condition is the terms of the invoice specified for the customer to determine the payment due date and the discount given (if any) if payment is made within the specified period. By default, the payment condition is pre-filled with the payment condition defined at **Payment condition** for the debtor at the debtor maintenance (go to Finance → Accounts receivable → Maintain, select the relevant debtor, and then click **Open**, under the **Financial** tab in the **General** section). However, if no payment condition is defined for the debtor, it will follow the payment condition defined at **Payment condition: Debtor** in the **Default** section at System → General → Settings, under **General ledger settings**.
12. Click **Close** to close the **Invoice data** screen.
13. Click **Close** again to save the recurring invoice and exit.

7.1.3 Generating recurring invoices

Recurring invoices that have been created can be processed to sales invoices. Instead of creating a sales invoice by filling out all the information, you can process the recurring invoice with the specified details to a sales invoice for the particular debtor.

You can process a recurring invoice for one debtor or multiple debtors at one time. You can also create more than one sales invoice from one recurring invoice. After processing, you can find the sales invoices by defining the appropriate criteria and clicking **Search** at Invoice → Entries → Invoices. If necessary, you can still edit the sales invoices before authorizing and processing the sales invoices.

/
A
B
R
G
Invoice > Entries > Recurring invoices > Generate >

Range

Debtor	<input type="text"/>	to	<input type="text"/>	<input checked="" type="checkbox"/> All
› Recurring invoice code	<input type="text"/>			
Sequence number	<input type="text"/>	to	<input type="text"/>	<input checked="" type="checkbox"/> All

Entry data

› Invoice code	<input type="text"/>
Description	<input type="text"/>
› Your reference	<input type="text"/>
Transaction date	<input type="text" value="12/20/2016"/>
Project	<input type="text"/>

+ Create
✖ Close

To generate recurring invoices:

1. Go to Invoice → Entries → Recurring invoices → Generate.
2. In the **Range** section, type or select the debtor or a range of debtors that the recurring invoice(s) belongs to at the **Debtor** and/or **to** fields. Alternatively, you can select the **All** check box to select the recurring invoices that belong to any debtor.
3. At **Recurring invoice code**, type or select the code of the recurring invoice. This information is mandatory.

4. At **Invoice code** in the **Entry data** section, type or select the code.
5. Type the description of the sales invoice at **Description**.
6. Type the customer's reference at **Your reference** for the sales invoice that will be created. This information is mandatory.
7. At **Transaction date**, type or select the transaction date for the sales invoice. By default, the system-generated date is displayed.
8. Click **Create**. A message "Create invoice lines" will be displayed.
9. Click **Yes** to continue processing the recurring invoice to sales invoice. A message will be displayed to notify that the sales invoice has been created. Recurring invoices must be created for the debtors prior to generating the recurring invoices. If there are no recurring invoices created for the debtors selected at the **Debtor** and **to** fields, a message "No data which meets the criteria entered" will be displayed and no sales invoices will be created for the debtors.
10. Click **OK**.
11. Click **Close** to exit.

7.1.4 Updating recurring invoices

Once recurring invoices have been created, it is possible to update the recurring invoices to avoid processing sales invoices with outdated information. Only critical details in the item and/or debtor maintenance that have been modified, such as changes to the item description, sales prices of the items, addresses of the debtors, and/ or the payment condition will be applied to the existing recurring invoices. Modified details cannot be updated to recurring invoices that have already been processed to sales invoices.

/
A
B
R
U
Invoice > Entries > Recurring invoices > Update >

Range

Debtor	<input style="width: 95%;" type="text"/>	to	<input style="width: 95%;" type="text"/>	<input checked="" type="checkbox"/> All
Recurring inv. code	<input style="width: 95%;" type="text"/>	to	<input style="width: 95%;" type="text"/>	<input checked="" type="checkbox"/> All
Sequence number	<input style="width: 95%;" type="text"/>	to	<input style="width: 95%;" type="text"/>	<input checked="" type="checkbox"/> All
Item	<input style="width: 95%;" type="text"/>	to	<input style="width: 95%;" type="text"/>	<input checked="" type="checkbox"/> All

Update

Item description

Sales prices

Addresses

Payment condition

Sales employees

Options

Report Trial report

Final report

No report

Start
 Close

To update recurring invoices:

1. Go to Invoice → Entries → Recurring invoices → Update.
2. In the **Range** section, type or select the debtor(s), recurring invoice code(s), sequence number(s), and/or the item(s) to update the recurring invoices with the selected option(s). By default, the **All** check boxes in the **Range** section will be selected.
3. In the **Update** section, select the **Item description**, **Sales prices**, **Addresses**, **Payment condition**, and/or **Sales employees** check boxes to specify the details of the invoice that you want to update.
4. In the **Options** section, select **Trial report**, **Final report**, or **No report** to specify how you want to manage the updating process.
5. Click **Start** to start the updating of recurring invoices. Depending on the option selected in the **Options** section, there will be three possibilities:
 - If you have selected **Trial report**, the **Print Preview** screen will be displayed. You can generate a printed copy of the report which displays the old and new information of the selected debtor, item, and other details. However, the modifications are not updated to the recurring invoices.
 - If you have selected **Final report**, the **Print Preview** screen will be displayed. You can generate a printed copy of the report which displays the old and new information of the selected debtor, item, and other details. These changes are updated to the recurring invoices.
 - If you have selected **No report**, the changes will be updated to the recurring invoices but no preview will be generated.
6. Click **Close** to exit.

7.2 COPYING INVOICES

Exact Globe Next/Exact Globe+ provides two other alternatives to create sales and/or direct invoices for customers. These alternatives are useful if you need to create an invoice with exactly the same details as another invoice without the need to modify it. You can still modify the details of the invoice copied except for the information at **Invoice code**, **SO no.**, and **Our ref** if the **Block invoice number** check box at System → General → Settings, under **Invoice settings** is selected.

You can find the invoices copied by defining the appropriate criteria and clicking **Search** at Invoice → Entries → Invoices.

The following topics are relevant to this section:

- Copying invoices for the same debtor and copying invoices for different debtors

7.2.1 Copying invoices for the same debtor

With the copying invoice function, you can copy all the details of any processed invoice to a new invoice that you are creating for the customer that the processed invoice belongs to. The internal reference number (**Our ref.**) of the processed invoice will be copied to the customer's reference (**Your reference**) of the new invoice.

602 Copy: Invoices

Process

Invoice code: 11000016 Copy: Sales employees

Progress |

Progress

Results Errors

Our ref.	Invoice date	Journal	Order	Your reference	Inv. code	.Seq. no	Result
11000016	6/14/2011	70	20033	Bestel.: 20033			

Generate **Close**

To copy invoices for the same debtor:

1. Go to Invoice → Entries → Invoices and click **Copy**, or go to Invoice → Reports → Invoice history.
2. In both cases, define the relevant criteria of the invoice that you want to copy.
3. Click **Search**. Invoices that match the defined criteria will be displayed.
4. Select the invoice that you want to copy, and then click **Copy**. The **Copy: Invoices** screen will be displayed.
5. At **Invoice code**, type or select the invoice code of the new invoice.
6. Select the **Copy: Sales employees** check box to copy the sales employees and the commission split of the sales employees from the source to target invoice.
7. Click **Generate**. The **Result** column (**Results** is pre-selected) will display whether the invoice has been processed or has errors during the processing. If there is an error, the details of the error will be displayed in the **Description** column (**Errors** will be pre-selected).
8. You can click **Generate** more than once to create as many new invoices as you want based on the selected processed invoice. The newly-created invoices will have different sales order numbers and internal reference numbers.
9. Click **Close** twice to exit.

7.2.2 Copying invoices for different debtors

You can also generate multiple invoices based on an invoice template selected. Multiple invoices can only be generated based on invoices that have not been processed. All details of the selected invoice will be copied to the invoices that you are creating for different customers. You cannot generate multiple invoices for the same customer that the selected invoice belongs to.

Invoices

Invoice code: 10 Sales invoices

Seq. no.:

Debtor:

Filter

Debtor: to: All

Classifications: Sector:

Country: State:

City: Postcode:

Selection code: Debtor account:

Status: All

Debtor	Name	Address	City	State	Postcode	Country	Classification	Sector	Selection code	Debtor
31852	Ikke a la Munt					NL		UNKNOWN		
60086	Contantdebiteur					NL	RES	UNKNOWN		
60089	Restaurant Enkhui	De Laan 62	Marknesse	FL	8316	NL	RES	UNKNOWN		
60090	Lunchroom Orka	H. Baanplein 33	Blankenberg	W-V	8370	BE	RES	UNKNOWN		
60091	Kaffee und Kucher	Theodor Platz 96	Osnabrück		49074	DE	RES	UNKNOWN		
60092	Pizzeria Vesuvius	Oostrecht 566	Sappemeer	GR	9611	NL	RES	UNKNOWN		
60093	Cafe Hout	Americastraat 13	Valkenburg	LLB	6300	NL	CAF	UNKNOWN		
60094	Mevr. Vlemmiks	Maasbaan 2	Maastricht	LB	6200	NL	PAR	UNKNOWN		
60100	Grand cafe de Zevi	Europaweg 16	Ittervoort	LB	6014	NL	RES	UNKNOWN		
60101	Chinees restaurant	De lange meerweg	Vught	NB	5260	NL	RES	UNKNOWN		
60102	Cafe de Lantaarn	Dr. Bergweg 69	Nijmegen	GL	6521	NL	RES	UNKNOWN		
60103	Wok around the cl	Stadionplein 2	Eindhoven	NB	5622	NL	RES	UNKNOWN		
60104	Het Witte paard	Beleverderstraat 3	Horst	LB	5960	NL	RES	UNKNOWN		
60105	Brasserie Pigalle	Bachplein 15a	Weert	LB	6005	NL	RES	UNKNOWN		
60177	OSA Limburg					NL	RES	UNKNOWN		

Refresh Generate Close

To copy invoices for different debtors:

1. Go to Invoice → Entries → Invoices.
2. Click **Multiple**. The **Generate invoice** screen will be displayed.
3. In the **Invoices** section, select the invoice code and sequence number to specify the template that you want to use to create the new invoice(s). These are mandatory in order to generate multiple invoices.
4. In the **Filter** section, define the relevant criteria to search for the debtors that you want to generate the invoices for.
5. Click **Refresh**. The debtors that match the defined criteria will be displayed.
6. Select the debtors that you want to create invoices for.
7. Click **Generate**. A message will be displayed to confirm that the invoices have been generated.
8. Click **OK**.
9. Click **Close** to exit.

7.3 DEFERRING REVENUE

Exact Globe Next/Exact Globe+ enables you to spread out sales revenue generated from invoices for financial recording purposes. For example, you can receive advance payment from a customer. To reflect the payment correctly in the general ledgers, you can distribute the revenue to a different period or to distribute the revenue over multiple periods. Once an invoice has been processed, each invoice line will be displayed as individual invoice line or revenue line at Invoice → To be Processed → Deferred revenue.

You can generate an overview of the revenue that you have distributed. For more details, see 7.4 *Overview of Deferred Revenue*.

To defer revenue:

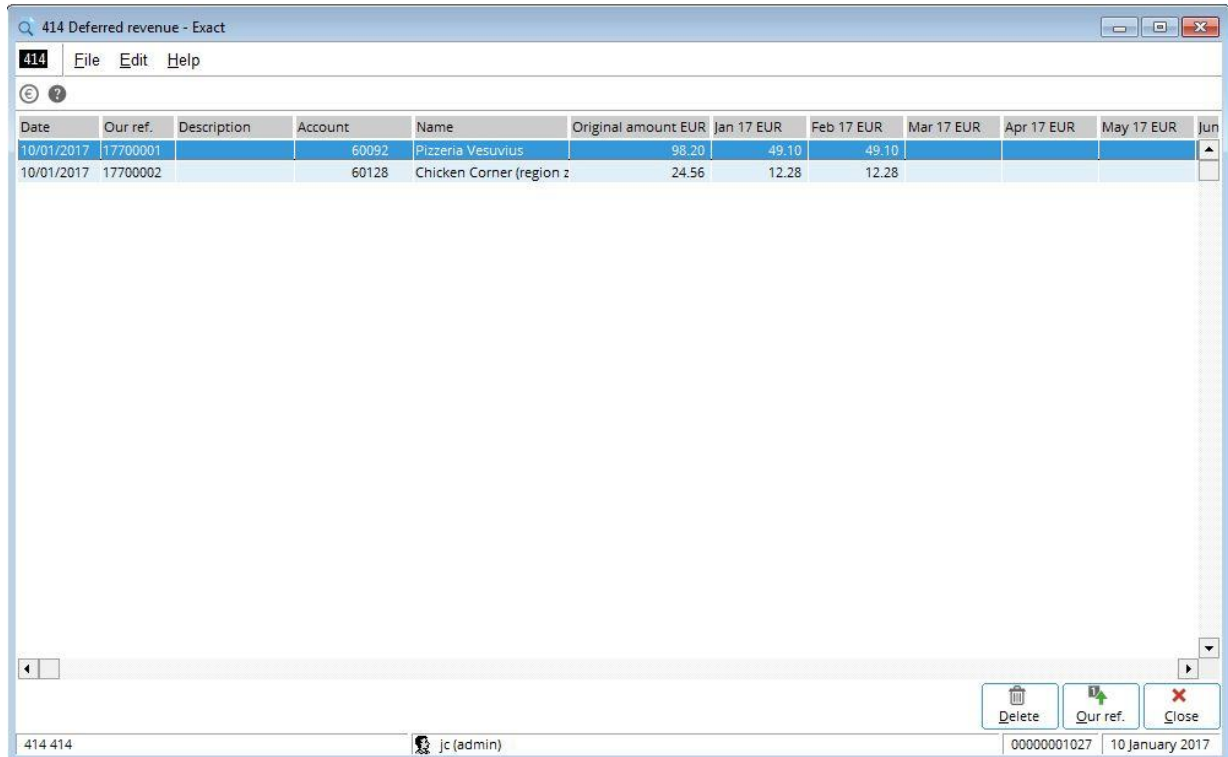
1. Go to Invoice → To be Processed → Deferred revenue.
2. Define the relevant criteria.
3. Click **Refresh**. Each invoice line displayed represents the revenue obtained from invoices and matches the search criteria defined. The revenue refers to the net revenue if you have selected **Net** at **Journalize amounts** in the **Print** section at System → General → Settings, under **Invoice settings**. If you have selected **Gross** at **Journalize amounts**, the revenue refers to the gross revenue and the amount for discount will be listed in a separate invoice line.
4. Select the revenue that you want to defer.
5. Click **Process**. The **Deferred revenue** screen will be displayed.
6. Type or select the general ledger account at **Deferred revenue account** to specify which account you want to defer the revenue to. This account is not a revenue account. The deferred revenue account is only used to balance the new entries that will be generated when the revenue has been deferred.
7. At **Number of periods**, type a number to specify the number of period(s) that the amount will be deferred to. For example, if you type “2”, the selected revenue will be transferred to the next two periods from the date specified at **Date from**.
8. The period(s) that the revenue is deferred to depend(s) on the periods defined in the period-date table at **Period-date calendar** at System → General → Settings, under **General settings**.
9. Type the percentage to specify the percentage of the revenue that is to be deferred at **% Revenue**. The percentage must be equal to or less than 100. If you type “100”, the entire revenue will be transferred or distributed.
10. At **Date from**, type or select the date of the first period which the revenue is to be transferred. If you choose to distribute the revenue over two or more periods, the revenue will be distributed to the selected period and the next period(s). The date selected is used to look for the first period to use to transfer the revenue. The actual posting date will always follow the start date of the period specified in the period-date table at **Period-date calendar** at System → General → Settings, under **General settings**.
11. Click **Start** to begin the transferring process. You will see the **Deferred revenue: Preview** screen, which displays the overview of the distribution, such as the period(s) that the revenue will be transferred to and the amount distributed for each period.
12. Click **Continue** to proceed with the distribution. After the revenue has been distributed, the revenue will be separated into a number of invoice lines according to the number specified at **Number of periods**. Each distributed revenue line will have a green check mark displayed under the **Deferred revenue** column.
13. Click **Close** to exit.

7.4 OVERVIEW OF DEFERRED REVENUE

Exact Globe Next/Exact Globe+ allows you to generate an overview of the revenue that you have distributed over multiple periods.

From the overview of deferred revenue, you can view the transaction of the deferred revenue by selecting the invoice line and clicking **Our ref.** Alternatively, you can view the transaction at Finance → Accounts receivable → Cards by selecting the debtor that the invoice with the deferred revenue belongs to, and then clicking **Display** to display the **Debtor card**. At **Display**, select **Invoice list**. Then, select the invoice with the revenue that has been deferred and click **Our ref.**

To illustrate this, refer to the example in the following.



Date	Our ref.	Description	Account	Name	Original amount EUR	Jan 17 EUR	Feb 17 EUR	Mar 17 EUR	Apr 17 EUR	May 17 EUR	Jun
10/01/2017	17700001		60092	Pizzeria Vesuvius	98.20	49.10	49.10				
10/01/2017	17700002		60128	Chicken Corner (region z	24.56	12.28	12.28				

The screenshot shows a software window titled "414 Deferred revenue - Exact". It contains a table with columns for Date, Our ref., Description, Account, Name, Original amount EUR, and monthly EUR amounts from Jan 17 to Jun. Two rows are visible, one for Pizzeria Vesuvius and one for Chicken Corner. At the bottom right, there are buttons for Delete, Our ref., and Close. The status bar at the bottom shows "414 414", "jc (admin)", "00000001027", and "10 January 2017".

To generate an overview of deferred revenue:

1. Go to Invoice → Reports → Deferred revenue.
2. Define the relevant criteria of the deferred revenue that you want to view.
3. Click **Display**.

Based on the example from the previous screen, the revenue from the invoice for Pizzeria Vesuvius has been deferred. The **Date** column displayed is the invoice date, which is the date that the invoice has been processed. The original amount of the invoice is displayed under the **Original amount EUR** column, which is 98.20 EUR denotes the currency Euro, and thus, the column name depends on the currency defined for the invoice.

In the example, the amount of 49.10 is displayed under the **Jan 17 EUR** column. This indicates that only 50% of the total revenue of 98.20 has been deferred. The amount of 49.10 displayed under the **Jan 17 06 EUR** and **Feb 17 EUR** columns shows that 50% of the revenue has been distributed to two periods, starting from the month of January, 2017.

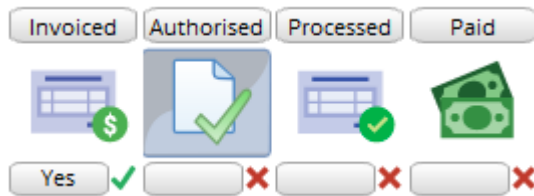
7.5 CREATING AND MAINTAINING DIRECT INVOICES

Some businesses comprise direct sales with customers. In this case, items purchased by the customers are immediately fulfilled or handed to them at the same time they ordered the items. Direct sales are unlike normal sales, whereby the customers order the items and the items are fulfilled at the specified period of time, which could be a week, or a month after the order has been made. This is the reason processing sales invoices does not affect the movement of stock.

With Exact Globe Next/Exact Globe+, you have the possibility to create direct invoices for these customers. Direct invoices are automatically authorized by the system before being processed. When the direct invoices are processed, the system automatically deducts the stock as specified in the direct invoices. This function is useful for companies that need to keep track of their stock level.

Direct sales involve dealing with unknown customers most of the time, and thus, you can create a single debtor that represents all the customers without the need to customize the details.

The direct invoice process flow begins with the **Invoiced** step, which is recording the direct invoice into the system. The direct invoice is automatically authorized in the **Authorized** step. The direct invoice will then go through the **Processed** step, which is processing the direct invoice so that the financial entries will be made into the specified journals. Finally, you can record payment entries for the direct invoice in journals set up mainly for that purpose. The sequence in the process flow is displayed as follows:



The following topics are relevant to this section:

- Creating, editing, processing, and deleting direct invoices and direct credit notes, and reconciling direct credit notes to direct invoices

7.5.1 Creating direct invoices

The **Direct invoices** screen consists of three sections:

- **Direct invoice header** — Displays the debtor, reference number, resource handling the direct invoice, and other details.
- **Direct invoice lines** — Displays information about the items that the customer purchased, such as quantity purchased, sales price, and other details.
- **Direct invoice process flow** — Displays the process flow of the direct invoice, and the step(s) that has been completed for the direct invoice, such as authorized and processed.

To create direct invoices:

1. Go to Invoice → Entries → Direct invoices.
2. Click **New**. The **Direct invoices** screen will be displayed. The invoice code defined at **Direct invoice code** at System → General → Settings, under **Invoice settings**, will be automatically filled in at **Invoice code**. Invoice codes are used to separate invoices that are created from different internal departments, as well as to differentiate the types of invoices that you are creating, for example sales invoices, direct invoices, or credit notes.
3. Type or select the debtor who placed the order for the items at **Ordered by**. Press the TAB key and the debtor selected will be automatically filled in the **Delivery to** and **Invoice to** fields. The addresses for the debtor receiving the items at **Delivery to** and the debtor receiving the invoice at **Invoice to** follow the addresses specified at the debtor maintenance (go to Finance → Accounts receivable → Maintain, select the relevant debtor, and then click **Open**, under the **Contact** tab in the **Addresses** section). However, if a debtor is defined at **Invoice debtor** under the **Logistics** tab at the debtor maintenance of the **Ordered by** debtor, the **Invoice to** field will be automatically filled with the debtor defined.
4. Type a reference of the direct invoice at **Your reference**. This is the customer's reference and can be define with alphanumeric characters.
5. Select the person who is in charge of the direct invoice at **Person**.
6. At **Warehouse**, type or select the warehouse to specify where the stock data will be generated. This information is mandatory because processing direct invoices involves the movement of stock.
7. Type or select the method of shipment at **Shipping via**.
8. Type or select the item(s) (by pressing F2) in the **Item** column. In the **Items** screen, select the item(s) and then click **Select**. Once an item is filled in, the direct invoice is automatically authorized.
9. Type the quantity for the items ordered in the **Quantity** column.
10. Click **Close** in the **Direct invoices** screen to save the direct invoice and exit. You will see the **Discount/Extra charges** screen that displays any discount or extra charge for the items. You can include extra rule or phantom items to add cost or discount to the direct invoice. The **Discount/Extra charges** screen will only be shown if you have selected the **Discount/Extra charges** check box at Systems → General → Settings, under **Invoice settings**.
11. Click **OK** in the **Discount/Extra charges** screen to exit.

When creating a direct invoice, some details on the direct invoice are automatically filled in, such as information at the **SO no.** and **Our ref.** fields.

The **SO no.** is a system-generated number, or based on the **Sales order number** defined at Systems → General → Settings, under **Numbers settings** if you have **E-Sales Order** in your license.

The **Our ref.** is an internal reference number of an invoice and is based on the **Invoice number** defined at Systems → General → Settings, under **Numbers settings**. **Our ref.** is automatically filled in if **At entry** is selected at **Assign invoice numbers** at Systems → General → Settings, under **Invoice settings**.

You can find the direct invoices created by defining the appropriate criteria and clicking **Search** at Invoice → Entries → Direct invoices.

7.5.2 Editing direct invoices

Once direct invoices have been created, it is possible to make changes to the direct invoices such as adding or removing items, or changing quantity of the items, as long as the direct invoices have not been printed and processed.

To edit direct invoices:

1. Go to Invoice → Entries → Direct invoices.
2. Define the relevant criteria.
3. Click **Search**.
4. Select the direct invoice to be edited.
5. Click **Open**. In the **Direct invoices** screen, make the necessary changes to the direct invoice.
6. Click **Close** to save the changes and exit.

7.5.3 Processing direct invoices

You can print and process the direct invoices that have been created at Invoice → Entries → Direct invoices. Open the relevant direct invoice, and then click the **Processed** process step in the **Direct invoices** screen. It is also possible to print and process individual direct invoices or multiple direct invoices simultaneously at Invoice → Entries → Print / Process. When a direct invoice is processed, items specified in the direct invoice will be automatically deducted from your stock. For details on how to print direct invoices, see *3.4 Printing and Processing Invoices*.

7.5.4 Deleting direct invoices

It is possible to delete direct invoices that have been created. When you do this, the direct invoices will be deleted and cannot be retrieved from the system. However, direct invoices that have been printed and processed cannot be deleted. To correct the amount or items in direct invoices that have been printed and processed, direct credit notes have to be created. For more details, see *7.5.5 Creating direct credit notes*.

User rights: You can only delete direct invoices if you have the **Delete invoices** function right at System → HR & Security → User rights, under Functions → Rights → Sales.

To delete direct invoices:

1. Go to Invoice → Entries → Direct invoices.
2. Define the relevant criteria, and then click **Search**.
3. Select the direct invoice to be deleted.
4. Click **Delete**. A message "Delete the data selected?" will be displayed.
5. Click **Yes** to delete the direct invoice and the **Delete invoices** screen will be displayed to notify that the direct invoice has been authorized.
6. Click **Continue** to confirm the deletion of the direct invoice.
7. Click **Close** to exit.

7.5.5 Creating direct credit notes

Direct invoices that have been processed cannot be edited or deleted. You can make the necessary modifications to processed direct invoices by creating credit notes that are based on the processed direct invoices. You can also manually create direct credit notes. The direct credit notes created will be automatically authorized.

If you create a direct credit note based on direct invoice, some details of the direct credit note will be automatically filled in according to the selected direct invoice. You will only need to specify the items that are to be included in the direct credit note. The direct credit note will also be automatically reconciled to the particular direct invoice when both the direct credit note and direct invoice are processed.

If you create a direct credit note manually, you will need to define the direct credit note details, as when creating a direct invoice. Also, a direct credit note created manually will not be automatically reconciled.

User rights: You can only create direct credit notes if you have the **To create credit notes** function right at System → HR & Security → User rights, under Functions → Rights → Sales.

To create direct credit notes based on direct invoices:

1. Go to Invoice → Entries → Direct invoices and click **Credit note**. The **Direct credit note** screen will be displayed. In the **Options** section, **Based on invoice** is pre-selected.
2. Type or select the debtor at **Invoice debtor** to specify the debtor the direct credit note is created for.
3. Type or select the direct invoice that you want to create a direct credit note for at **Invoice number**.
4. Press TAB and the direct invoice code for the direct credit note will be automatically filled in at **Invoice code**. The direct invoice code is defined at **Invoice code: Direct credit note** at System → General → Settings, under **Invoice settings**. You can type or select a different code. Once you are at the **Invoice code** field, **Invoice debtor** and **Invoice number** cannot be edited. If you need to make changes to the invoice debtor or the direct invoice selected, click **Close**. The fields will then be enabled. Once you have made the changes, press TAB.
5. Once an invoice code is filled in, the **Lines** and **Create** buttons are enabled. Two options are available:
 - Click **Lines** to select the items to be included in the direct credit note selectively. You will see the **Invoice history lines** screen with a list of items from the direct invoice selected at **Invoice number**. Select one or more items to be included in the direct credit note and click **Create**.
 - Click **Create** to create a direct credit note with all the items listed in the direct invoice selected at **Invoice number**. Once a direct credit note has been created, a sequence number for the direct credit note will be created automatically at **Sequence number** in the **Credit note** section and the **Change** button will be enabled.
6. To make changes to the direct credit note created, click **Change** to display the **Change credit note** screen. Make the necessary changes and click **Close** to save the changes and return to the **Direct credit note** screen. The invoice code at **Invoice code** in the **New invoice** section will be automatically filled in and the **Lines** and **Create** buttons will be enabled. The invoice code is defined at **Direct invoice code** at System → General → Settings, under **Invoice settings**.
7. To create another new direct invoice for the invoice debtor with the item(s) listed in the direct invoice selected at **Invoice number**, click **Lines** or **Create**. There are two possibilities:
 - Click **Lines** to select the items to be included in the direct invoice selectively. You will see the **Invoice history lines** screen with a list of items from the direct invoice selected at **Invoice number**. Select one or more items to be included in the direct invoice and click **Create**.
 - Click **Create** to create a direct invoice with all the items listed in the direct invoice selected at **Invoice number**. Once a direct invoice has been created, the sequence number of the direct invoice will be created automatically at **Sequence number** in the **New invoice** section and the **Change** button will be enabled.
8. To make changes to the new direct invoice created, click **Change** to display the **Sales invoices** screen.
9. Make the necessary changes and click **Close** to save the changes and return to the **Direct credit note** screen.
10. Click **Close** to enable all fields except the **Sequence number** fields in the **Credit note** and **New invoice** sections.
11. Click **Close** again to exit.

Tip:

You can also create direct credit notes based on direct invoices at Invoice → Reports → Invoice history by defining the relevant criteria and clicking **Search** to display the direct invoices that match the defined criteria. Select the direct invoice that you want to create a direct credit note for and click **Credit note**. The **Enter credit notes** screen will be displayed. Information at **Invoice debtor** and **Invoice number** will be automatically filled based on the direct invoice selected. The information cannot be edited. Select an invoice code in the **Credit note** section and repeat step 5 to step 11.

To create direct credit notes manually:

1. Go to Invoice → Entries → Direct invoices and click **Credit note**. The **Direct credit note** screen will be displayed.
2. In the **Options** section, select **Manually**. The **Enter credit notes** screen will be displayed.
3. Press TAB and the code for the direct credit note will be automatically filled at **Invoice code**. The direct invoice code is defined at **Invoice code: Direct credit note** at System → General → Settings, under **Invoice settings**. Invoice codes are used to separate invoices that are created from different internal departments, as well as to differentiate the types of invoices that you are creating, for example sales invoices, direct invoices, or credit notes.
4. Type or select the debtor who placed the order for the items at **Ordered by**. Press the TAB key and the debtor selected will be automatically filled in the **Delivery to** and **Invoice to** fields. The addresses for the debtor receiving the items at **Delivery to** and the debtor receiving the invoice at **Invoice to** follow the addresses specified at the debtor maintenance (go to Finance → Accounts receivable → Maintain, select the relevant debtor, and then click **Open**, under the **Contact** tab in the **Addresses** section). However, if a debtor is defined at **Invoice debtor** under the **Logistics** tab at the debtor maintenance of the **Ordered by** debtor, the **Invoice to** field will be automatically filled with the debtor defined.
5. Type a reference of the credit note at **Your reference**. This is the customer's reference and can be filled in with alphanumeric characters.
6. Type or select the person who is in charge of the direct credit note at **Person**.
7. Type or select the method of shipment at **Shipping via**.
8. Type or select the item(s) (by pressing F2) in the **Item** column. In the **Items** screen, select the item(s) and then click **Select**.
9. Type the quantity for the items delivered in the **Quantity** column. The number must be in negative because it indicates that the products/services are being returned.
10. Type the fulfillment date of the items ordered in the **Fulfillment date** column to specify when the items were delivered to the customer.
11. Click **Conditions** to define the payment condition for the direct credit note or add additional information for the direct credit note. The **Invoice data** screen will be displayed.
12. After making the necessary entries or adjustments, click **Close** in the **Invoice data** screen to return to the **Enter credit notes** screen.
13. Click **Close** to save the direct credit note and exit. You will see a **Discount/Extra charges** screen that displays any discount or extra charge for the items. You can include extra rule or phantom items to add cost or discount to the credit note. The **Discount/Extra charges** screen will only be shown if you have selected the **Discount/Extra charges** check box at System → General → Settings, under **Invoice settings**.
14. Click **OK** to exit.

When creating a direct credit note, some details on the direct credit note are automatically filled in, such as information at the **SO no.** and **Our ref.** fields.

The **SO no.** is a system-generated number, or based on the **Sales order number** defined at System → General → Settings, under **Numbers settings** if you have **E-Sales Order** in your license.

The **Our ref.** is an internal reference number of an invoice and is based on the **Invoice number** defined at System → General → Settings, under **Numbers settings**. **Our ref.** is automatically filled in if **At entry** is selected at **Assign invoice numbers** at System → General → Settings, under **Invoice settings**.

You can find the direct credit notes and direct invoices created by defining the appropriate criteria and clicking **Search** at Invoice → Entries → Direct invoices.

7.5.6 Editing direct credit notes

Once direct credit notes have been created, it is possible to make changes to the direct credit notes such as adding or removing items, or changing the quantity of the items, as long as the direct credit notes have not been printed and processed.

To edit direct credit notes:

1. Go to Invoice → Entries → Direct invoices.
2. Define the relevant criteria.
3. Click **Search**.
4. Select the direct credit note to be edited, and then click **Open**.
5. Make the necessary changes to the direct credit note.
6. Click **Close** to save the changes.

7.5.7 Processing direct credit notes

You can print and process the direct credit notes that have been created by opening the relevant direct credit note, and then clicking the **Processed** process step in the **Direct credit note** screen. It is also possible to print and process individual direct credit notes or multiple direct credit notes simultaneously at Invoice → Entries → Print / Process.

When a direct credit note is processed, the number of items specified in the direct credit note will be automatically added to your stock. For details on how to print direct credit notes, see *3.4 Printing and Processing Invoices*.

7.5.8 Deleting direct credit notes

It is possible to delete direct credit notes that have been created. When you do this, the direct credit notes will be deleted and cannot be retrieved from the system. Direct credit notes that have been printed and processed cannot be deleted.

User rights: You can only delete the direct credit notes if you have the function rights **Delete invoices** at System → HR & Security → User rights, under Functions → Rights → Sales.

To delete direct credit notes:

1. Go to Invoice → Entries → Direct invoices.
2. Define the relevant criteria.
3. Click **Search**.
4. Select the direct credit note to be deleted.
5. Click **Delete**. A message "Delete the data selected?" will be displayed.
6. Click **Yes** to delete the direct credit note and the **Delete invoices** screen will be displayed to notify that the direct credit note has been authorized.
7. Click **Continue** to confirm the deletion of the direct credit note.
8. Click **Close** to exit.

7.5.9 Reconciling direct credit notes to direct invoices

When you create a direct credit note manually, the direct credit note transaction will not be automatically reconciled to the original direct invoice because the direct credit note and its original direct invoice do not have the same **Our ref.** number or the internal reference number. Thus, you will need to manually match the entries of the direct credit note to the entries of its direct original invoice.

Reconciling direct credit notes to direct invoices is similar to reconciling credit notes to sales invoices. For more details on how to reconcile, see *3.6 Reconciling Credit Notes*.

7.6 REALLOCATING COST OF SALES

Cost of sales or cost of goods sold is a direct expense incurred when producing items for sale, such as direct labor expense or cost of acquiring materials. In Exact Globe Next/Exact Globe+, cost of sales is posted to the general ledger account on the date of delivery of the goods (fulfillment date), while sales revenue is posted on the date the invoice is processed.

In a case whereby an invoice is processed in a different period than the period the items are delivered, the sales revenue will be posted in a later period than the cost of sales. Thus, the calculation of the gross margin for the relevant period may not be accurate.

To help balance the calculation of profit margin of your business, Exact Globe Next/Exact Globe+ provides the ability to reallocate the cost of sales to a future period that is the same as the period the sales revenue is posted. This reallocation function is only available if you have **E-Sales Order** in your license.

In order to reallocate the cost of sales, the sales order can be partially or completely fulfilled (fulfillment occurs when the items are delivered to the customer) with the invoice(s) generated for the item(s) in the sales order line(s). However, the invoice(s) must not be processed. This does not apply to credit notes that are generated from unplanned returns. For more details on how to create sales orders, see *3.1 Creating and Maintaining Sales Orders* in the **Sales Order** user manual.

When the cost of sales of a sales order has been reallocated, Exact Globe Next/Exact Globe+ will create an adjusting entry by using the general ledger account specified at **Accruals and prepayments** at System → General → Settings, under **General ledger settings**. The function of the accruals and prepayments account is to balance the new entries that will be generated when the cost of sales is reallocated.

To reallocate cost of sales:

1. Go to Invoice → To be processed → Reallocate.
2. At **Financial year**, select the financial year where the sales orders have been fulfilled. The years available at **Financial year** depend on the years defined in the **Period-date calendar** at System → General → Settings, under **General settings**.
3. At **Period**, type the period to view the month that the sales orders are fulfilled. The periods are defined in the period-date table at System → General → Settings, under **General settings** in Period-date calendar. For example, if you have defined period 5 as May 1 - May 31, typing "5" in the **Period field** will display all sales orders fulfilled from May 1 to May 31.
4. To view fulfilled sales orders with the total sales cost that is higher than or equal to a certain amount, type the amount at **Minimum amount**.
5. Click **Refresh** to view the fulfilled sales orders that match the defined criteria.
6. Select the fulfilled sales order that you want to reallocate its cost of sales to the next period.
7. Click **Process**. A message "Print report" will be displayed.
8. Click **OK** to view the report of the reallocated cost of sales, as shown in the following screen. Click **Print** to print the report.
9. Click **Close** to close the report.

The cost of sales of a sales order can be reallocated to the next period, next two periods, and so on. However, the cost of sales of a sales order fulfilled in a period that is closed cannot be reallocated.

If the period that you want to reallocate the cost of sales to is closed, the cost of sales will be reallocated to the next period that is open. For more details on how to open or close periods, see 2.2 *Financial Periods* in the **Finance** user manual.

You can view the financial entries of the reallocation by selecting the particular sales order at Invoice → To be processed → Reallocate, and then clicking **Our ref.**

General ledger posting report (Trial)											
User		Yong179862		Company		902 Compshop		Jml post no.		2006000015	
Co. post. no.		1060000034		Journal		50 General journal		Copy		0	
Posting user		Yong179862		Posting date		30/05/2006					
A/C no.	Description	Entry no.	Our ref.	Date	Rep. date	Debit	Credit	XRate	Amt. in FC	Cur	Cur
3020 Stock hardware	JT-0022	6500019	10000072	14/05/2006	14/05/2006	0.00	440.00	1.000000	-440.00	EUR	EUR
3020 Stock hardware	JT-0022	6500019	10000072	14/05/2006	14/05/2006	0.00	209.00	1.000000	-209.00	EUR	EUR
2400 Prepayments	Accruals and prepayments	6500019	10000072	14/05/2006	14/05/2006	209.00	0.00	1.000000	209.00	EUR	EUR
2400 Prepayments	Accruals and prepayments	6500019	10000072	14/05/2006	14/05/2006	440.00	0.00	1.000000	440.00	EUR	EUR
7020 Costs of goods sold hardware	JT-0022	6500019	10000072	01/06/2006	01/06/2006	440.00	0.00	1.000000	440.00	EUR	EUR
7020 Costs of goods sold hardware	JT-0022	6500019	10000072	01/06/2006	01/06/2006	209.00	0.00	1.000000	209.00	EUR	EUR
2400 Prepayments	Accruals and prepayments	6500019	10000072	01/06/2006	01/06/2006	0.00	209.00	1.000000	-209.00	EUR	EUR
2400 Prepayments	Accruals and prepayments	6500019	10000072	01/06/2006	01/06/2006	0.00	440.00	1.000000	-440.00	EUR	EUR
						1,298.00	1,298.00				

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Based on the previous screen, the **General ledger posting** report shows the adjusted entries for the reallocated cost of sales. From the example, the sales of EUR 440.00 and EUR 209.00 from fulfillment are posted to the stock account "Stock hardware". The entries in the stock account are then balanced by the accruals and prepayments account "Prepayments". The cost of goods sold account "Costs of goods sold hardware" is also balanced by the same accruals and prepayments account.

7.7 USING EXTERNAL NUMBERING

External numbering is a functionality offered by Exact Globe Next/Exact Globe+ to provide you the flexibility to use the external numbers in your business documents apart from the standard numbering system based on the **Entry**, **Our reference**, and **Your reference** numbers. In addition, the external numbering functionality caters to users in some countries where the legislation requires businesses to use a numbering system, in which documents generated from different business transaction types are to use different sets of numbers. In certain countries, these numbers must meet specific format requirements such as to include prefixes and masks. For these reasons, you can now choose to enable the external numbering functionality in your system to cater to the additional needs of your business. In line with the external numbering functionality, you can define the numbering rules and the number ranges for the external numbers. The system will then assign external numbers for the specific business transactions based on the defined numbering rules and number ranges.

Meanwhile, the external number will be printed on the final printed documents if you have added the external number field in the document layout.

7.7.1 Setting up external numbering functionality

Before you can use the external numbering functionality, you need to enable this functionality. After you have enabled the functionality, you will then be able to see two new menu paths, which are System → Logistics → External numbering → Numbering rules and System → Logistics → External numbering → External numbers.


To set up the external number functionality:

1. Go to System → General → Settings, and click **Numbers settings**.
2. In the **General** section, select the **Use external numbering** check box.
3. Click **Save**, and the message "Changes will only take effect after restarting the software" will be displayed.
4. Click **OK**.
5. Click **Close** on the main menu to exit the software, and then restart the software.

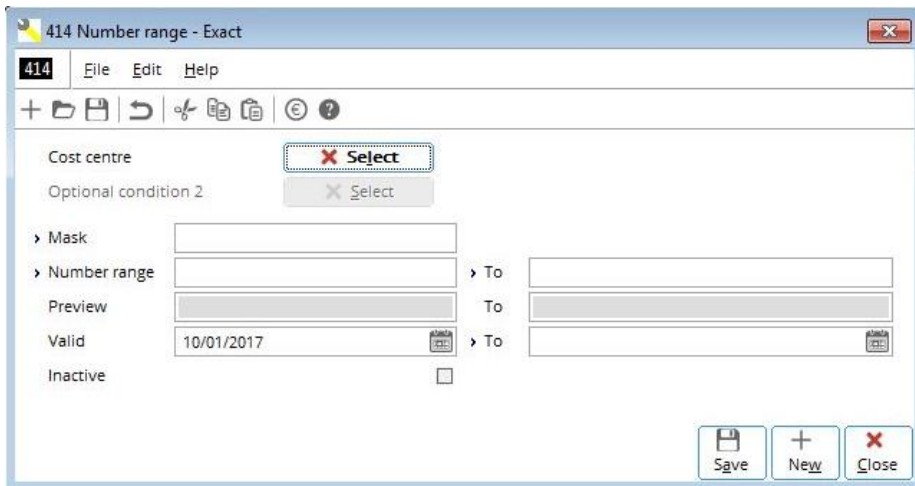
7.7.2 Creating numbering rules

After you have enabled the external numbering setting, you can create the numbering rules, which will determine the external numbers to be generated. By creating the numbering rules, you can define the transaction types, optional conditions, and number ranges to be used to generate the external numbers. The system will refer to these criteria when assigning the external numbers to your business documents.

To create numbering rules:

1. Go to System → Logistics → External numbering → Numbering rules.
2. Click **New**.
3. Type a code for the new numbering rule at **Numbering rule code**. This is mandatory.
4. At **Description**, type a description for the new numbering rule. This is mandatory. Click  to type the description in foreign languages which have been defined in the **Descriptions in list boxes** section at **General settings**.

5. Under the **Basics** tab in the **Transactions** section, the **Available** box lists all available transaction types which you can select for use in the numbering rule. Select the transaction type(s), and then click to move the selected transaction type(s) to the **Selected** box. By doing this, you are selecting the transaction type(s) to be used in the numbering rule. To move any of the transaction types from the **Selected** box to the **Available** box, select the transaction type(s) in the **Selected** box, and then click .
6. At **Number of optional conditions** in the **Optional conditions** section, you can select **None**, **one**, or **two** to define the number of optional conditions you want to use in the numbering rule. Use optional conditions to further define the conditions of every numbering rule. These optional conditions are important while generating the external number within a number range and at the same time, helping to speed up data retrieval in reports.
7. Based on the **Number of optional conditions** you have defined, you can select the optional conditions to be used at **Optional condition 1** and **Optional condition 2**. If you select **None** at **Number of optional conditions**, the **Optional condition 1** and **Optional condition 2** fields will not be enabled. If you select **one**, only **Optional condition 1** will be enabled. If you select **two** at **Number of optional conditions**, both fields will be enabled. The options available for selection are **Cost center**, **Person**, or **Warehouse**. For an existing numbering rule which is linked to number ranges, the **Optional conditions** section will be disabled.
8. Click **Save** to save the numbering rule. By default, a newly-created numbering rule will be activated. As such, when you are creating a new numbering rule, the **Inactive** check box will be disabled. The check box will only be enabled after you have clicked **Save** to save the new numbering rule.
9. Under the **Number ranges** tab, click **New** to create new number ranges for the numbering rule. You will see the following screen:



10. **Optional condition 1** and **Optional condition 2** will be disabled if you have selected **None** at **Number of optional conditions** in the **Optional conditions** section. If you have defined to use **one** or **two** optional conditions and selected the optional conditions under the **Optional conditions** section, the label of the **Optional condition 1** and **Optional condition 2** fields will be named according to the optional conditions you have selected. For example, if you have selected to use **Cost center** as the optional condition 1 in the **Optional conditions** section, the **Optional condition 1** field will be shown as **Cost center**.
11. Click to select the optional condition values to be used to generate the external numbers if you are using the optional conditions. For example, if you have selected to use **Cost center** as the optional condition 1, click **Select** to select the cost center(s) to use the number ranges for transactions involving the selected cost center(s). You will see the **Optional condition** screen displaying all the active cost centers in the system. Select the cost center(s) and click **Select** to select the cost center(s) that the number ranges will be created for. A green check mark will be displayed under the **Select** column to indicate that the cost center(s) has been selected. Click **Deselect all** to clear the selection of all the selected cost centers. To clear the selection of a specific selected cost center, double-click the selected cost center or click **Select** again. Click **Close** to exit. By doing this, you can create different number ranges for transactions involving different cost centers or one number range for use by multiple cost centers.

12. At **Mask**, type the mask for the number range. This information is mandatory. You can type up to 30 characters in this field. The mask is case-sensitive and it can contain a separator, as well as any symbol, except "#" and " " (ENTER key on the keyboard) when you define a prefix for the mask. A <space> is allowed in between the mask; however it cannot be placed before or after the mask as all spaces will be trimmed by the system during the numbers generation. In addition, the mask must represent the running number format which is indicated by the "#" symbol. For example, to create a mask with prefix "ABC" and the running number to contain three digits, you can type "SALEINVOICE-###" at **Mask**. You should type at least one "#" at **Mask** to represent the running number format in the number range.
13. Type the start and end number for the number range at **Number range and To**. This information is mandatory. The maximum number of digits allowed will depend on the mask you have defined. For example, if you have typed "SALEINVOICE-###" at **Mask**, the maximum number of digits that you can type as the start and end number in the number range will be three as indicated by the three "#" symbols in the mask. The start and end number must not be equal to "0" and the start number must be a smaller number than the end number in the number range. For example, you type "1" at **Number range** and "999" at **To**. The resulting number range will start from "SALEINVOICE-001" to "SALEINVOICE-999" as shown at **Preview**.
14. At **Valid and To**, type or select the validity date range for the number range. This determines the life cycle of the number range. By default, the start date of the validity period will show the current date when you create a new number range. The start date is mandatory information. However, you can leave the **To** field empty. You may want to do this if you want to use the number range for as long as you desire, and will only enter an end date when your business requires so. Once an external number from the number range has been used, you cannot change the start date of the number range. In addition, the validity period of the number range cannot overlap with the validity period of other existing number ranges in the numbering rule. For example, you have an existing number range with the validity period from 01/01/2007 to 31/12/2007. If you create a new number range now with a validity period from 01/06/2007 to an undefined end date, you will see this message "This range is overlapping with one of the existing number range's criteria: Life cycle" once you click **Save** to save the new number range.
15. Click **OK** to close the message and then change the start date so that it will not overlap with the existing number range.
16. Click **Save** to save the number range.

Note:

When you create a new number range, by default, the **Inactive** check box is not enabled. This means the status of a new number range is automatically set to **Active**. The check box will be enabled only when you edit an existing active number range. Select the check box to inactivate the number range. Once you have selected the check box, the message "Set to inactive?" will be displayed. Click **Yes** to inactivate the number range, and then type the reason for inactivating the number range at **Note**. Click **Save** to save the note. Once you have inactivated a number range, you are not allowed to reactivate the number range. The system will delete all the unused external numbers in the number range and update the end number of the number range equal to the last assigned number. If the number range has not been used, the inactivation process will reset the start and end number of the number range to "0".

7.7.3 External numbering in invoices

The external numbering in invoices is applicable only during the final printing/processing of invoices. The system will assign the **Entry number** and **Our ref.** to invoices that are created. In addition to these, when the **Use external numbering** check box at System → General → Settings under **Numbers settings** is selected, you can choose to define external numbers in the following transaction types in the external numbering rule:

- Sales Invoice
- Sales Credit Note
- Direct Invoice
- Direct Credit Note
- Commission Invoice

Note:

You can define the same set of external numbers for one or more transaction types. For example, you can define external numbers ranging from "0000" to "9999" for both **Sales invoice** and **Sales Credit Note** transaction types.

To enable printing of the external number for the above documents, you must first define the **External number** field in the **Invoice** document layout at System → General → Settings, under **Documents settings**.

The following list displays the menu paths where external numbers are used:

- Invoice → Entries → Invoices, and click **Credit note** — The **External number** field and column are displayed when you are selecting an invoice at **Invoice number**.
- Invoice → Entries → Print / Process — The external numbers will be printed on the sales invoices, direct invoices, sales credit notes, and direct credit notes.
- Invoice → Reports → Invoice history — The **External number** field and column are displayed.
- Invoice → Reports → Invoice history, and click **Copy** — The **External number** column is displayed.
- Invoice → Reports → Invoices — The **External number** field is displayed.
- Invoice → Reports → Invoices, and click **Start** — The external numbers of the sales invoices and credit notes are displayed in the report.

7.8 HANDLING OVERDUE OR LATE PAYMENTS USING PENALTY INVOICES

It is very common in businesses worldwide to have customers who do not pay on time for the items purchased or services used. Late payments can lead to lost opportunities in businesses because of tight cash flow positions, or cause to incur additional cost due to the decrement of the value of money over time. Therefore, it is important to prevent customers from paying too late or to charge them the additional costs incurred because of the overdue or late payments.

With Exact Globe Next/Exact Globe+, it is possible to create penalty invoices for customers when invoices are overdue or paid too late. A penalty invoice serves as a legal document that contains the amount that needs to be paid by the customer if an invoice is not paid after the due date or to charge the customer as a compensation for the late payments.

Before the penalty invoices functionality can be used efficiently, the settings in the **Penalty invoice** section at System → General → Settings, under **Invoice settings** must be set up. For more details, see *2.1 Invoice settings*.

Next, the calculation method for the penalty amount has to be defined in order to be able to perform calculations of the amount of the penalty invoice.

The penalty invoice process flow begins with the calculation of the penalty amounts, followed by the creation of the penalty invoices. If the authorization setting is enabled, penalty invoices that contain amounts that are within the defined range will have to be authorized first before they can be grouped, printed, and processed.

For more details on the authorization settings, see *2.1 Invoice Settings*. For more details on grouping and printing and processing invoices, see *3.3 Grouping Invoices* and *3.4 Printing and Processing Invoices* respectively.

The following topics are relevant to this section:

- Defining calculation methods for penalty amounts, calculating penalty amounts, generating, printing, and processing penalty invoices, editing penalty invoices, and deleting penalty invoices

7.8.1 Defining calculation methods for penalty amounts

To define calculation methods for penalty amounts:

1. Go to System → Logistics → Penalty calculation methods.
2. Click **New**.
3. Type a unique code at **Code**. This is mandatory. Once the recurring invoice code is saved, this information cannot be edited.
4. At **Description**, type the description of the calculation method. This is mandatory.
5. At **Extra amount per invoice per run**, type a number to specify the penalty amount that needs to be paid by the customer for each invoice with an overdue or late payment. For example, if the extra amount filled in is “EUR 100” and the customer has two invoices with overdue payments, “EUR 200” will be charged to the customer.
6. Select one of the options at **Interest rate (Yearly, %)** to specify the terms of the interest rate:
 - **Variable** — Select this option to calculate the penalty amount based on the number of days a payment term is overdue or paid too late. The fields under **Days overdue\paid too late** will be enabled. At the **Days** and **%** fields, type the number of days and the corresponding percentages to specify the amounts charged to the customers if the amount for the invoice is overdue or paid too late within the number of days defined.

- **Fixed** — Select this option to calculate the penalty amount based on a fixed percentage stated at % next to it. Information at % is mandatory and cannot be "0". The fields under **Days overdue\paid too late** will not be enabled.
7. Click **Save**.
 8. Click **Close** to exit.

7.8.2 Calculating penalty amounts, generating, printing, and processing penalty invoices

To calculate penalty amounts, generate, print, and process penalty invoices:

1. Go to Invoice → To be processed → Penalty invoices.
2. In the **Debtor selection** section, type or select the debtor or a range of debtors at **Debtor** and/or **to** fields to calculate the penalty amounts for the selected debtor(s). Alternatively, you can select the **All** check box to select the penalty invoices that belong to any debtor.
3. In the **Invoices** section at **Invoices**, select **Outstanding (overdue\paid too late)** or **Fully paid (paid too late)** to calculate the penalty amounts only for invoices that match the selected criterion. To calculate penalty amounts for all invoices that are overdue or with one or more payments that are paid too late, and fully paid but are not paid on time, select **All**.
4. At **Range**, select **Due date** or **Invoice date** to filter for the invoices within the selected due dates or invoice dates.
5. Type or select the date or range of dates at **Due date** or **Invoice date** (depending on the selection at **Range**) to calculate the penalty amount for invoices with due dates or invoice dates that are between the defined range.
6. At **Penalty calculation method** in the **Calculation** section, type or select the penalty calculation method to be applied for the calculation. This is mandatory.
7. Click **Calculate** to calculate the penalty amount for the invoices that match the selected criteria. You will see the **Penalty invoices (To be generated)** screen, which displays a list of penalty invoices that are to be generated with information, such as the name of the debtor, the total amount of each invoice, the amount that is overdue or paid too late, the amount of the penalty for each invoice, as well as the amount for penalty invoices that have been generated and processed previously.
8. In the **Penalty invoices (To be generated)** screen, select the penalty invoices that you want to create.
9. Click **Generate**. A message will be displayed to ask if you want the explanation for the penalty amount to be included or not. Click **Yes** to include the explanation or **No** to exclude the explanation and to close the screen.
10. The **Invoices** screen will be displayed to indicate that the penalty invoice has been generated and to ask if you want to print and process the penalty invoice. If you click **Yes**, the **Print invoices**

screen will be displayed. If you do not want to print and process the penalty invoices, click **No**. You can always print and process the penalty invoices at Invoice → Entries → Print / Process. For more details, see *3.4 Printing and Processing Invoices*.

11. Click **Close** to close the **Penalty invoices (To be generated)** screen.
12. Click **Close** to exit.

Penalty invoices that are generated will be indicated with a green check mark under the **Generated** column in the **Penalty invoices (To be generated)** screen. A penalty invoice is of the sales invoice type. You can find the penalty invoices created by defining the appropriate criteria and clicking **Search** at Invoice → Entries → Invoices.

7.8.3 Editing penalty invoices

Once penalty invoices have been created, it is possible to make changes to the penalty invoices such as changing the transaction date or invoice description, as long as the penalty invoices have not been printed and processed.

To edit penalty invoices:

1. Go to Invoice → Entries → Invoices.
2. Define the relevant criteria.
3. Click **Search**.
4. Select the penalty invoice to be edited, and then click **Open**.
5. In the **Sales invoices** screen, make the necessary changes to the penalty invoice.
6. Click **Close** to save the changes and exit.

Note:

If you are making changes to a penalty invoice that has been authorized, you will get a warning message, "Already authorized. Invoice (03 1)", with "03" being the invoice code and "1" being the sequence number of the invoice. If you decide to continue with the changes, click **OK** and the authorization status of the penalty invoice will be removed. The warning message will be displayed only if the authorization process is a mandatory step. For more details, see *2.1 Invoice Settings*.

7.8.4 Deleting penalty invoices

It is possible to delete penalty invoices that have been created. When you do this, the penalty invoices will be deleted and cannot be retrieved from the system. However, penalty invoices that have been printed and processed cannot be deleted. To correct the amount in penalty invoices that have been printed and processed, credit notes have to be created. For more details, see *3.5 Correcting Processed Invoices*.

User rights: You can only delete the penalty invoices if you have the **Delete invoices** function right at System → HR & Security → User rights, under Functions → Rights → Sales.

To delete penalty invoices:

1. Go to Invoice → Entries → Invoices.
2. Define the relevant criteria.
3. Click **Search**.
4. Select the penalty invoice to be deleted.
5. Click **Delete**. A message "Delete the data selected?" will be displayed.
6. Click **Yes** to delete the penalty invoice. If the penalty invoice has been authorized, the **Delete invoices** screen will be displayed to notify you that the penalty invoice has been authorized.
7. Click **Continue** to confirm the deletion of the penalty invoice.
8. Click **Close** to exit.

7.9 OVERVIEW OF PENALTY INVOICES

A penalty invoice is a legal document that contains an amount charged to the customers for an invoice that is overdue or paid too late.

Exact Globe Next/Exact Globe+ allows you to generate an overview of penalty invoices per original invoice and/or original invoices per penalty invoice at Invoice → Reports → Penalty invoices. With the search criteria, you can generate the overview of penalty invoices that involve all or only the selected debtors, or generate the overview for penalty invoices within the defined range of **Our ref.** numbers.

From the overview, you can view the original invoice of the penalty invoice by selecting the invoice line and clicking **Original invoice**. You can also view the details of the penalty invoice by selecting the invoice line and clicking **Penalty invoice**. Also, you can transfer the information in this overview to Microsoft Excel by clicking **Export**.

See the following for an example of the overview:

Our ref.	Penalty invoice	Our ref.	Original invoice	Invoice date	Invoice debtor	Invoice debtor name	Currency	Amount	Line number	Item	Long description
10000003		10000003	18/10/2010		60092	Pizzeria Vesuvius	EUR	120.42	3	Celsius Max Havelaar	
10000003		10000003	18/10/2010		60092	Pizzeria Vesuvius	EUR	120.42	3	Celsius Max Havelaar	
10000003		10000003	18/10/2010		60092	Contantdebiteur	EUR	120.42	3	Celsius Max Havelaar	
10000003		10000003	18/10/2010		60092	Contantdebiteur	EUR	120.42	3	Celsius Max Havelaar	

To generate an overview of penalty invoices:

1. Go to Invoice → Reports → Penalty invoices.
2. Define the relevant criteria of the penalty invoices that you want to view.
3. Click **Display**.

Based on the first example from the previous screen, a penalty invoice has been generated for BACH Software.

The **Our ref. Penalty invoice** and **Our ref. Original invoice** columns display the internal reference numbers of the penalty invoice and original invoice respectively.

A penalty invoice can contain multiple penalty invoice lines because of the grouping of multiple penalty invoices into one. Thus, the same internal reference number for a penalty invoice can be listed more than once in the overview. Also, the internal reference number for an original invoice will be listed more than once in the overview if more than one penalty invoice is created for the same original invoice.

The dates that the penalty invoices are processed are also displayed under the **Invoice date** column. The **Currency** and **Amount** columns denote the penalty amount charged to Kiwanah Resorts, which is EUR 83.57.

This overview also displays the line numbers of the penalty items in the penalty invoices. These details, displayed under the **Line number** column, provide you easy references to the penalty amount in a penalty invoice that contains multiple invoice lines.

7.10 MANAGING CHARGES AND DISCOUNTS

Apart from the sales price amounts for items purchased by customers, an invoice entry may include the relevant charges or discounts as well. These charges or discounts may incur due to local legal obligations, additional delivery costs, or deductions from the sales amount upon fulfilling the criteria defined by the sellers.

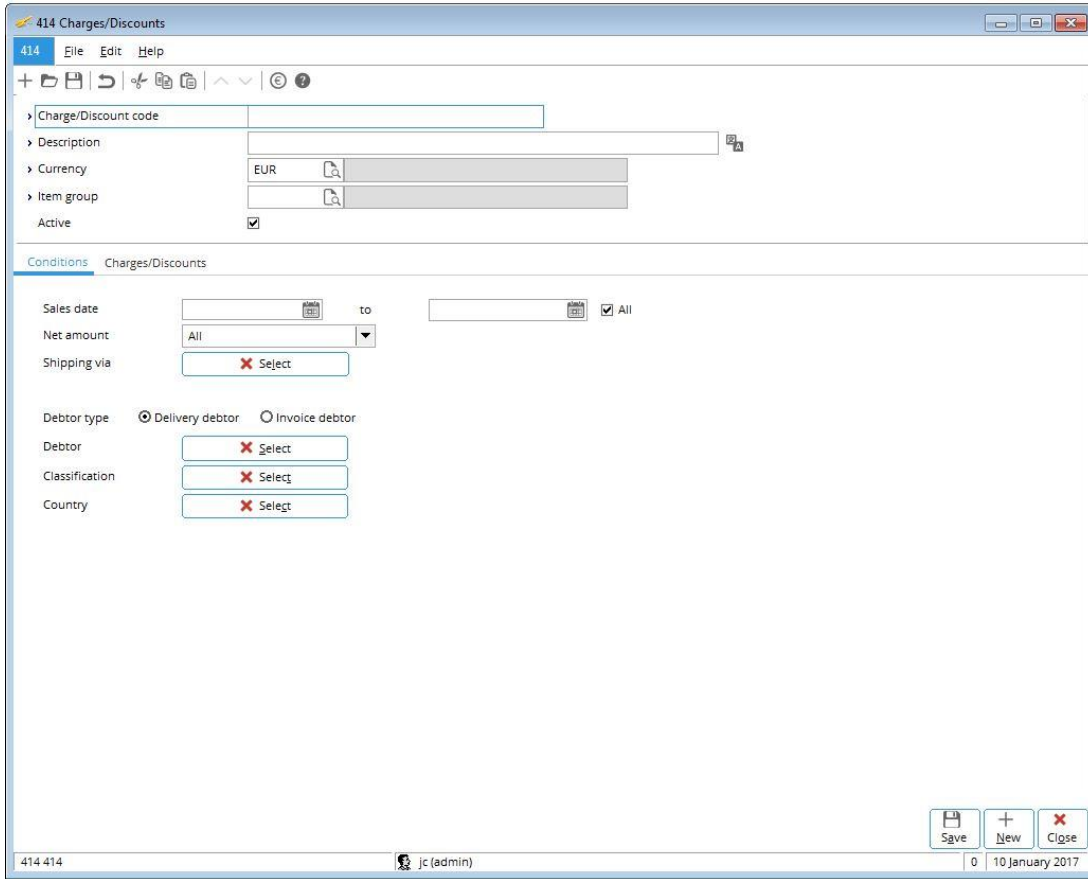
You can create charges or discounts to be applied in the invoice entries if you have **E-Charges & Discounts** in your license. When created, these charges or discounts will be applied automatically in the invoice entries if all the defined conditions are met. The incurred charges are printed individually, separated from the sales price amounts in the invoices. Hence, this helps to reduce the risk of creating incorrect invoice entries due to over charges or discounts, as well as provide insights to the total sales amounts for sellers and buyers.

The following topics are relevant to this section:


- Creating and maintaining charges or discounts
- Applying charges or discounts to invoices
- Applying charges or discounts manually to invoices
- Viewing and editing charges or discounts in invoices
- Generating invoices from sales orders
- Handling credit notes with charges or discounts

7.10.1 Creating and maintaining charges or discounts

You need to create a charge or discount before applying it to the invoice entries. When creating a charge or discount, you need to specify the general information such as the charge or discount code, description, or item group, conditions upon which it will be applied, and the methods used to calculate the charge or discount amount. Once the charge or discount has been created, it is possible to modify the charge or discount by changing the description, conditions, and other relevant information. However, you cannot edit the charge or discount code once the code has been saved, unless the **Recode** function is used.



To create charges or discounts:

1. Go to System → Logistics → Charges/Discounts.
2. Click **New**. You will see the **Charges/Discounts** screen.
3. Type a code for the charge or discount at **Charge/Discount code**. This is mandatory.
4. At **Description**, type a description for the charge or discount. This is mandatory. Click  to type the description in other foreign language(s). The languages available are defined under the **Descriptions in list boxes** section at System → General → Settings, under **General settings**.
5. At **Currency**, type or select a currency for the charge or discount. This is mandatory.
6. At **Item group**, type or select an item group for the charge or discount. This is mandatory.
7. Select the **Active** check box to activate the charge or discount.
8. Under the **Conditions** tab, type or select the relevant values at **Sales date, Net amount, Shipping via, Debtor type, Debtor, Classification, and/or Country**. The charge or discount will only be applied to the invoice entry that meets the conditions defined in these fields. If all fields are left undefined, the charge or discount will be applied to every invoice entry created.
9. Under the **Charges/Discounts** tab at **Type**, select **Discount** or **Charge** to create either a discount or a charge respectively. This is mandatory. By default, **Charge** is selected.
10. At **Apply to**, select **Header** or **Line** to define whether the charge is to be applied to the entry level or line level of the invoice. By default, a discount is always applied to the entry level. If you have selected **Header**, go to step 12.
11. If you are creating a charge at line level, select **Item** or **Item group** at **Line condition** to define whether the line charge will be applied based on items or item groups. You can then specify the relevant items or item groups under the **Calculation** section.
12. At **Sales VAT code**, type or select the appropriate fixed VAT code to be used for the charge or discount.
13. Select the appropriate method used to calculate the charge or discount at **Method**, and then define the corresponding values required.
14. Click **Save** to save the charge or discount.
15. Click **Close** to exit.

Note:

To maintain multiple taxes for charges, the **Use tax module** check box must be selected in the **VAT** section at System → General → Settings, under **General ledger settings**. Once enabled, the **Classification (Tax)** field and the **Multiple taxes** button are available under the **Charges/Discounts** tab of the **Charges/Discounts** screen.

To edit charges or discounts:

1. Go to System → Logistics → Charges/Discounts.
2. Select the relevant charge or discount.
3. Click **Open**.
4. Make the necessary changes to the charge or discount.
5. Click **Save**.
6. Click **Close** to exit.

To edit charge or discount codes:

1. Go to System → Logistics → Charges/Discounts.
2. Select the relevant charge or discount.
3. Click **Recode**. A message "This process may take some time. Continue?" will be displayed.
4. Click **Yes** to proceed.
5. Type the new charge or discount code at **New**.
6. Click **Recode**. A message "Completed successfully: Recode" will be displayed.
7. Click **OK** to exit.

To delete charges or discounts:

1. Go to System → Logistics → Charges/Discounts.
2. Select the relevant charge or discount.
3. Click **Delete**. A message "Depending on the size of your company, this function may take a long time because all files will be checked. Delete?" will be displayed.
4. Click **Yes** to delete the selected charge or discount.
5. Click **Close** to exit.


Note:

You are not allowed to delete a charge or discount which has been used in other transactions within the system.

7.10.2 Applying charges or discounts to invoices

Before applying the defined charges or discounts to an invoice entry, you need to create a sales invoice. For more information, see *3.1 Creating and Maintaining Sales Invoices*. Charges can be applied to the entry level or line level of a sales invoice entry. However, discounts can only be applied to the entry level. The system will refer to the criteria defined at System → Logistics → Charges/Discounts when executing the evaluations for the line charges and header charges or discounts. Apart from applying the charges or discounts automatically to the sales invoice entry, you can trigger the manual evaluation for charges or discounts to be applied at the entry level.

To apply charges at line level:


1. Go to Invoice → Entries → Invoices.
2. Click **New**. You will see the **Enter invoices** screen.
3. In the **Enter invoices** screen, define the relevant information at **Ordered by**, **Invoice to**, **Transaction date**, **Shipping via**, and others in the invoice header section.
4. Press F2 to select the relevant item at the invoice line.
5. Click  **Columns** to display the **Define columns** screen.
6. In the **Define columns** screen, select the **Line charges** and **Charge details** check boxes to add the respective **Line charges** and **Charges** columns to the invoice lines section.
7. Click **OK** to return to the **Enter invoices** screen.
8. Define the relevant information required at the invoice line such as the quantity, fulfillment date, sales price, and VAT code.
9. Tab across to the next invoice line to display the applicable charge amount automatically under the **Line charges** column of the respective invoice line. You cannot edit the charge amount.

Note:

Before applying the relevant charges at line level, the system will execute an evaluation automatically on the respective invoice line based on the criteria defined at System → Logistics → Charges/Discounts.

10. Alternatively, you can click the **Specific** button in the **Enter invoices** screen to display the **Discount / Extra charges** screen, which allows you to view the grouped line charges per charge code and VAT code. The information displayed for line charges cannot be edited.
11. Click **OK** to return to the **Enter invoices** screen.
12. Click **Close** to save the invoice and exit.

To apply charges or discounts at entry level:

1. Go to Invoice → Entries → Invoices.
2. Click **New**. You will see the **Enter invoices** screen.
3. In the **Enter invoices** screen, define the relevant information at **Ordered by**, **Invoice to**, **Transaction date**, **Shipping via**, and others in the invoice header section.
4. Press F2 to select the relevant item at the invoice line, and then click  **Columns** to display the **Define columns** screen.
5. In the **Define columns** screen in the **Setting: Dialog** section, select **Always** or **Ask user** at **Header charge / discount evaluation** to evaluate the charges or discounts to be applied at entry level upon closing or saving the invoice entry. Otherwise, select **Never** to execute the evaluation manually after closing or saving the invoice entry.
6. Click **OK** to save the changes and return to the **Enter invoices** screen.
7. In the **Enter invoices** screen, define the relevant information required at the invoice line such as the quantity, fulfillment date, sales price, and VAT code.
8. Click **Close** to save the invoice and exit. The evaluation for header charges or discounts is executed at this point of time, as described in the following:
 - If **Always** is selected at **Header charge / discount evaluation**, the evaluation is executed automatically based on the criteria defined at System → Logistics → Charges/Discounts. The relevant header charges or discounts will be applied to the sales invoice entry if all the criteria are fulfilled.
 - If **Ask user** is selected at **Header charge / discount evaluation**, a message "Header charge / discount evaluation" is displayed upon closing the sales invoice entry. Click **Yes** to proceed with the evaluation and the relevant header charges or discounts will be applied to the sales invoice entry if all the criteria are fulfilled.

7.10.3 Applying charges or discounts manually to invoices

You can manually apply the charges or discounts to an invoice entry at the entry level, especially when **Never** is selected at **Header charge / discount evaluation**.

To manually apply charges or discounts at entry level:

1. Go to Invoice → Entries → Invoices.
2. Select an existing invoice.
3. Click **Open**. You will see the **Enter invoices** screen.
4. In the **Enter invoices** screen, click the **Specific** button to display the **Discount / Extra charges** screen.
5. Click the **Charges/Discounts** button available in the **Discount / Extra charges** screen. This will trigger the manual evaluation for charges or discounts to be applied at the entry level.

Note:

Phantom lines for the applicable header charges or discounts are generated and displayed in the **Discount / Extra charges** screen when the invoice entry created meets the criteria defined at System → Logistics → Charges/Discounts. You can then edit the VAT codes, sales prices, and percentages of the charges or discounts applied at the entry level, if necessary.

6. Click **OK** to save the changes and return to the **Enter invoices** screen.
7. Click **Close** to save the invoice and exit.

7.10.4 Viewing and editing charges or discounts in invoices

Upon saving an invoice entry, all the charges or discounts displayed in the **Discount / Extra charges** screen will be copied to the respective invoice entry. Hence, you can view the charges or discounts that have been applied to an invoice at line and entry levels by reopening the respective invoice entry screen.

To view and edit charges or discounts in invoices:

1. Go to Invoice → Entries → Invoices.
2. Select the relevant sales invoice.
3. Click **Open**. You will see the **Enter invoices** screen.
4. In the **Enter invoices** screen, all the applicable charges or discounts are inserted as phantom lines after the existing invoice entry lines. You cannot edit the details of the charges or discounts in the invoice lines section.
5. Click the **Specific** button at the **Enter invoices** screen to edit the details of the applicable charges or discounts. The **Discount / Extra charges** screen will be displayed.
6. In the **Discount / Extra charges** screen, you can edit the VAT codes, sales prices, and percentages for the header charges or discounts that are applied at entry level only.

Note:

The charges applied at line level are also displayed at the **Discount / Extra charges** screen. However, you cannot edit the details of these line charges.

7. Click **OK** to save the changes and return to the **Enter invoices** screen.
8. Click **Close** to save the invoice and exit.

7.10.5 Generating invoices from sales orders

Invoices are commonly generated and sent to customers as proof of billing. As such, proper handling for invoices generated from sales orders with additional charges or discounts is required to ensure the accuracy of sales amounts billed to customers.

The process of handling sales invoices with charges or discounts based on sales orders is as follows:

- When a sales invoice is generated from a sales order, the generated sales invoice will inherit all the information from the sales order lines, including the charges or discounts that are applicable.
- Header charges or discounts that are applied to the sales invoice at the entry level can be modified or removed by users at the invoice entry screen.
- New invoice entry lines can be added to the generated sales invoice at the invoice entry screen, and will be evaluated automatically for applicable line charges.
- Line charges of the generated sales invoice originating from the sales order lines can only be viewed, but cannot be edited.
- When the sales invoice is deleted, the quantity invoiced in the corresponding sales order lines will be updated and the invoiced status of the related line charges will be reset.
- If a line charge is defined to be excluded from the settlement discount, then the particular charge amount will not be included in the settlement discount calculation during the invoicing process.

7.10.6 Handling credit notes with charges or discounts

A credit note is usually created to rectify a processed sales invoice when there is a sales return due to faulty goods purchased or an incorrect sales amount has been invoiced to customers.

The process of handling credit notes with charges or discounts is as follows:

- When a credit note is created based on a sales invoice, the created credit note lines will inherit all the related charges from the original invoice lines, with the exception that the charges will be removed if there is a change to the currency code.
- When a credit note is created manually (not dependent on any invoice), the system will consider the created credit note entry as a new entry. Hence, the credit note entry will be evaluated at both line and entry levels based on the criteria defined at System → Logistics → Charges/Discounts and the dialog settings for the header evaluation.

APPENDIX 1: PRODUCT UPDATE CHANGES

Product Update	Chapter
413	All chapters (screens changed)
410	1.1
405	1.2
404	All chapters
403	1.1