



# Portal User Guide

## Debtors and Contracts

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# Managing debtors

The Portal provides a full range of features to manage debtor accounts and balances, including:

- Configuring debtor settings and interest rates for aged balances.

See *Managing interest rates* on page 6.

Also see:

- *Configuring debtors for your company* on page 20.
- *Configuring quotes for your company* on page 28.
- *Configuring debtor contracts for your site* on page 31.

- Managing images and documents.

See *Managing document templates* on page 34.

Also see *Managing documents and images* on page 60.

- Creating and maintaining debtor accounts.

See *Managing debtors* on page 99.

- Managing debtor contracts.

See *Managing debtor contracts* on page 151.

- Creating and maintaining debtor quotes, invoices and delivery drivers.

See *Managing invoices, quotes and drivers* on page 180.

- Creating and managing debtor statements, payments and other transactions.

See *Managing transactions, payments and statements* on page 280.

## Managing interest rates

You can configure rules to automatically charge debtors interest on the amounts they owe, with different rules to apply at different amount thresholds. The Point of Sale applies the rule with the highest amount threshold that the debt is eligible for.

For example, if you had interest rules for debt at \$100, \$1,000, \$5,000 and \$10,000, and a customer had a debt of \$13,000, the interest rate rules for \$10,000 would be applied. If the customer paid \$6,000 off their debt, bringing it down to \$7,000, the interest rate rules for \$5,000 would be applied.

Also see:

- *Interest Rate Maintenance screen* on page 13.
- *Interest Rate report* on page 17.

### What you can do:

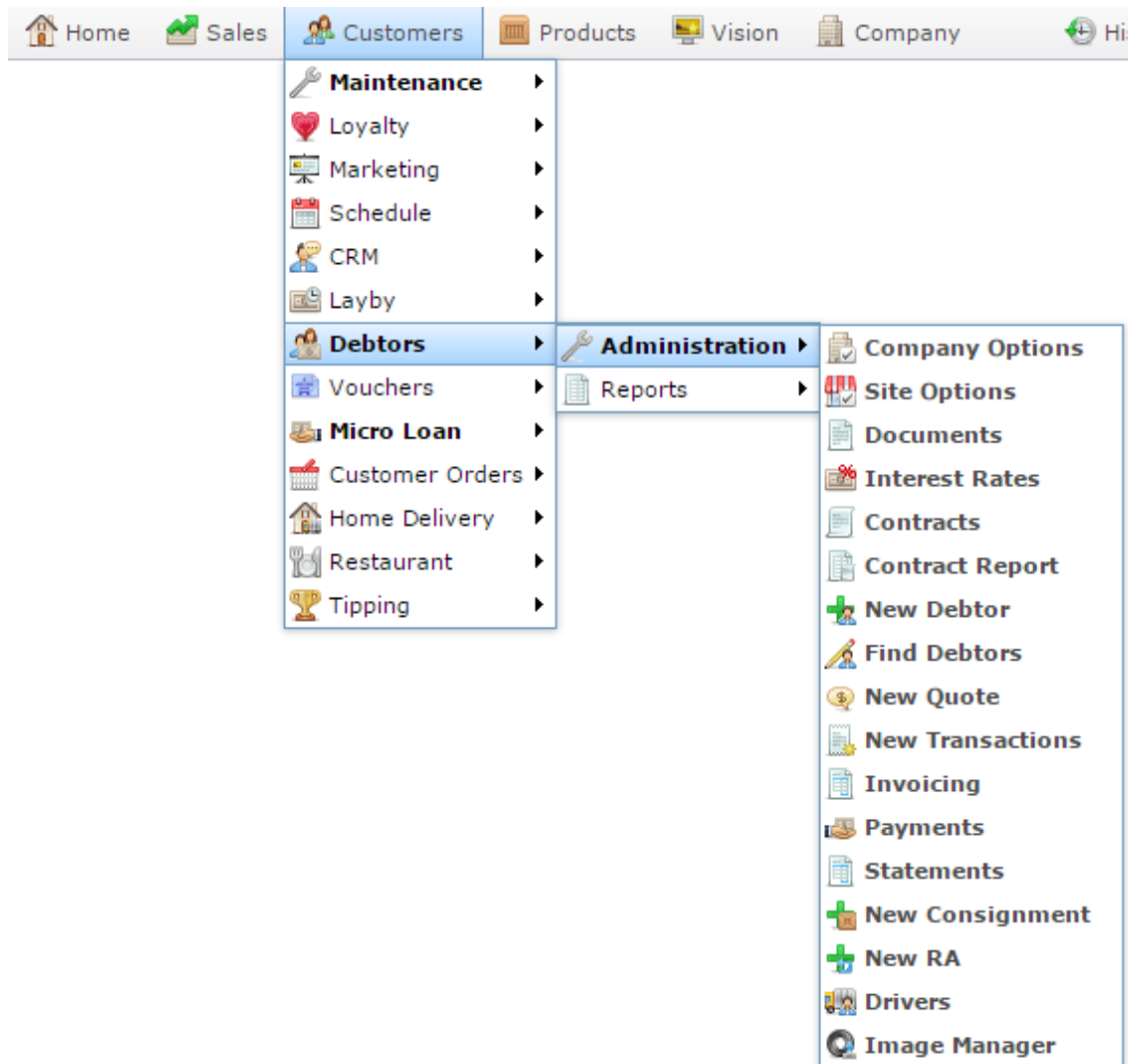
- *Creating an interest rate* on page 7.
- *Editing an interest rate* on page 9.
- *Deleting an interest rate* on page 11.

## Creating an interest rate

Create an interest rate to automatically apply interest, fees and duty to debt over a certain amount.

To create an interest rate:

1. Press  Customers.
2. Press **Debtors > Administration > Interest Rates.**



The Interest Rate Report is displayed.

## Interest Rate Report

Date	Amount Threshold	Rate (pa)	Fee	Duty	Late Fee	Min Late Fee	User
Create new record							Create new record
2015-08-06	\$1,000.00	2.00%	2.00%	\$10.00	1.00%	\$10.00	bob

3. Press the **Create new record** field.
4. The Interest Rate Maintenance screen is displayed.

**Interest Rate Maintenance**

Editing new Rate

Effective Date:

Threshold Amount:

Interest Rate:

Fee:

Tax:

Duty:

Late Fee:

Min Late Fee:

Change date: 1/01/1970

5. Type the minimum amount owing that this interest rate should apply to in the Threshold Amount field.
6. Type the interest rate, fees and taxes to apply for this interest rate in the fields.  
See *Interest Rate Maintenance* screen on page 13.


7. Press .

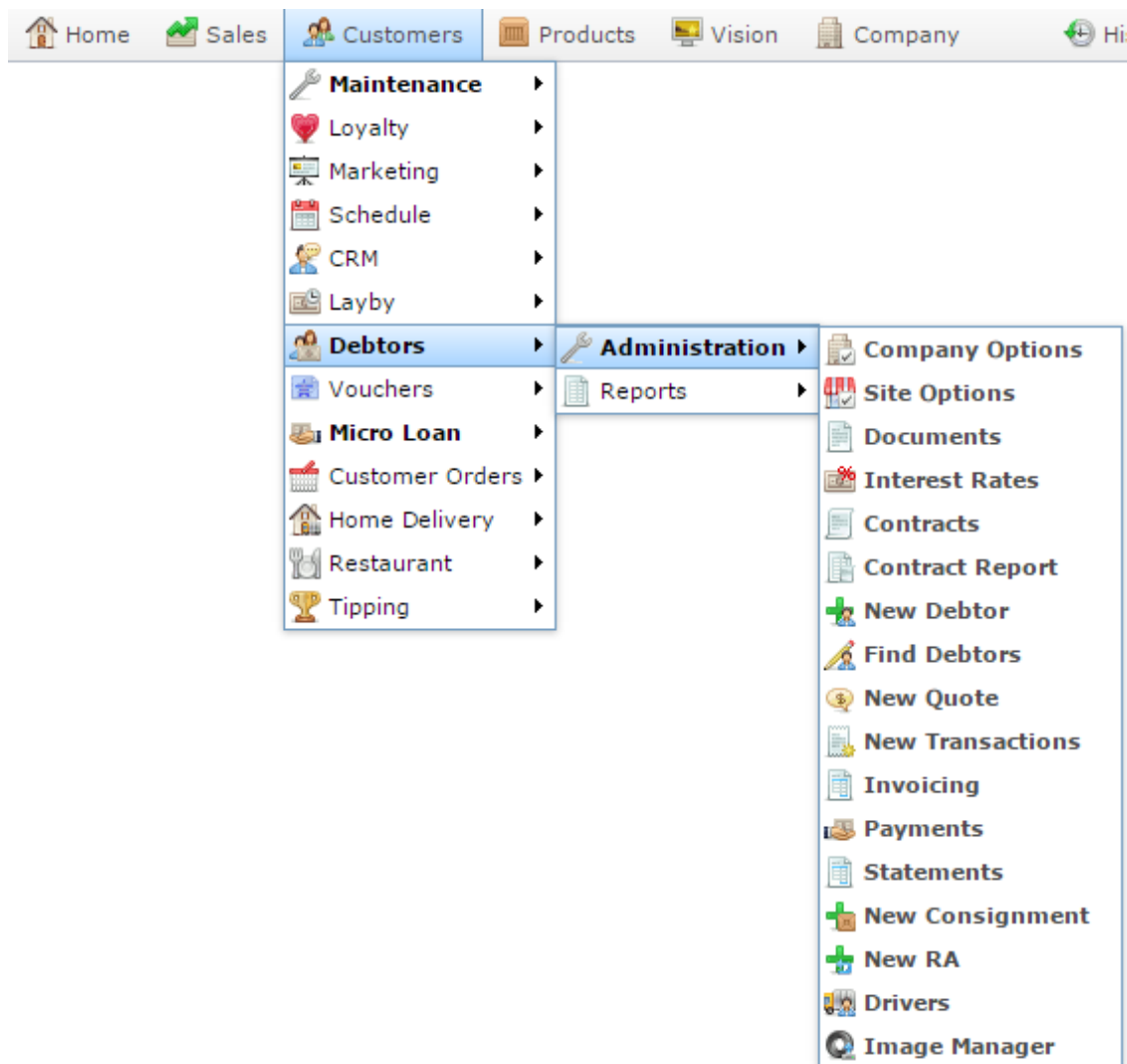
The interest rate is saved.

## Editing an interest rate

Edit an interest rate to change the fees, duties or taxes that apply.

To edit an interest rate:

1. Press  Customers.
2. Press **Debtors > Administration > Interest Rates.**



The Interest Rate Report is displayed.

## Interest Rate Report

Date	Amount Threshold	Rate (pa)	Fee	Duty	Late Fee	Min Late Fee	User
Create new record							Create new record
2015-08-06	\$1,000.00	2.00%	2.00%	\$10.00	1.00%	\$10.00	bob

3. Press the **Date** field of the interest rate you want to edit.  
The Interest Rate Maintenance screen is displayed.

**Interest Rate Maintenance**

Editing Rate for 2015-08-06

Effective Date:

Threshold Amount:

Interest Rate:

Fee:

Tax:

Duty:

Late Fee:

Min Late Fee:


Change date: 6/08/2015

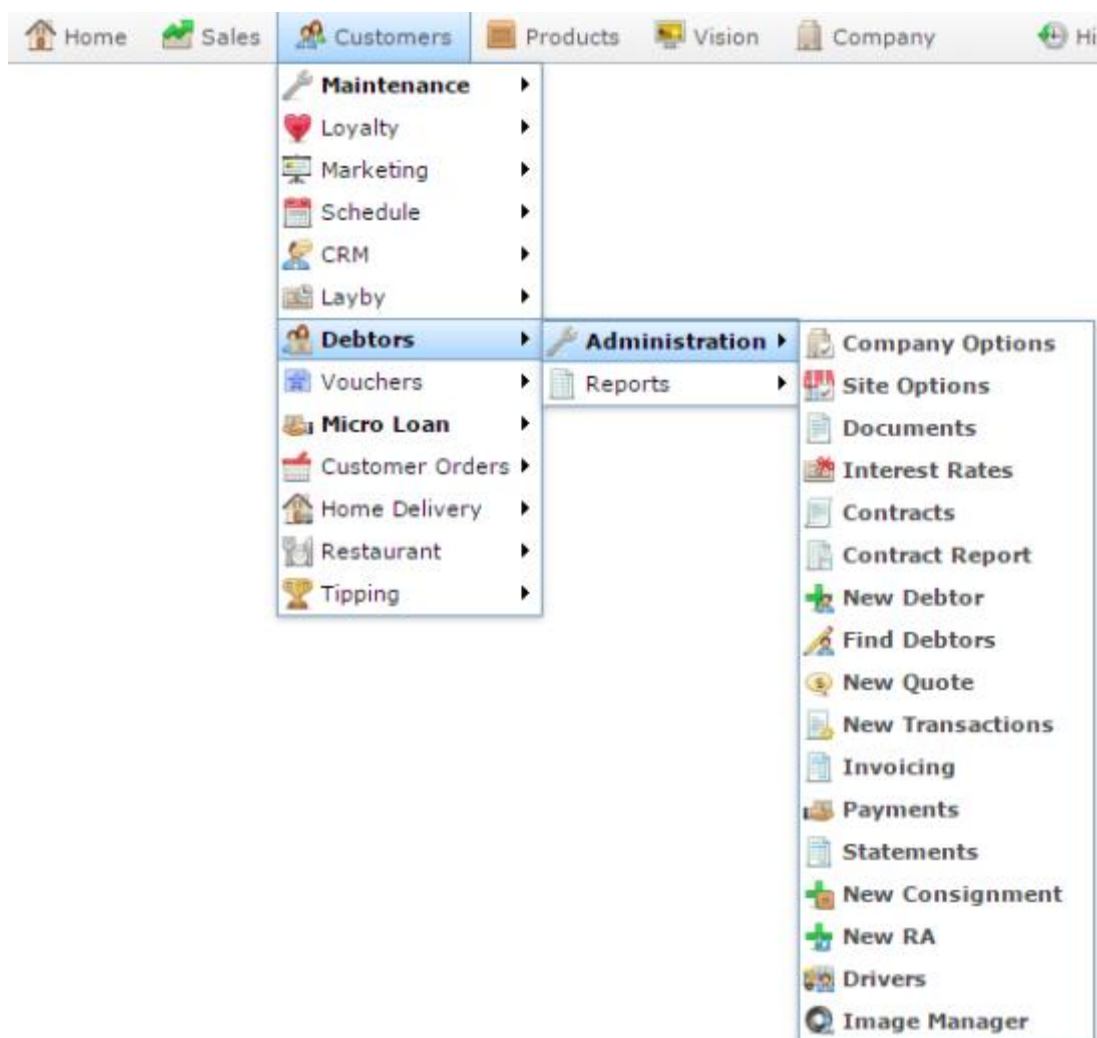
4. Type the new values into the fields.  
See *Interest Rate Maintenance screen* on page 13.
5. Press .  
The interest rate is saved.

## Deleting an interest rate

Delete an interest rate to stop the setting of interest, fees and taxes for a specific amount.

To delete an interest rate:

1. Press  Customers.
2. Press **Debtors > Administration > Interest Rates.**



The Interest Rate Report is displayed.

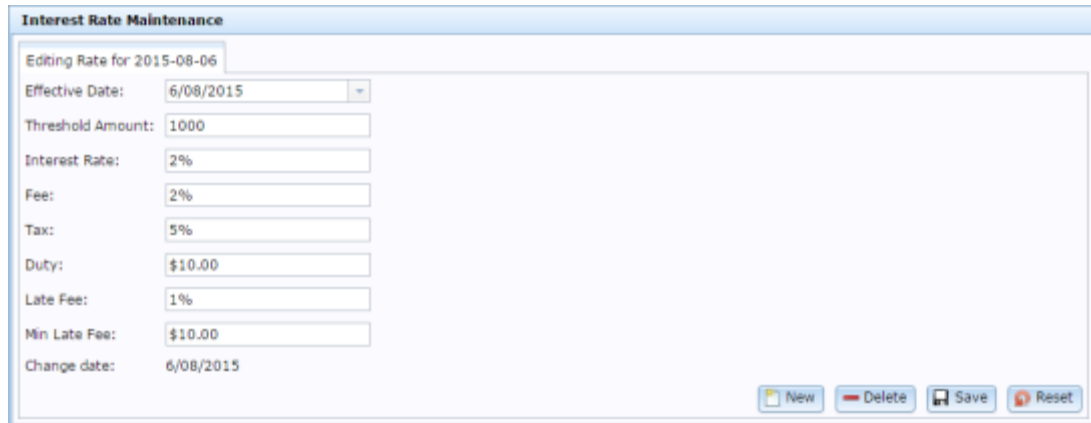
Interest Rate Report

Date	Amount Threshold	Rate (pa)	Fee	Duty	Late Fee	Min Late Fee	User
Create new record							Create new record
2015-08-06	\$1,000.00	2.00%	2.00%	\$10.00	1.00%	\$10.00	bob

## Managing interest rates

3. Press the **Date** field of the interest rate you want to delete.

The Interest Rate Maintenance screen is displayed.



The screenshot shows a window titled "Interest Rate Maintenance". Inside the window, there is a sub-header "Editing Rate for 2015-08-06". Below this, there are several input fields: "Effective Date" (6/08/2015), "Threshold Amount" (1000), "Interest Rate" (2%), "Fee" (2%), "Tax" (5%), "Duty" (\$10.00), "Late Fee" (1%), and "Min Late Fee" (\$10.00). At the bottom left, there is a "Change date:" field with the value 6/08/2015. At the bottom right, there are four buttons: "New", "Delete", "Save", and "Reset".

4. Press .

The interest rate is deleted.



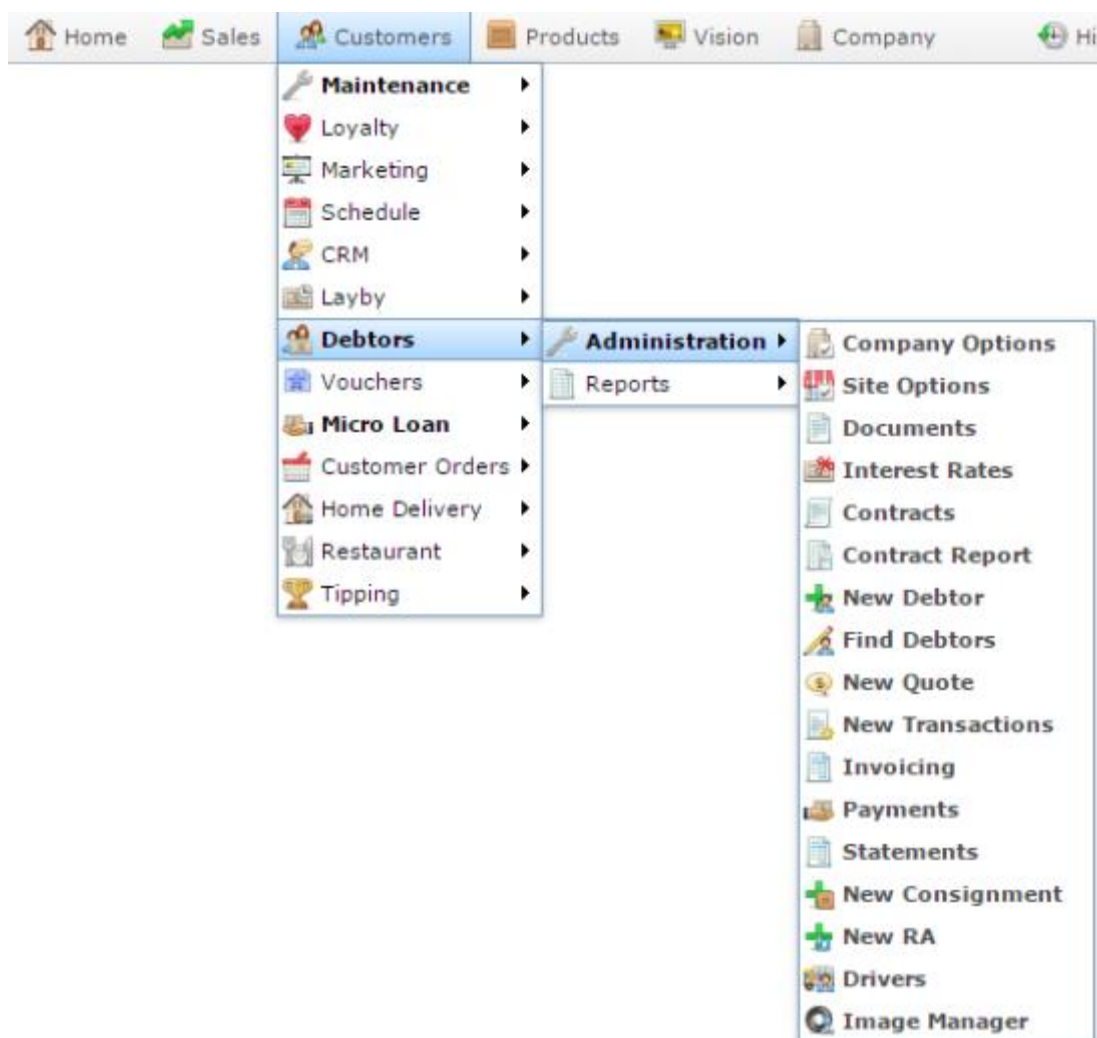
## Interest Rate Maintenance screen

Use the Interest Rate Maintenance screen to create and edit the rules that govern what interest rates, fees and penalties are applied to the amounts that debtors owe you.

### Opening the Interest Rate Maintenance screen

To open the Interest Rate Maintenance screen:

1. Press  Customers.
2. Press **Debtors > Administration > Interest Rates**.



The Interest Rate Report is displayed.

### Interest Rate Report

Date	Amount Threshold	Rate (pa)	Fee	Duty	Late Fee	Min Late Fee	User
Create new record							Create new record
2015-08-06	\$1,000.00	2.00%	2.00%	\$10.00	1.00%	\$10.00	bob

3. Press the **Date** field of the interest rate you want to edit.  
The Interest Rate Maintenance screen is displayed.

#### Interest Rate Maintenance

Editing Rate for 2015-08-06

Effective Date:

Threshold Amount:

Interest Rate:

Fee:

Tax:

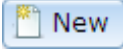

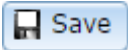
Duty:

Late Fee:

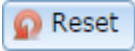
Min Late Fee:

Change date: 6/08/2015

## Interest Rate Maintenance screen key fields and buttons

Field	Description
<b>Effective Date</b>	Date the interest rate is effective from,
<b>Threshold Amount</b>	Minimum amount that must be owed for the interest rate to come into effect.
<b>Interest Rate</b>	The percentage of the owed amount to charge as interest.
<b>Fee</b>	The percentage of the owed amount to add as a fee.
<b>Tax</b>	The percentage of the fee to charge as tax.
<b>Duty</b>	A flat rate of duty to add.
<b>Late Fee</b>	A percentage of the owed amount to add as a late fee.
<b>Min Late Fee</b>	A minimum flat amount to charge for the late fee.
<b>Change date</b>	Date the interest rate was last changed.
 <b>New</b>	Press to create a new interest rate.
 <b>Delete</b>	Press to delete the current interest rate.
 <b>Save</b>	Press to save any changes made to the current interest rate.

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Field	Description
 Reset	Press to reset any unsaved changes made to the current interest rate.

---

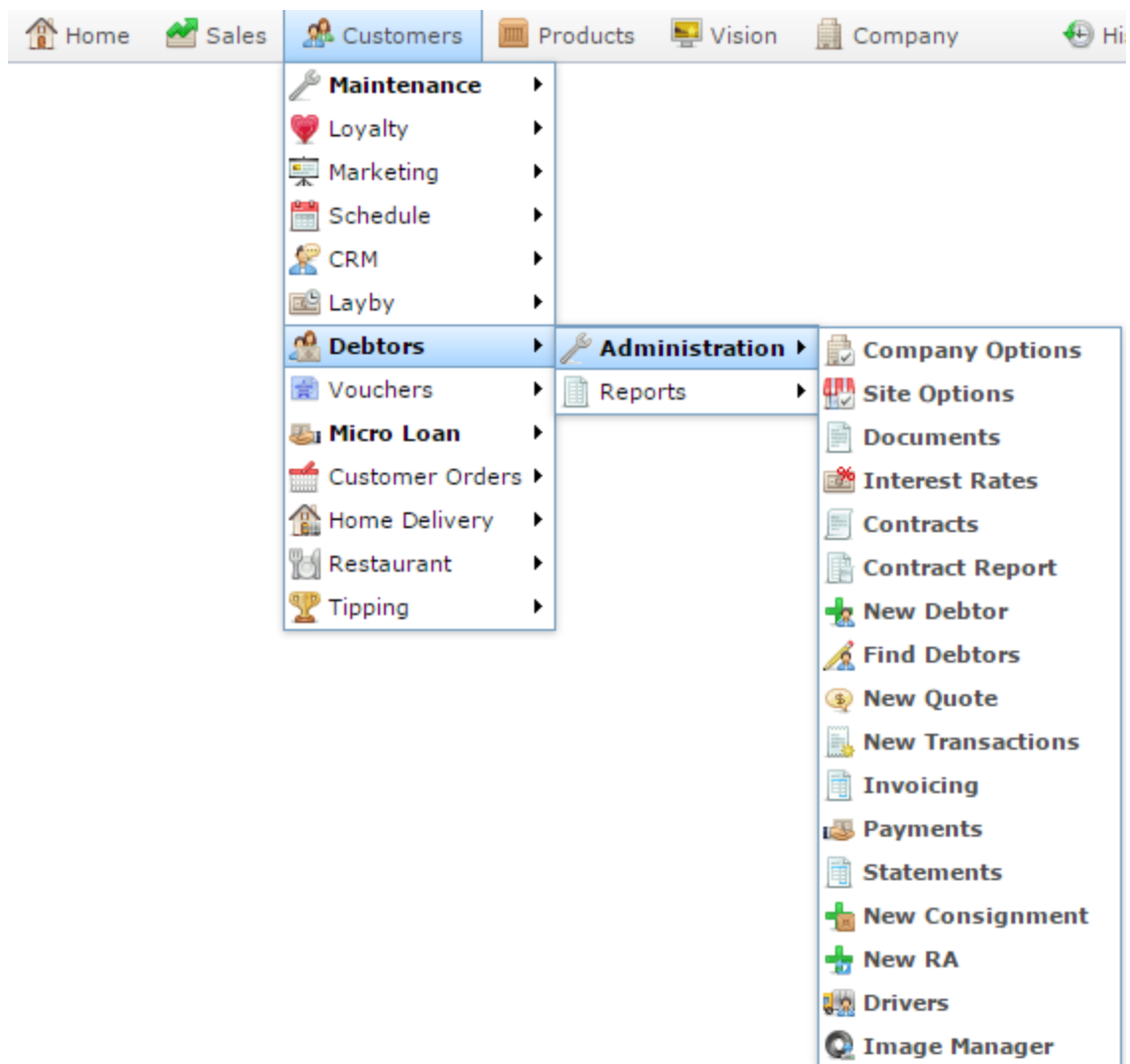
## Interest Rate report

Use the Interest Rate report to view the rules used for charging interest on amounts your debtors owe you.

### Opening the Interest Rate report

To open the Interest Rate report:

1. Press  Customers.
2. Press **Debtors > Administration > Interest Rates.**



The Interest Rate Report is displayed.

### Interest Rate Report



Date	Amount Threshold	Rate (pa)	Fee	Duty	Late Fee	Min Late Fee	User
Create new record							Create new record
2015-08-06	\$1,000.00	2.00%	2.00%	\$10.00	1.00%	\$10.00	bob

## Interest Rate report key fields

Field	Description
<b>Date</b>	Date the interest rate applies from.  <b>Note:</b> Press this field to open the maintenance screen for this interest rate. See <i>Interest Rate Maintenance screen</i> on page 13.
<b>Amount Threshold</b>	Minimum amount of debt required for the interest rate to apply.
<b>Rate (pa)</b>	Percentage of the amount owed to charge in interest.
<b>Fee</b>	Percentage of the amount owed to charge as a fee.
<b>Duty</b>	Amount to charge for government duty.
<b>Late Fee</b>	Percentage of the amount owed to charge as a late fee.
<b>Min Late Fee</b>	Minimum amount to charge for a late fee.
<b>User</b>	Name of the Portal operator who last changed this interest rate.

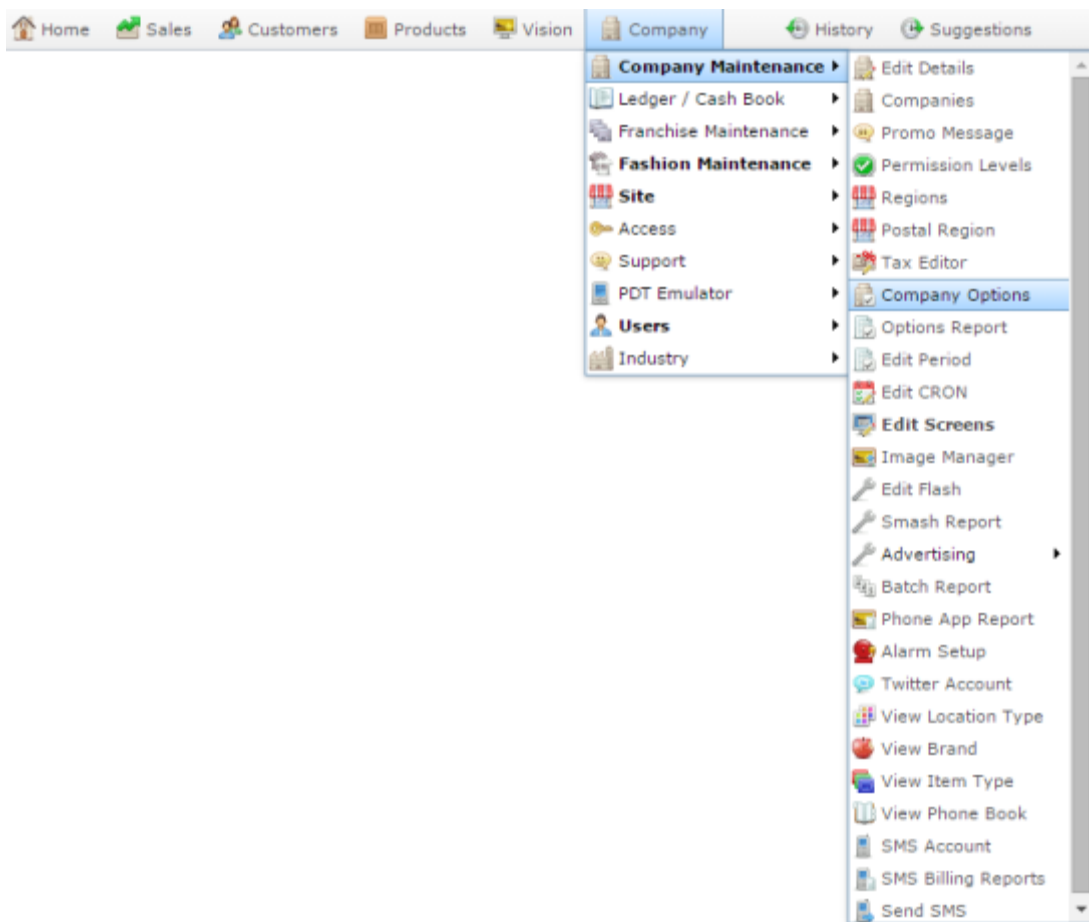
## Configuring debtors for your company

Use the Company Options - Debtors section to configure your company for debtor quotes, invoicing and management.

### Opening the Company Options - Debtors section

To open the Company Options - Debtors section:

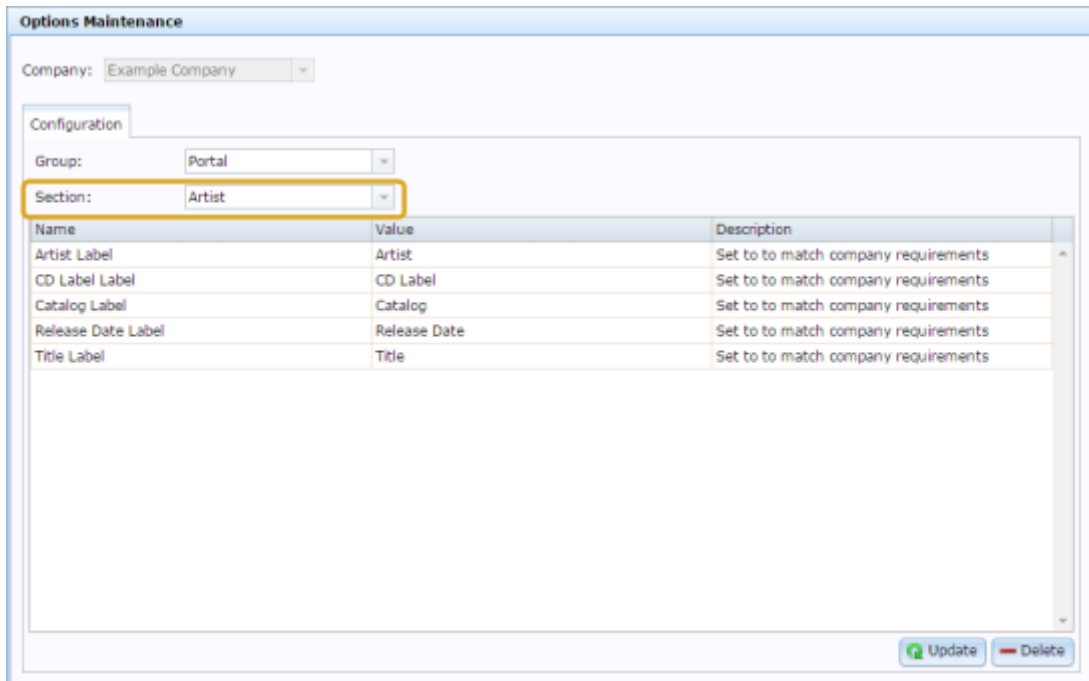
1. Press  **Company**.
2. Press **Company Maintenance > Company Options**.



The Artist section of the Company Options screen is displayed.

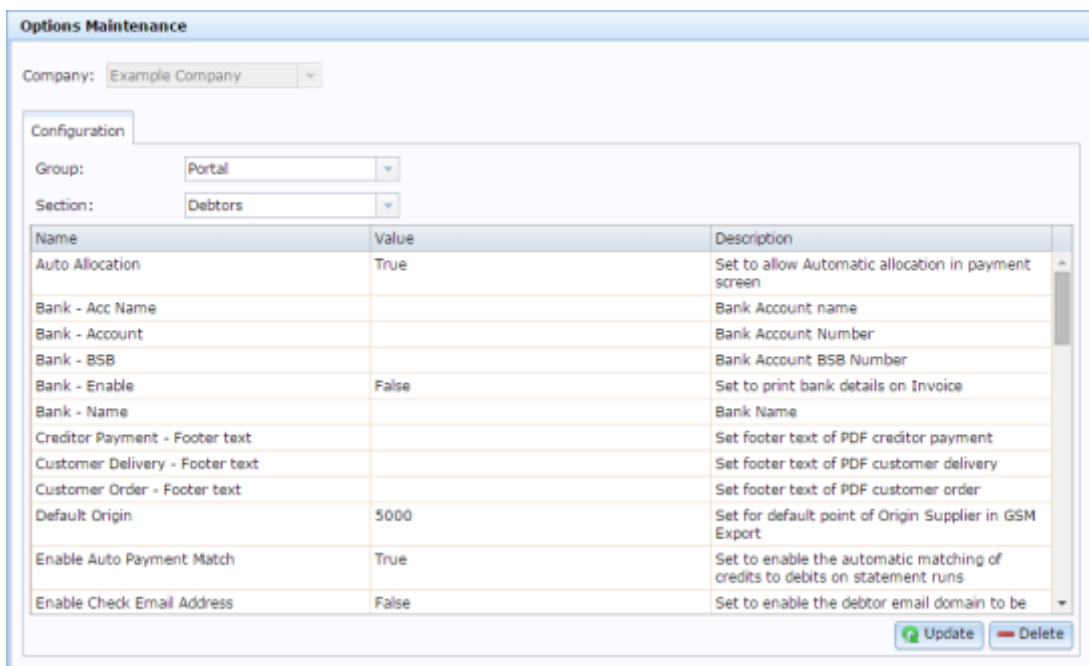
3. Open the **Section** drop-down list.



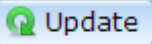


4. Select **Debtors** from the **Section** drop-down list.

The Debtors section is displayed.



## Company Options - Debtors section key fields and buttons

**Note:** The Portal is controlled by the information saved in each configuration's **Value** field. To change a Portal configuration, type the new setting information into the **Value** field and press .

Name	Value	Description
Example Field Name	Example Value	Description of configuration

Field	Description
<b>Allow Transaction Tab</b>	Type <b>true</b> to display the transaction tab, allowing Portal operators to create transactions in the Debtor Payment screen.
<b>Auto Allocation</b>	Type <b>true</b> to allow Portal operators to automatically allocate debtor payments to outstanding invoices using the Auto Allocate Payments button.
<b>Bank - Acc Name</b>	Type the account name to print on the debtor invoice.
<b>Bank - Account</b>	Type the bank account number to print on the debtor invoice.
<b>Bank - BSB</b>	Type the bank BSB details to print on the debtor invoice.
<b>Bank - Enable</b>	Type <b>true</b> to print bank details on debtor invoices.

<b>Field</b>	<b>Description</b>
<b>Bank - Name</b>	Type the bank name to print on debtor invoices.
<b>Default Origin</b>	The account code for exporting to a GSM debtor system.
<b>Enable Auto Payment Match</b>	Type <b>true</b> if you want the portal to automatically match debtor payments to invoices.
<b>Enable Check Email Address</b>	Type <b>true</b> if you want to check that the debtor's email address comes from a valid website.
<b>Enable Consignment</b>	Type <b>true</b> to if you want to use the Portal's consignment or return authority features.
<b>Enable Correct Balance</b>	Type <b>true</b> to automatically recalculate the debtor's balance when a statement is created.
<b>Enable Display Currency</b>	Type <b>true</b> to display the currency symbols on debtor statements and invoices.
<b>Enable GSM</b>	Type <b>true</b> to use a GSM debtor system.
<b>Enable GSM Header</b>	Type <b>true</b> to include headers in your GSM export.

Field	Description
<b>Enable Item Number</b>	Type <b>true</b> to display item numbers on debtor statements.
<b>Enable Price Edit</b>	Type <b>true</b> to allow the operator to change item prices when creating debtor invoices or quotes.
<b>Enable Wet Tax</b>	Type <b>true</b> if you need to use a liquor tax when selling alcohol.
<b>Force ID</b>	Type <b>true</b> to require a number identifying the customer for all quotes and invoices. This means all prospective customers must have debtor accounts created in the Portal in order to issue a quote.
<b>Force Unique ID</b>	Type <b>true</b> to require the numbers identifying customers to be unique.
<b>Freight GST Rate</b>	Type the percentage of Goods and Services Tax (GST) charged for freight fees.
<b>Invoice Footer text</b>	Type the text to appear on the footer of debtor invoices.
<b>Invoice - Footer text (2)</b>	This configuration setting is no longer used.

Field	Description
<b>Invoice Enable Top / Bottom Headers</b>	Type <b>true</b> to print headers and footers on debtor invoices.
<b>Invoice Letterhead Gap</b>	Type the number of mm to leave at the top of debtor invoices for the letterhead.
<b>Logo</b>	Type the file name of the logo to print on debtor invoices, quotes and statements.
<b>Logo Enable</b>	Type <b>true</b> to print the logo on debtor invoices, quotes and statements.
<b>Logo Position</b>	Type the code relating to where the logo should be positioned on the debtor invoices, quotes and statements: <ul style="list-style-type: none"> <li data-bbox="938 1323 1321 1388"><b>0</b> Align the logo against the left side.</li> <li data-bbox="938 1464 1193 1494"><b>1</b> Centre the logo.</li> <li data-bbox="938 1570 1334 1635"><b>2</b> Align the logo on the right side.</li> </ul>
<b>Logo Width</b>	Type the number of pixels wide the logo should be printed.

Field	Description
<b>Max Length ID</b>	Type the maximum number of digits a customer ID can have.
<b>Min Length ID</b>	Type the minimum number of digits a customer ID must have.
<b>Order Link</b>	Type <b>true</b> if you want to automatically finalise a customer order when the related debtor invoice is finalised.
<b>Payment - Footer text</b>	Type the text to appear in the footer of debtor payments.
<b>Show Credit Limit</b>	Type <b>true</b> to display the debtor's credit limit on the debtor statement.
<b>Statement Aging</b>	Type <b>true</b> if you want debtor statements to show aged balances.
<b>Statement Bank - Acc Name</b>	Type the account name to print on the debtor statement.
<b>Statement Bank - Account</b>	Type the bank account number to print on the debtor statement.
<b>Statement Bank - BSB</b>	Type the bank BSB details to print on the debtor statement.

<b>Field</b>	<b>Description</b>
<b>Statement Bank - Enable</b>	Type <b>true</b> to print bank details on debtor statements.
<b>Statement Bank - Name</b>	Type the bank name to print on debtor statements.
<b>Statement Enable Landscape</b>	Type true to print statements in landscape mode.
<b>Statement Enable Shading</b>	Type <b>true</b> to shade alternate lines on debtor statements.
<b>Statement Enable Top / Bottom Headers</b>	Type <b>true</b> to print headers and footers on debtor statements.
<b>Statement Letterhead Gap</b>	Type the number of millimetres to leave at the top of debtor statements for the letterhead.
<b>Statement Paper Size</b>	Type the paper size your statements are printed on.

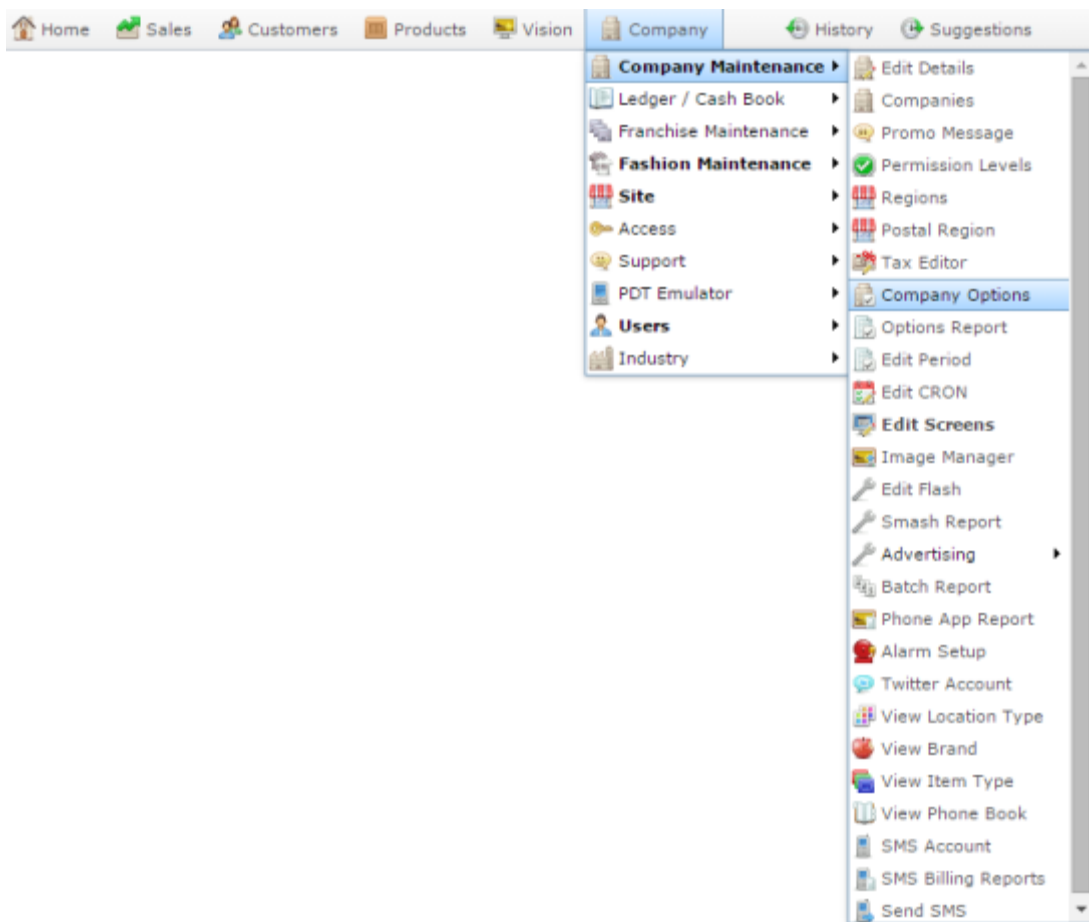
## Configuring quotes for your company

Use the Company Options - Quotes section to configure your company for providing quotes.

### Opening the Company Options - Quotes section

To open the Company Options - Quotes section:

1. Press  **Company**.
2. Press **Company Maintenance > Company Options**.



The Artist section of the Company Options screen is displayed.

3. Open the **Section** drop-down list.



The screenshot shows the 'Options Maintenance' window for 'Example Company'. Under the 'Configuration' tab, the 'Group' is set to 'Portal' and the 'Section' is set to 'Artist'. A table below lists configuration items for the Artist section:

Name	Value	Description
Artist Label	Artist	Set to to match company requirements
CD Label Label	CD Label	Set to to match company requirements
Catalog Label	Catalog	Set to to match company requirements
Release Date Label	Release Date	Set to to match company requirements
Title Label	Title	Set to to match company requirements

Buttons for 'Update' and 'Delete' are visible at the bottom right.

4. Select **Quotes** from the **Section** drop-down list.

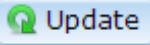
The Quotes section is displayed.

The screenshot shows the 'Options Maintenance' window for 'Example Company'. Under the 'Configuration' tab, the 'Group' is set to 'Portal' and the 'Section' is set to 'Quotes'. A table below lists configuration items for the Quotes section:

Name	Value	Description
Enable Display Currency	False	Set to enable the statement to have currency symbols within statement
Enable Item Number	True	Set to enable the statement to show item numbers
Enable Price Edit	True	Set to enable the operator to change price charged

Buttons for 'Update' and 'Delete' are visible at the bottom right.

## Company Options - Quotes section key fields and buttons

**Note:** The Portal is controlled by the information saved in each configuration's **Value** field. To change a Portal configuration, type the new setting information into the **Value** field and press .

Name	Value	Description
Example Field Name	Example Value	Description of configuration

Configuration	Description
<b>Enable Display Currency</b>	Type <b>True</b> to display currency symbols in your quote documents.
<b>Enable Item Number</b>	Type <b>True</b> to display item numbers in your quote documents.
<b>Enable Price Edit</b>	Type <b>True</b> to allow the Portal user to change the item price when creating a quote.

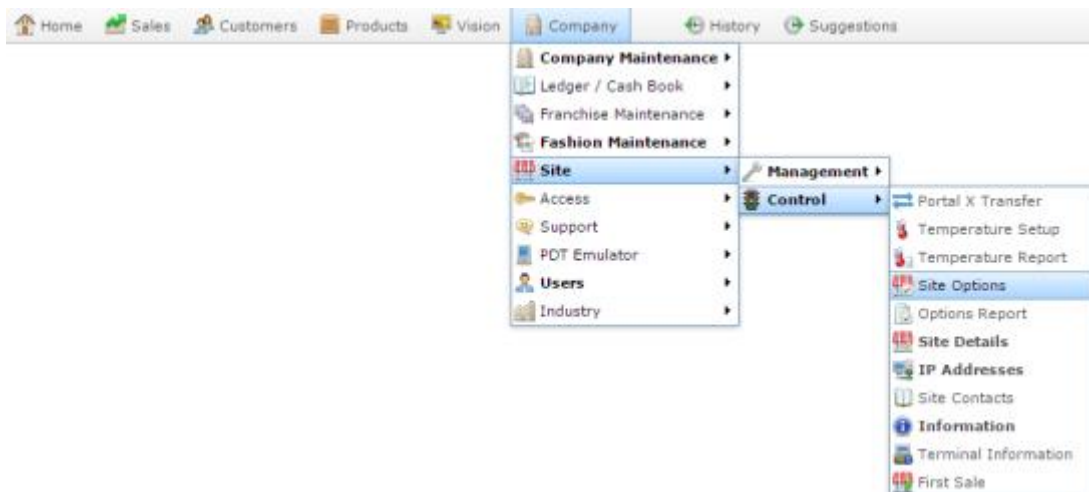
## Configuring debtor contracts for your site

Use the Site Options - Debtor Contracts section to configure your site for debtor contracts.

### Opening the Site Options - Debtor Contracts section

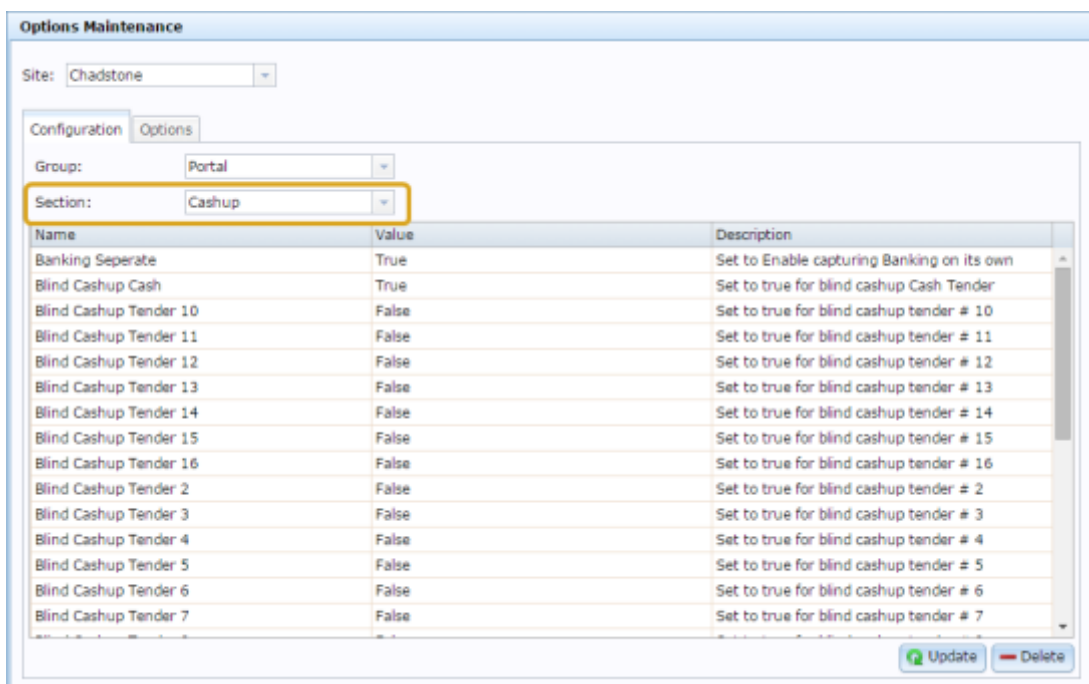
To open the Site Options - Debtor Contracts section:

1. Press  **Company**.
2. Press **Site > Control > Site Options**.



The Cashup section of the Site Options screen is displayed.

3. Open the **Section** drop-down list.



4. Press **Debtor Contracts** from the **Section** drop-down list.

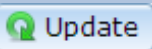
The Debtor Contracts section is displayed.

The screenshot shows the 'Options Maintenance' window for the 'Chadstone' site. The 'Options' tab is active, and the 'Section' is set to 'Debtor Contracts'. A table lists various configuration options with their current values and descriptions.

Name	Value	Description
Default Expiry	365	Set to number of days for contract default expiry
Enable Contract Override	True	Set to enable user to over ride the contract values
Enable Contracts	True	Set to enable Site to use Debtor Contracts
Force Contract In Invoicing	False	Set to force the item to be present in contracts for Invoicing
Show Item	True	Set to enable user to view item number in Contract Editor
Update Cost of Contract in Invoicing	False	Set to update Debtor Contracts Cost price on finalisation of Invoice

At the bottom right of the window, there are two buttons: 'Update' and 'Delete'.

## Site Options - Debtor Contracts section key fields and buttons

**Note:** The Portal is controlled by the information saved in each configuration's **Value** field. To change a Portal configuration, type the new setting information into the **Value** field and press .

Name	Value	Description
Example Field Name	Example Value	Description of configuration

Field	Description
<b>Default Expiry</b>	Type the number of days a contract is valid for by default.
<b>Enable Contract Override</b>	Type <b>True</b> to allow operators to override contract rates when creating quotes and invoices. Type <b>False</b> to enforce contract rates.
<b>Enable Contracts</b>	Type <b>true</b> to use contracts on this site.
<b>Force Contract In Invoicing</b>	Type <b>true</b> if all items contained in an invoice must have a contract with that debtor.
<b>Show Item</b>	Type <b>true</b> to show the item number in contracts.
<b>Update Cost of Contract in Invoicing</b>	Type <b>true</b> to update debtor contracts with the prices used in invoices when an invoice is finalised.

## Managing document templates

You can create templates to control how the documents generated by the Portal appear. You can create templates for:

- Payment slips.
- Invoices.
- Laybys.
- Statements.

### See:

- *Template Maintenance screen* on page 46.
- *Template Editor screen* on page 49.
- *Templates report* on page 57.

### What you can do:


1. *Creating a new template* on page 35.
2. *Editing a template description* on page 39.
3. *Editing a template layout* on page 41.
4. *Deleting a template* on page 44.

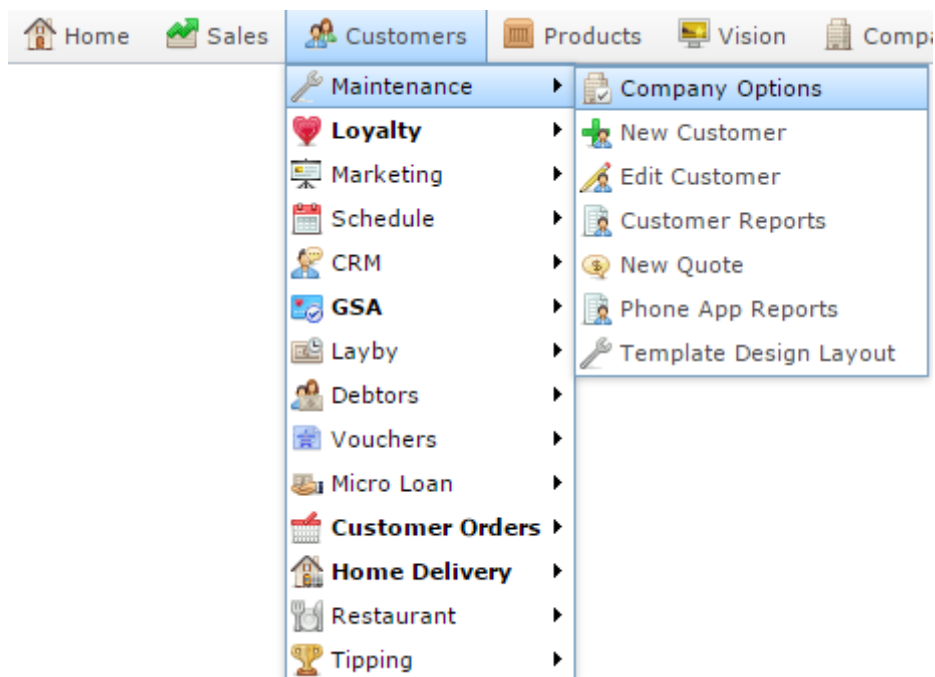
## Creating a new template

Create a new template to control how your documents are displayed and printed. The procedure is the same to create templates for:

- Invoices.
- Layby documents.
- Statements.
- Payment documents.

To create a new template:

1. Press  **Customers** from the menu bar.
2. Press **Maintenance > Template Design Layout**.



The Templates report is displayed.

## Templates Report

Description	ID	Site	Default Template	Template	Created Date	Change Date
Statement	1	FLC	✓	Statements	26/06/2015	26/06/2015

Site

FLC

Add to Favourites

Invoice

Layby

Payments

Statements

3. Press the button corresponding to the type of document you want to create.

For example, if you want to create a new template for statements, press

Statements

The Template Maintenance screen is displayed.

**Template Maintenance**

Name

Site: FLC

Template Type: Invoice

Description:

Set Default Template

New Save & Edit Template Reset


4. Type a description of the new template to identify it in the **Description** field.
5. If you do not want this to be the default template used for this document type, clear the **Set Default Template** field.
6. Press **Save & Edit Template**.


The Template Editor is displayed.





## Managing document templates

**Tip:** You can press  to view a grid to help with positioning. To see how the completed document would look, press  to display a preview.


9. When you are happy with the template, press .  
The template is saved.

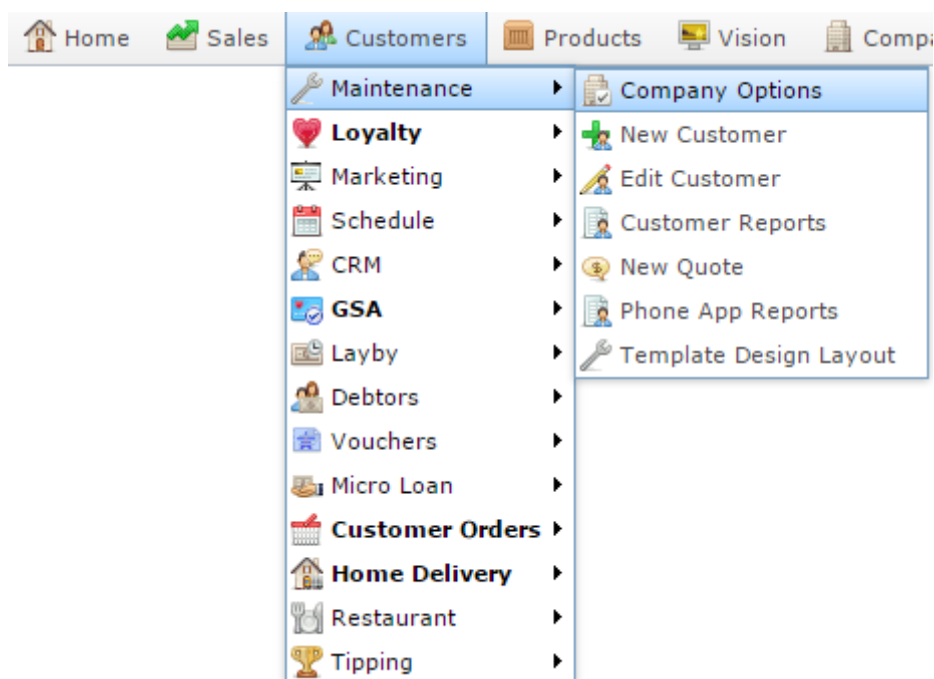
## Editing a template description

Edit a template description if you want to change the name of the template, the site that can use it or whether or not it is the default template for that document type.

**Note:** If you want to edit a template's layout, see *Editing a template layout* on page 41.

To edit a template description:

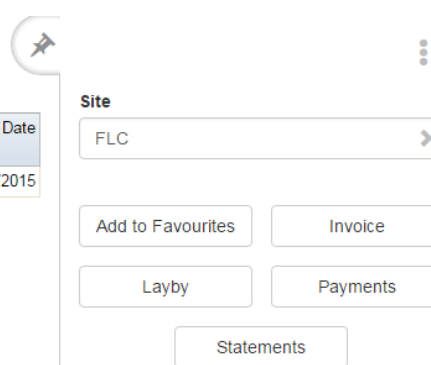
1. Press  **Customers** from the menu bar.
2. Press **Maintenance > Template Design Layout**.



The Templates report is displayed.

### Templates Report

Description	ID	Site	Default Template	Template	Created Date	Change Date
Statement	1	FLC	✓	Statements	26/06/2015	26/06/2015



3. Press the **Description** of the template you want to edit.

A popup menu is displayed.

### Templates Report

Description	ID	Site	Default Template	Template	Created Date	Change Date
Statement	1	FLC	✓	Statements	26/06/2015	26/06/2015

- Edit Description Template
- Edit Template
- Delete Template
- Reset Default Template

Site

FLC

Add to Favourites

Invoice

Layby

Payments

Statements

4. Press **Edit Description Template**.

The Template Maintenance screen is displayed.

#### Template Maintenance

Name:

Site:

Template Type:

Description:

Set Default Template

5. Make the required changes.

See *Template Maintenance* screen on page 46.

6. Press .


The changes are saved.

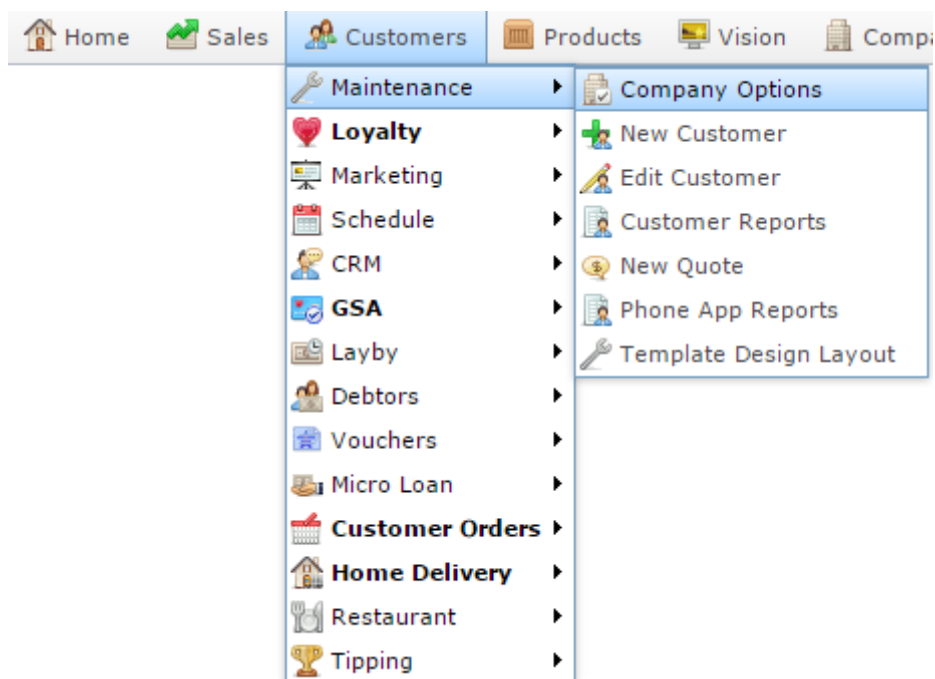
## Editing a template layout

Edit a template layout if you want to change the appearance of documents generated by the Portal. Documents that have already been created from the template are not affected.

**Note:** If you want to edit a template's name or set it as default, see *Editing a template description* on page 39.

To edit a template layout:

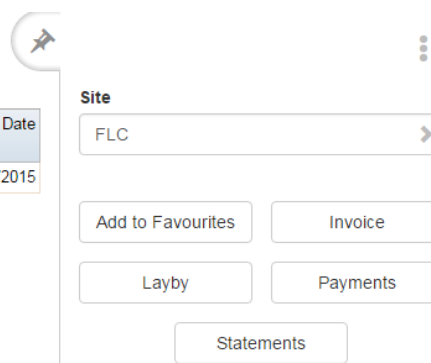
1. Press  **Customers** from the menu bar.
2. Press **Maintenance > Template Design Layout**.



The Templates report is displayed.

### Templates Report

Description	ID	Site	Default Template	Template	Created Date	Change Date
Statement	1	FLC	✓	Statements	26/06/2015	26/06/2015



## Managing document templates

3. Press the **Description** of the template you want to edit.

A popup menu is displayed.

### Templates Report

Description	ID	Site	Default Template	Template	Created Date	Change Date
Statement	1	FLC	✓	Statements	26/06/2015	26/06/2015

- Edit Description Template
- Edit Template
- Delete Template
- Reset Default Template

Site

FLC

Add to Favourites Invoice

Layby Payments

Statements

4. Press **Edit Template**.


The Template Editor is displayed.

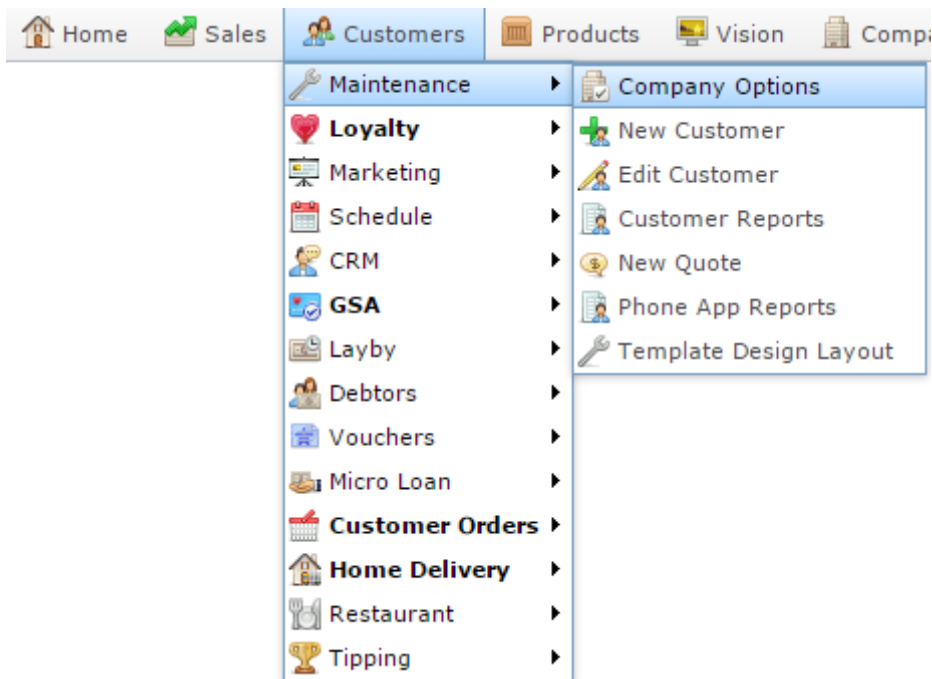


## Deleting a template

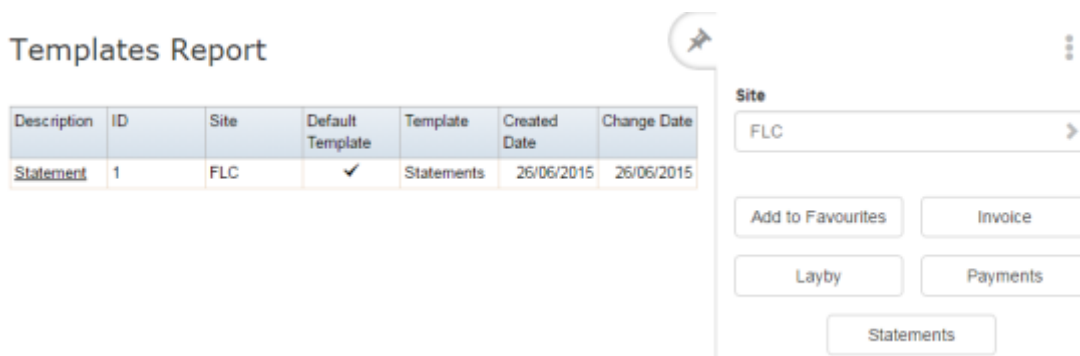
Delete a template if do not want the Portal to use it to create documents. Documents that have already been created with this template are not affected.

To delete a template:

1. Press  **Customers** from the menu bar.
2. Press **Maintenance > Template Design Layout**.



The Templates report is displayed.



3. Press the **Description** of the template you want to delete.  
A popup menu is displayed.



### Templates Report

Description	ID	Site	Default Template	Template	Created Date	Change Date
Statement	1	FLC	✓	Statements	26/06/2015	26/06/2015

- Edit Description Template
- Edit Template
- Delete Template
- Reset Default Template

Site

FLC

Add to Favourites Invoice

Layby Payments

Statements

4. Press **Delete Template**.


The template is deleted.

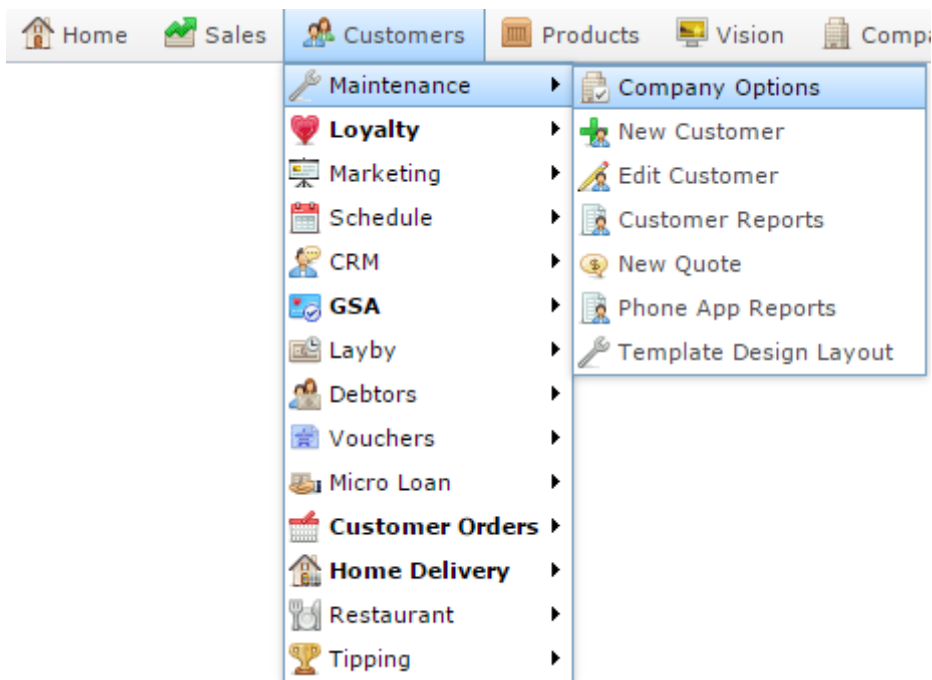
## Template Maintenance screen

Use this screen to create or rename a template and allocate it to a site.

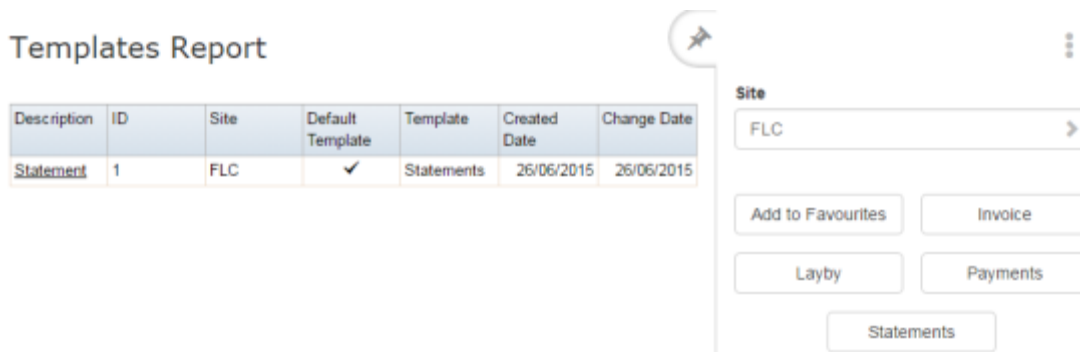
### Opening the Template Maintenance screen

To open the Template Maintenance screen:

1. Press  **Customers** from the menu bar.
2. Press **Maintenance > Template Design Layout**.



The Templates report is displayed.



3. Press the **Description** of the template you want to view.  
A popup menu is displayed.

### Templates Report

Description	ID	Site	Default Template	Template	Created Date	Change Date
Statement	1	FLC	✓	Statements	26/06/2015	26/06/2015

- Edit Description Template
- Edit Template
- Delete Template
- Reset Default Template

**Site**  
FLC

Add to Favourites Invoice

Layby Payments

Statements

4. Press **Edit Description Template**.

The Templates Maintenance screen is displayed.

#### Template Maintenance

Name

Site: Chadstone

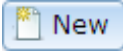
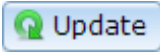
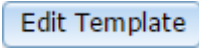
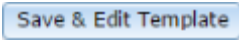
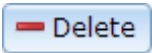
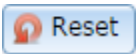
Template Type:

Description:

Set Default Template

New Update Edit Template Delete Reset

## Template Maintenance screen key fields and buttons


Field	Description
<b>Site</b>	Select the site the template is used for.
<b>Template Type</b>	Select the type of document the template is for.
<b>Description</b>	Type a description to identify the template.
<b>Set Default Template</b>	Select whether the template should be the default template used at this site for this document type.
	Create a new template.
	Save the changes to the current template.
 	Open the Template Editor to edit the contents of the template.
	Delete this template.
	Cancel any changes since the template was last saved.

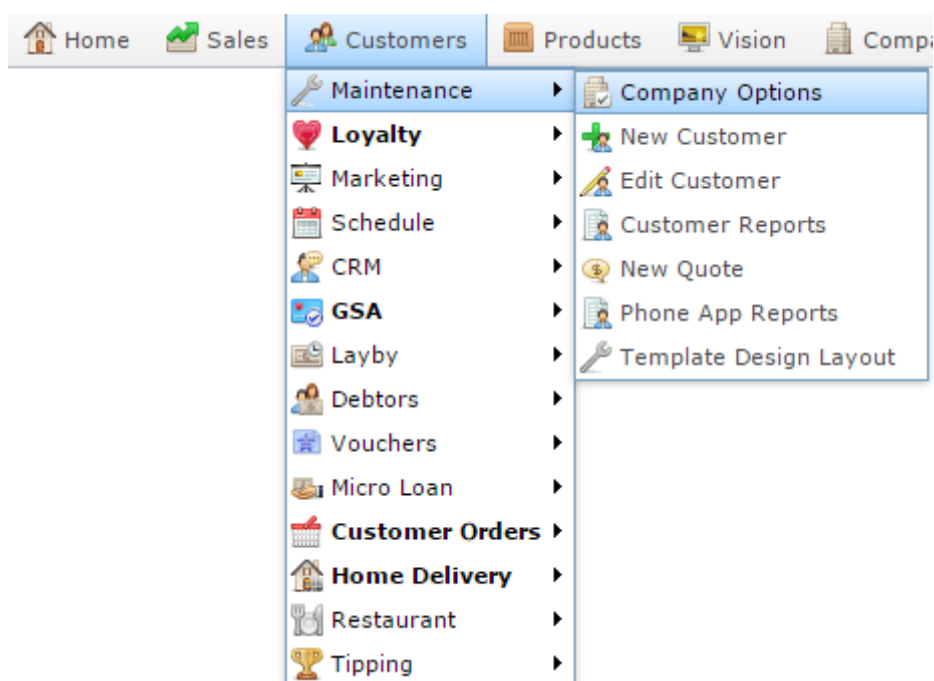
## Template Editor screen

Use this screen to design your document template. You can control which items appear on a template, where they appear as well as aspects of how they appear, such as their alignment.

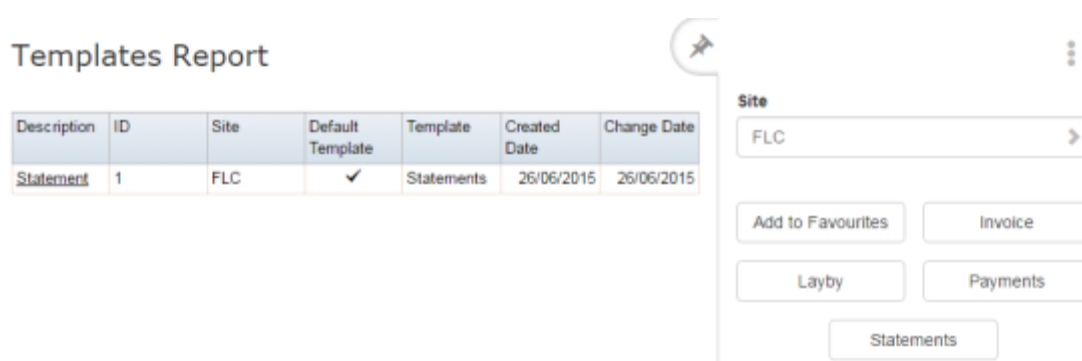
### Opening the Template Editor

To open the Template Editor:

1. Press  **Customers** from the menu bar.
2. Press **Maintenance > Template Design Layout**.



The Templates report is displayed.



3. Press the **Description** of the template you want to view.  
A popup menu is displayed.

Managing document templates

### Templates Report

Description	ID	Site	Default Template	Template	Created Date	Change Date
Statement	1	FLC	✓	Statements	26/06/2015	26/06/2015

- Edit Description Template
- Edit Template
- Delete Template
- Reset Default Template

**Site**

FLC

Add to Favourites Invoice

Layby Payments

Statements

4. Press **Edit Template**.

The Template Editor is displayed.





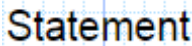


## Template Editor key fields and buttons

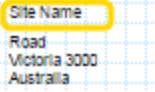

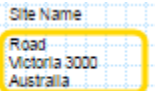
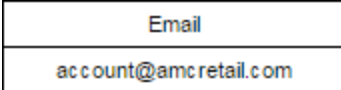

### Control Pane

Use this area to save and preview the template and control the elements that are displayed.

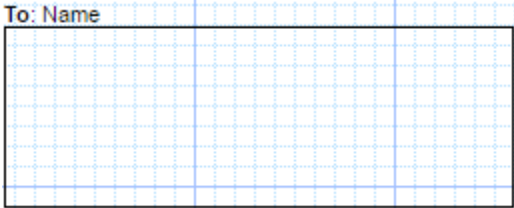
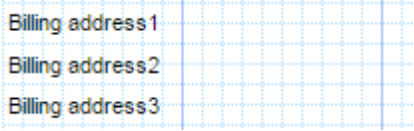
**Note:** The fields that are displayed depend on the type of document being created. Not all fields are displayed for all document types.

Field	Description
	Press to save the template.
	Press to cancel any changes since the template was last saved.
	Press to display a grid on the template to align components. <b>Note:</b> This grid is not displayed when documents are created from the template, it is only for checking parts of the template are aligned when designing.
	Press to display a preview of the template.
<b>Logo</b>	Select to include the logo image in the template. You can drag it around the template to position it where you want it.
<b>LabelNo / TaxInvoice</b>	Select to include the document type (for example, Statement, Invoice) in the template. You can drag it around the template to position it where you want it. 

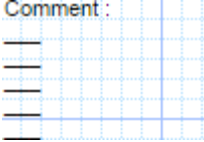


Field	Description
<b>CompanyName</b>	<p>Select to include your site name in the template. You can drag it around the template to position it where you want it.</p> 
<b>Account</b>	<p>Select to include the customer account number.</p> 
<b>Address</b>	<p>Select to include your site's address in the template. You can drag it around the template to position it where you want it.</p> 
<b>Email</b>	<p>Select to include the contact email in the template. You can drag it around the template to position it where you want it.</p> 
<b>Date</b>	<p>Select to include the document creation date in the template. You can drag it around the template to position it where you want it.</p> 

---

Field	Description
<b>To</b>	Select to include the box and 'To' field in the template. You can drag it around the template to position it where you want it. 
<b>Billing1 /</b> <b>Billing 2 /</b> <b>Billing 3</b>	Select to include the first, second and third lines of the billing address in the template. You can drag it around the template to position it where you want it. 
<b>ShipTo</b>	Select to include the box and 'To' field in the template. You can drag it around the template to position it where you want it.
<b>Shipping1/</b> <b>Shipping2 /</b> <b>Shipping3</b>	Select to include the first, second and third lines of the shipping address in the template. You can drag it around the template to position it where you want it.
<b>Title</b>	Select to include a status of the document, such as <b>Delivered</b> .

---

Field	Description																
<b>MidHeader</b>	<p>Select to include summarised information such as the document terms, due date, amount due or total in the template. You can drag it around the template to position it where you want it.</p> <div style="border: 1px solid #4F81BD; background-color: #D9E1F2; padding: 5px; margin: 10px 0;"> <p><b>Note:</b> The exact information included depends on the document type.</p> </div> <table border="1" style="margin: 10px 0;"> <thead> <tr> <th>Term</th> <th>Due Date</th> <th>Amount Due</th> </tr> </thead> <tbody> <tr> <td>Due on receipt</td> <td>dd-mm-yyyy</td> <td>dd-mm-yyyy</td> </tr> </tbody> </table>	Term	Due Date	Amount Due	Due on receipt	dd-mm-yyyy	dd-mm-yyyy										
Term	Due Date	Amount Due															
Due on receipt	dd-mm-yyyy	dd-mm-yyyy															
<b>CustomerHeader</b>	<p>Select to include summarised customer information such as the customer's business or tax number, purchase order number or billing company.</p>																
<b>List</b>	<p>Select to include the itemised list in the template. You can drag it around the template to position it where you want it.</p> <table border="1" style="margin: 10px 0;"> <thead> <tr> <th>Transaction</th> <th>Invoice #</th> <th>Date</th> <th>Item</th> <th>Description</th> <th>Amount</th> <th>Paid</th> <th>Line Total</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Transaction	Invoice #	Date	Item	Description	Amount	Paid	Line Total								
Transaction	Invoice #	Date	Item	Description	Amount	Paid	Line Total										
<b>Comment</b>	<p>Select to include an optional comment in the template. You can drag it around the template to position it where you want it.</p> <div style="margin: 10px 0;"> <p>Comment :</p>  </div>																

## **Template area**


This area determines where components appear on the template. Drag and drop components to create the template you want. You can add or remove components from the template using the control pane.

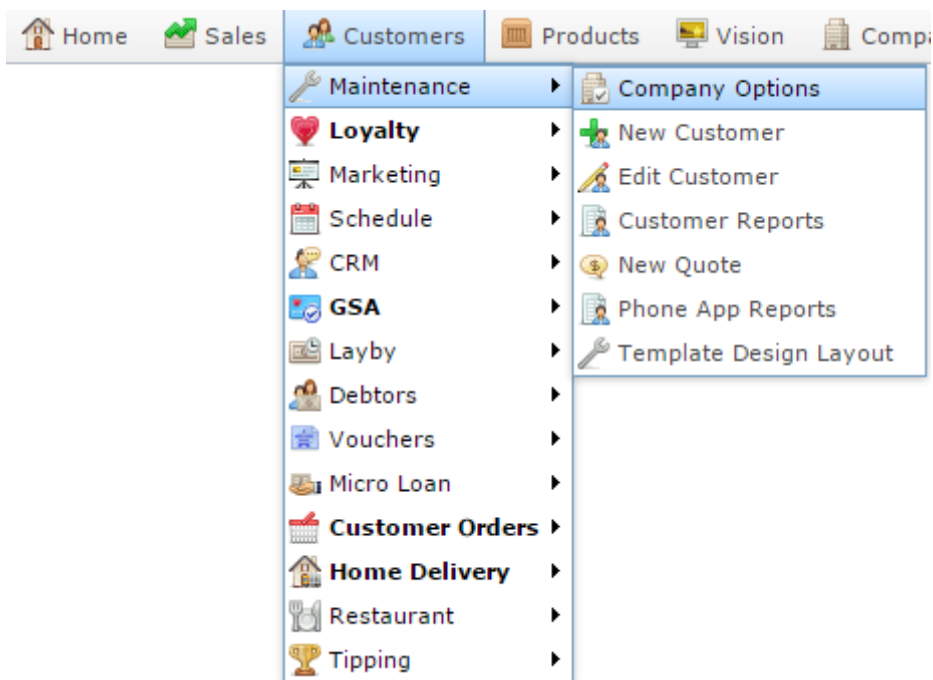
## Templates report

Use the Templates report to view, create and edit templates for communication documents such as invoices, statements, payment notices and laybys.

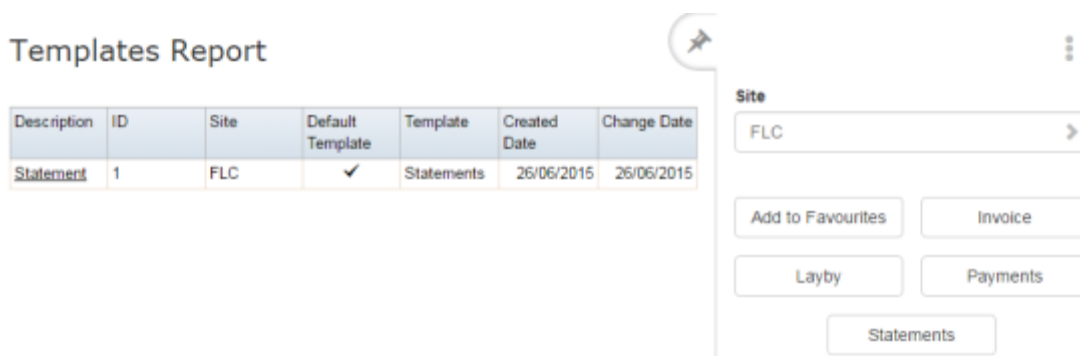
### Opening the Templates report

To open the Templates report:

1. Press  **Customers** from the menu bar.
2. Press **Maintenance > Template Design Layout**.



The Templates report is displayed.



## Templates report key fields

### Filters area

Use this area to filter the results shown in the report.

Field	Description
<a href="#">Add to Favourites</a>	Press to add this report to your Portal favourites for easier access.
<b>Site / Sites</b>	Select the site or sites to report on.
<a href="#">Invoice</a>	Press to create a new invoice template.
<a href="#">Layby</a>	Press to create a new layby template.
<a href="#">Payments</a>	Press to create a new payment template.
<a href="#">Statements</a>	Press to create a new statement template.

## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
<b>Description</b>	Description of the template.
<b>ID</b>	Unique code identifying the template
<b>Site</b>	Site the template is used by.
<b>Default Template</b>	Whether this is the default template for this type of communication (for example, the default template for invoices).
<b>Created Date</b>	Date the template was created.
<b>Change Date</b>	Date the template was last edited.

## Managing documents and images

You can manage documents and images for the Portal to use. For example, company logos that the Portal includes in letterheads.

### See:

- *Image Manager* on page 89.
- *Documents report* on page 96.

### What you can do:

- *Navigating the Image Manager* on page 61.
- *Uploading an image to the Portal* on page 66.
- *Creating a new image folder in the Portal* on page 64.
- *Previewing an image in the Portal* on page 81.
- *Editing an image in the Portal* on page 77.
- *Duplicating an image in the Portal* on page 71.
- *Copying a file or folder in the Portal* on page 69.
- *Moving files or folders in the Portal* on page 73.
- *Renaming an image in the Portal* on page 75.
- *Retrieving the URL of an image in the Portal* on page 85.
- *Downloading an image from the Portal* on page 83
- *Removing an image from the Portal* on page 87.



## Navigating the Image Manager


The Image Manager uses files and folders the same way your computer does. You can:

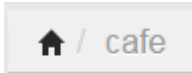
- Organise your images in folders and sub-folders.
- Display the files and folders in a grid, list, or two-column list.
- Sort the displayed images by file name, size, type or date uploaded.
- Filter the displayed images to a specific search term.


## Navigating folders in the Image Manager

To navigate around the Image Manager, you can:

- Open a folder by pressing  in the Image Manager.




- Return to the parent folder by pressing .

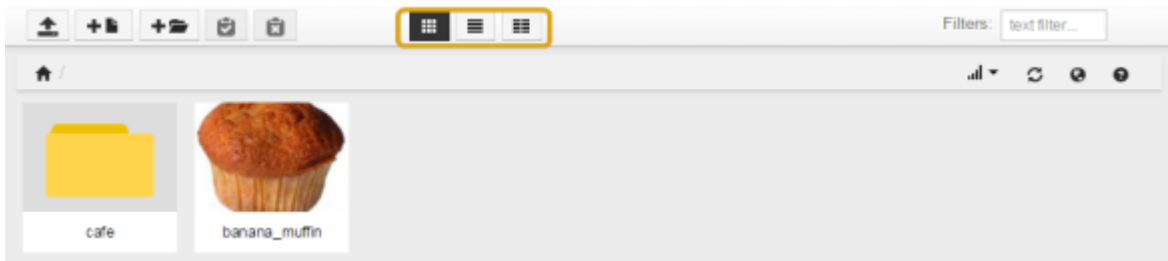
- Return to a parent folder by pressing it in the path .

- Return to the home folder by pressing .

## Displaying files and folders in the Image Manager

To change how your files and folders are displayed, press:

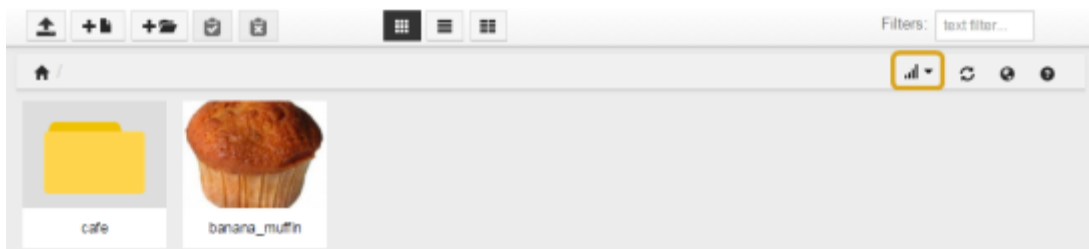
-  to display a grid of files and folders.
-  to display a list of files and folders.
-  to display a list of files and folders in two columns.



## Sorting files and folders in the Image Manager

To sort files and folders in the Image Manager:

1. Press  .



2. Select:
  - **Filename** to sort files alphabetically by file name.
  - **Size** to sort files by their file size.
  - **Date** to sort files by the date they were uploaded.
  - **Type** to sort files by their file type, such as jpeg or png.

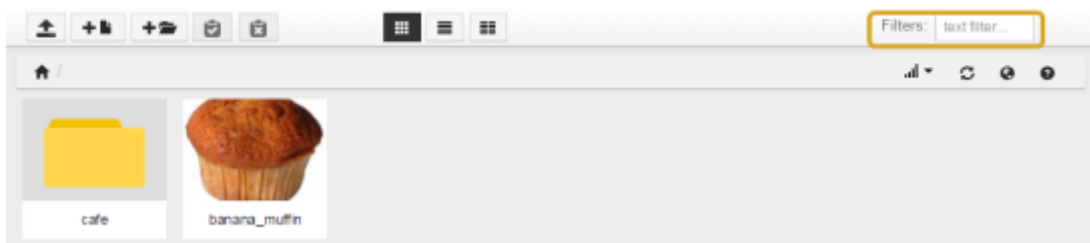
## Filtering files and folders in the Image Manager

You can filter the selected folder so that only files and folders that match your criteria are displayed. This is useful if you have a folder with a lot of files.

The Portal displays all files and folders where the search term matches anywhere within the file. This means that searching for **APP** returns both **apple** and **pineapple**, but not **paper**.

To filter files and folders in the current location:

1. Type the search term into the **Filter** field.



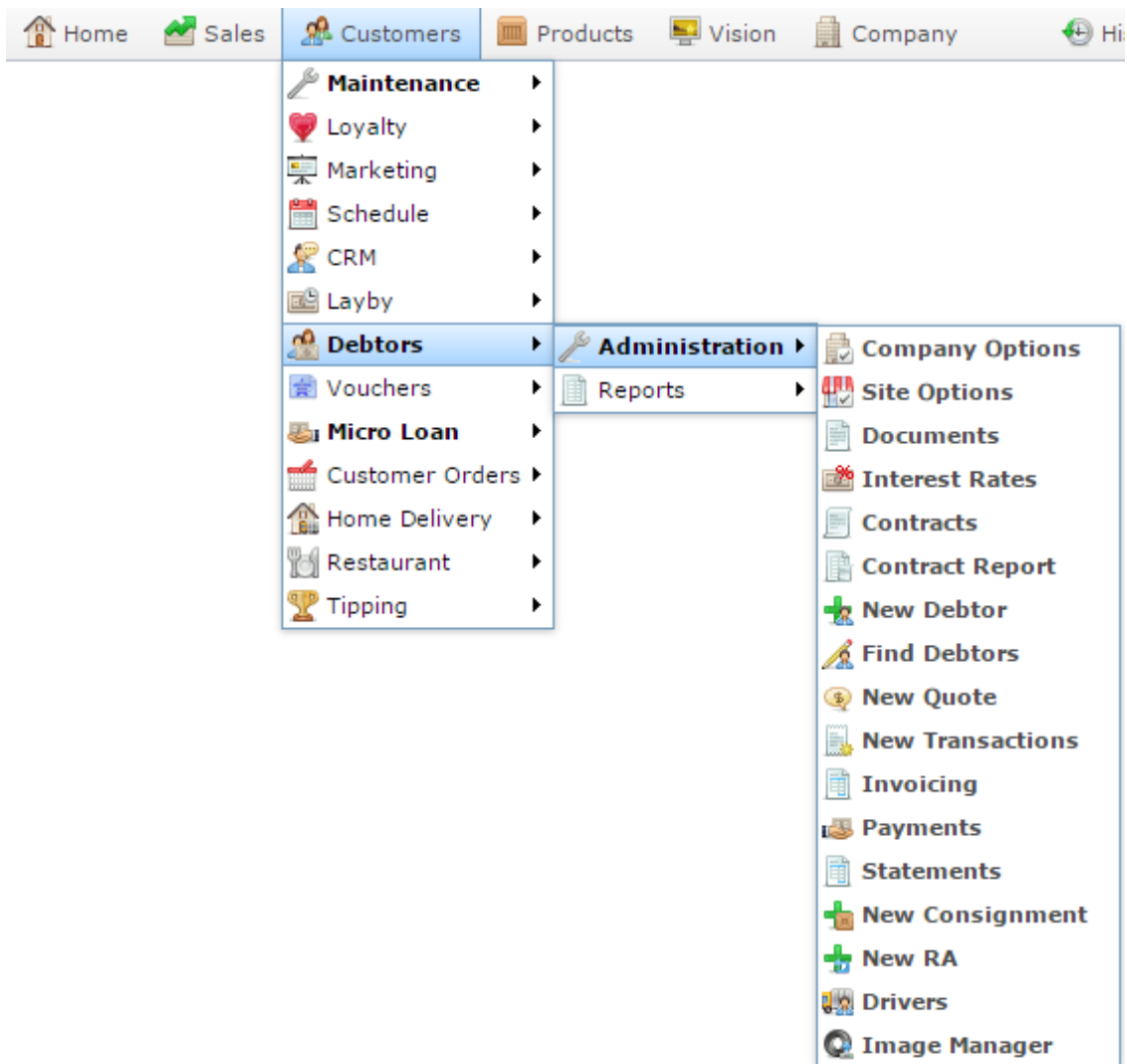
The results are displayed.

## Creating a new image folder in the Portal

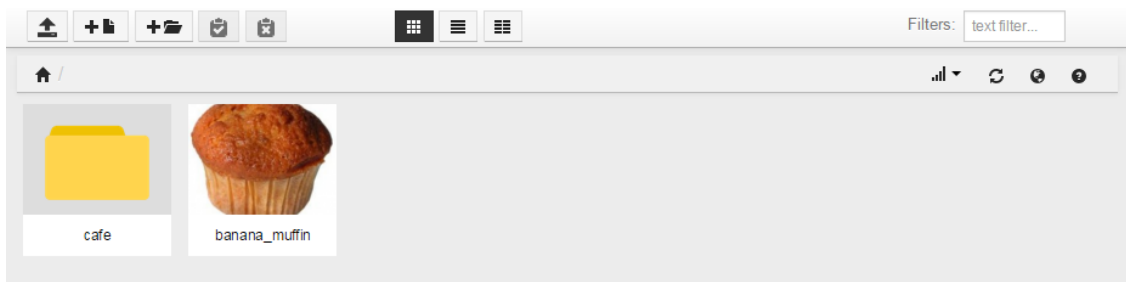
Create a folder to help organise your images to make them easier to find.


To create a folder in the Portal:

1. Press  Customers.
2. Press **Debtors > Administration > Image Manager**.



The Image Manager is displayed.

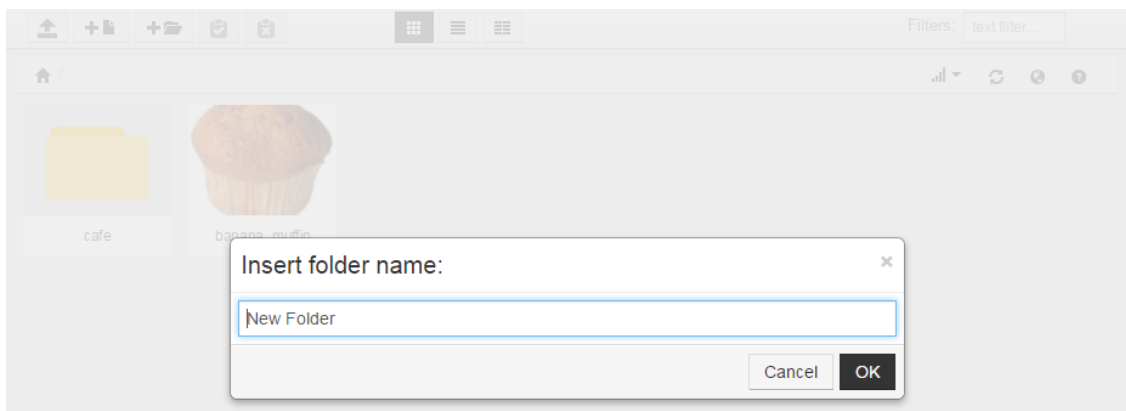



**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.

3. Navigate to where you want the new folder to be.  
See *Navigating the Image Manager* on page 61.

4. Press .

The Insert folder name screen is displayed.



5. Type the name of the folder you want to create.
6. Press .

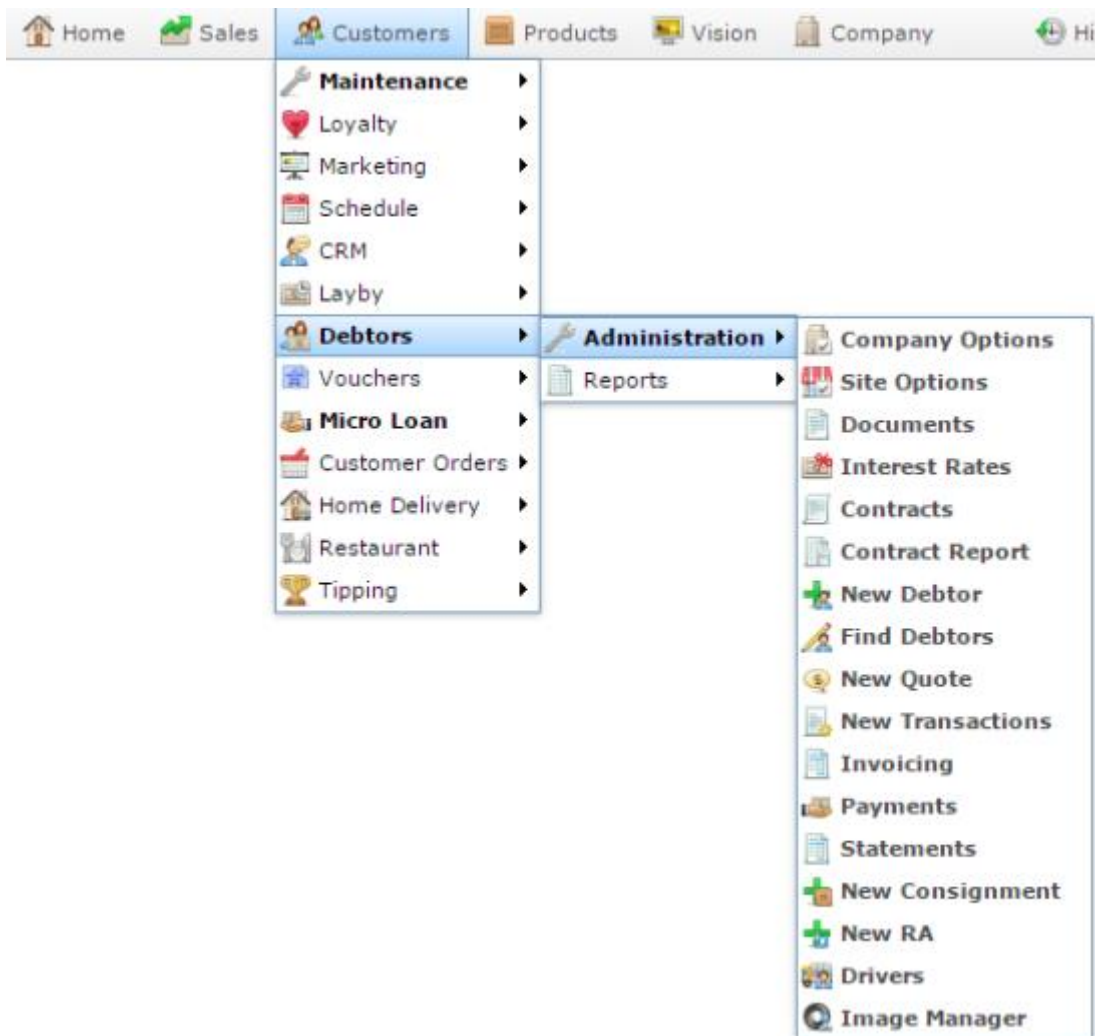
The folder is created.

## Uploading an image to the Portal

Upload an image to the Portal if you want to access it within the Portal. For example, upload a company logo to be displayed on invoices and purchase orders.


To upload an image to the Portal:

1. Press  Customers.
2. Press **Debtors > Administration > Image Manager**.



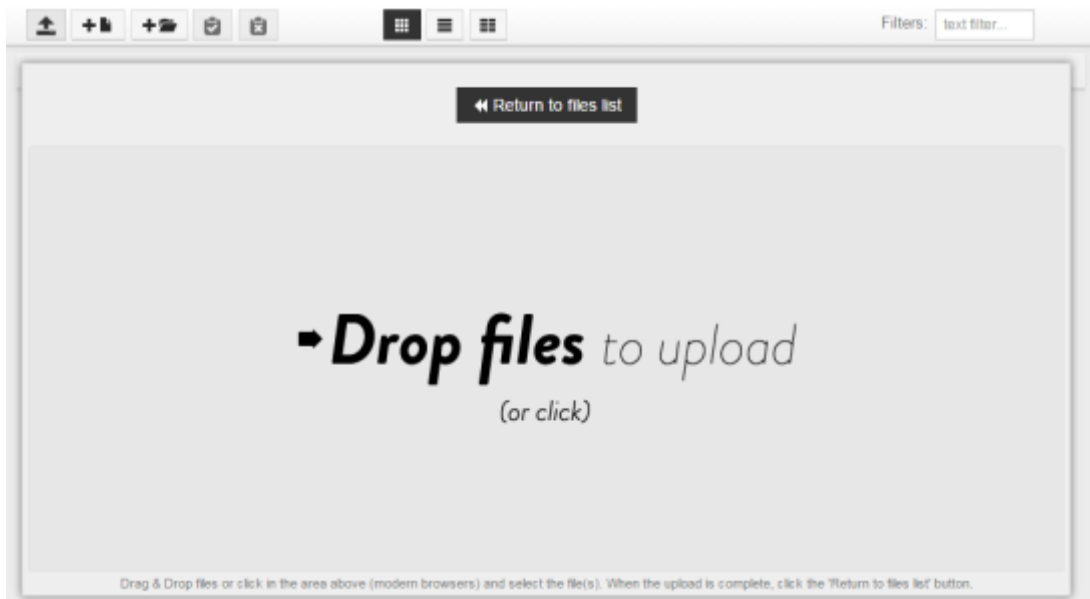
The Image Manager is displayed.



**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.

3. Press .

The Upload Image screen is displayed.



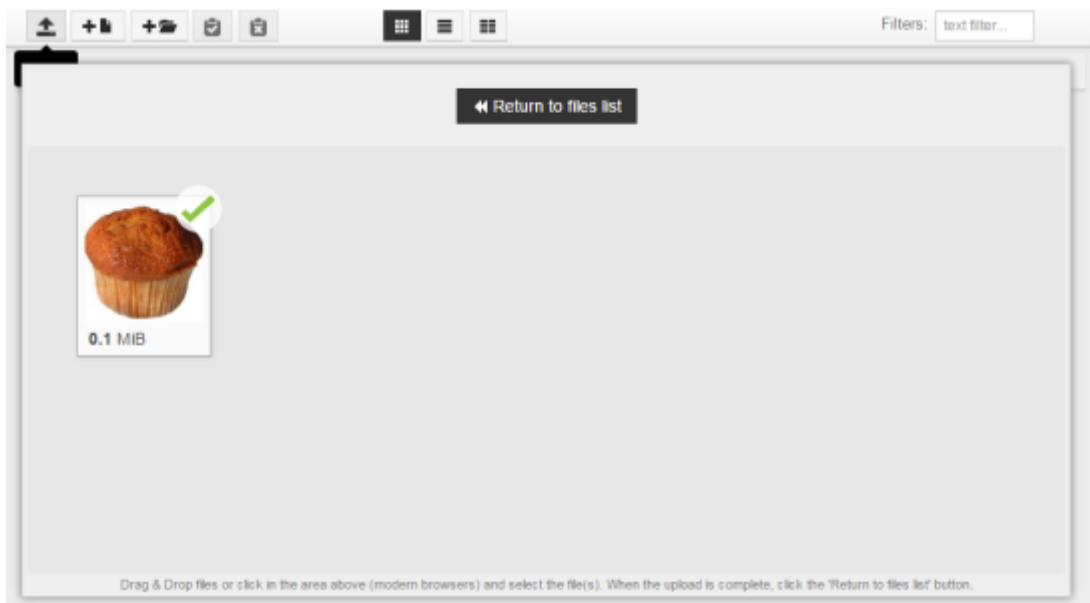
4. Drag the files you want to upload from your computer to the **Drop files to upload** area.

**Tip:** You can drag several files at once, and drag files from different areas of your computer before you finish the upload.

**Note:** You can also click the **Drop files to upload** area to open the browser's Open File screen and select files to upload.

The files are automatically uploaded.

## Managing documents and images



5. Wait until all the files display the uploaded tick.



6. Press **Return to files list**.  
The upload is complete.

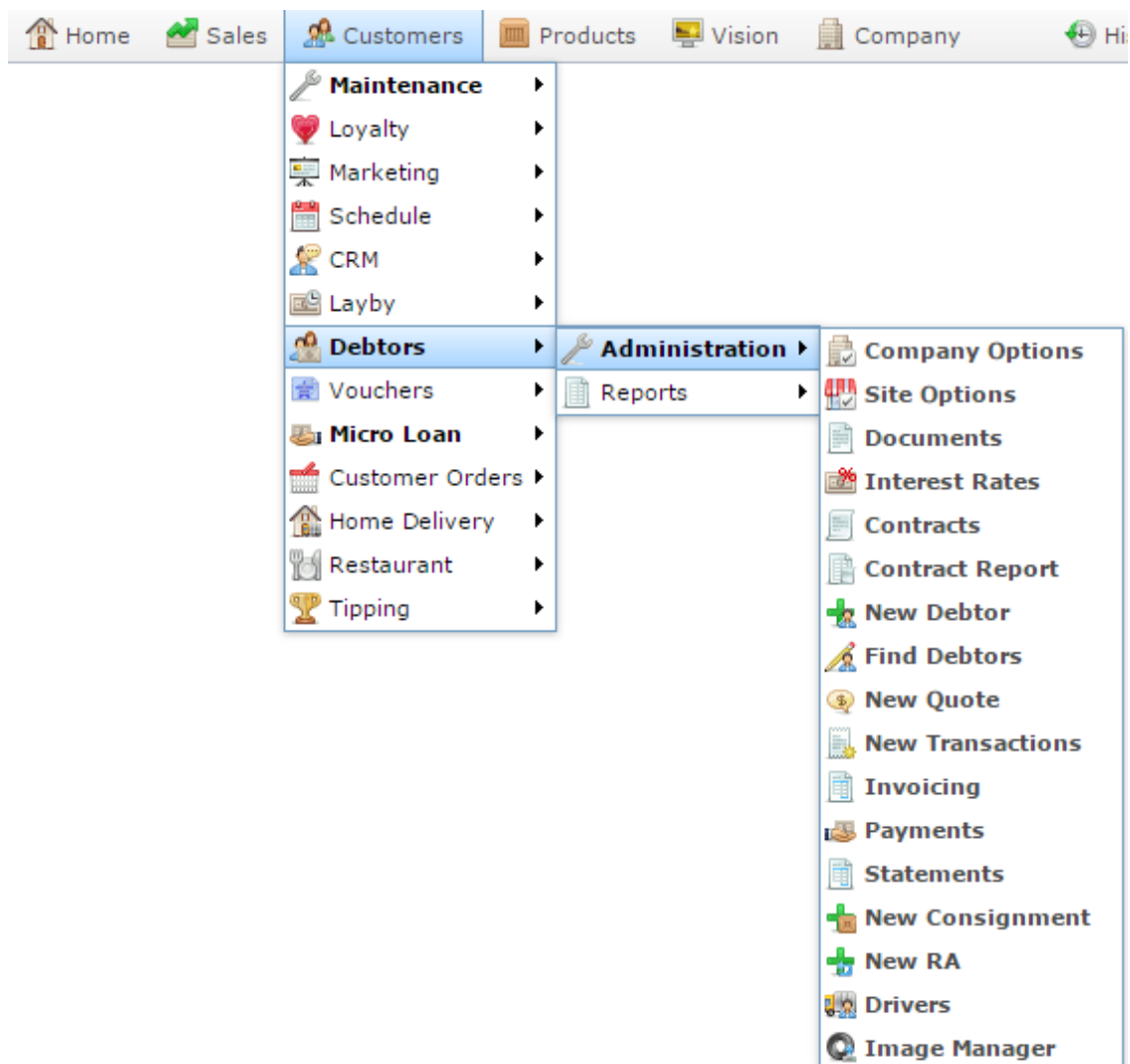


## Copying a file or folder in the Portal

Copy a file or folder if you want two different versions of the same image or folder of images available. For example, two sizes of logo.

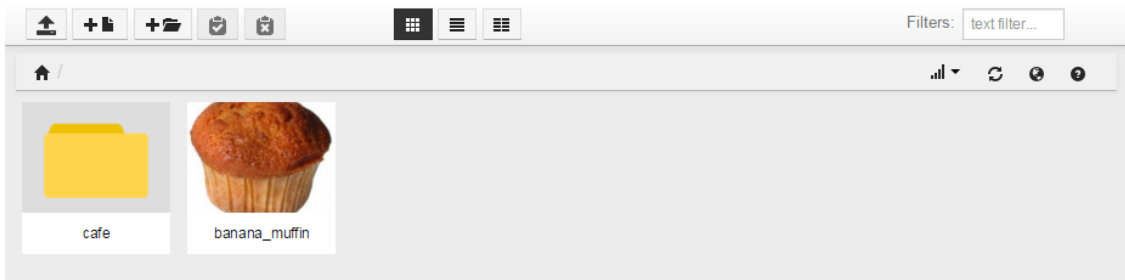
To copy a file or folder in the Portal:


1. Press  Customers.
2. Press **Debtors > Administration > Image Manager**.



The Image Manager is displayed.

## Managing documents and images



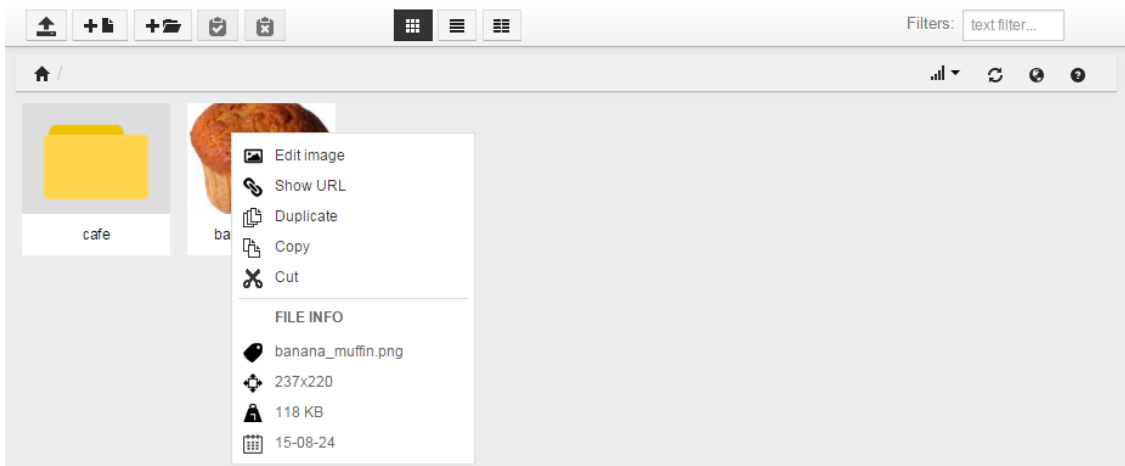
**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.


3. Navigate to the folder that contains the file or folder you want to copy.

See *Navigating the Image Manager* on page 61.

4. Right-click on the file or folder you want to copy.

A popup menu is displayed.



5. Press **Copy**.
6. Navigate to the folder you want to copy the file or folder to.
7. Press .

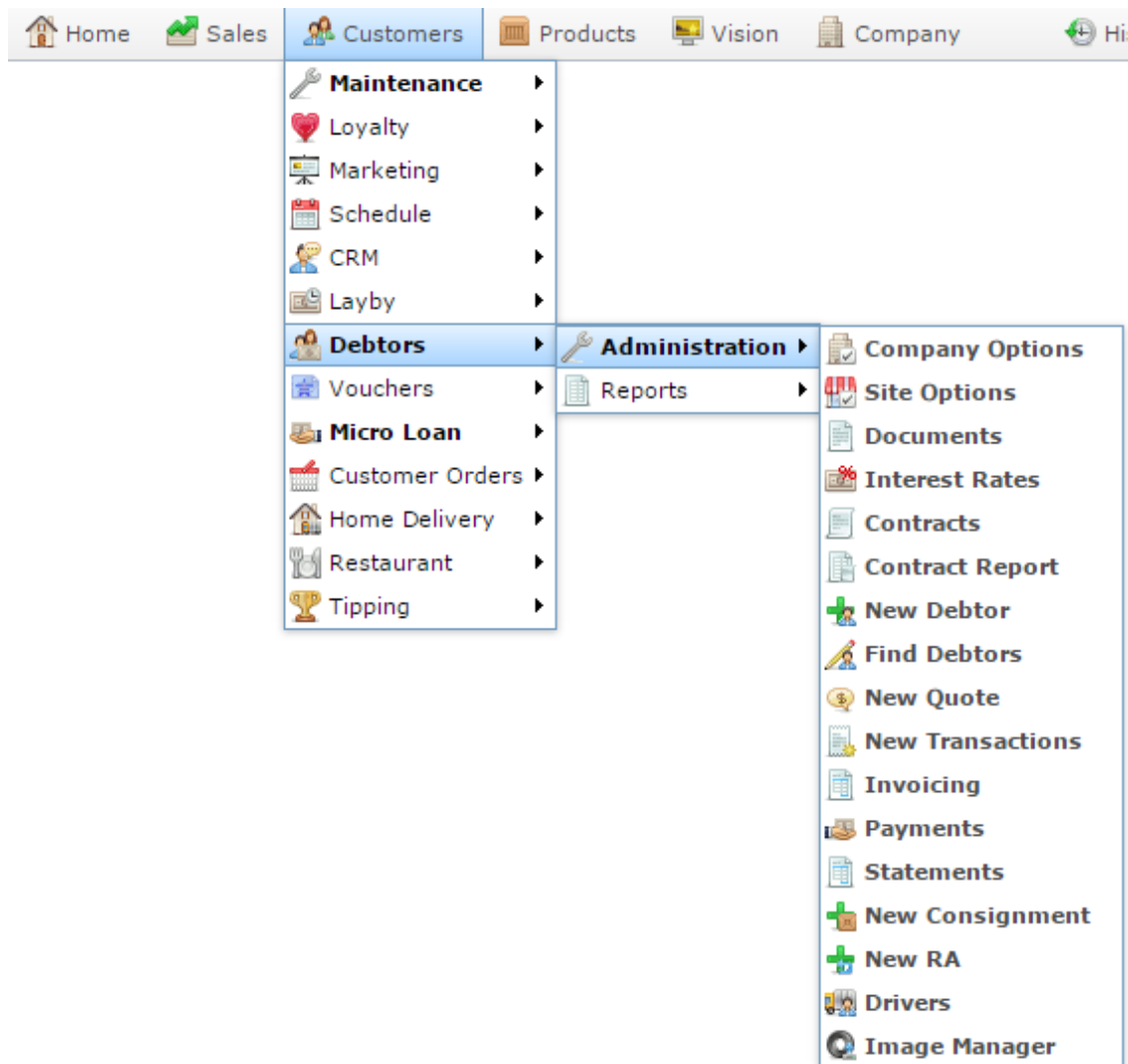
The file or folder is copied into the current folder.

## Duplicating an image in the Portal

Duplicate an image if you want two different versions available. For example, duplicate your logo if you want to edit one version to create two sizes of logo.

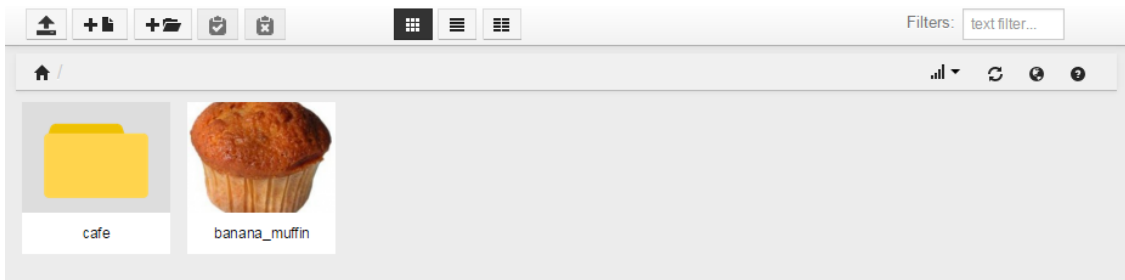
To duplicate an image in the Portal:


1. Press  **Customers**.
2. Press **Debtors > Administration > Image Manager**.



The Image Manager is displayed.

## Managing documents and images



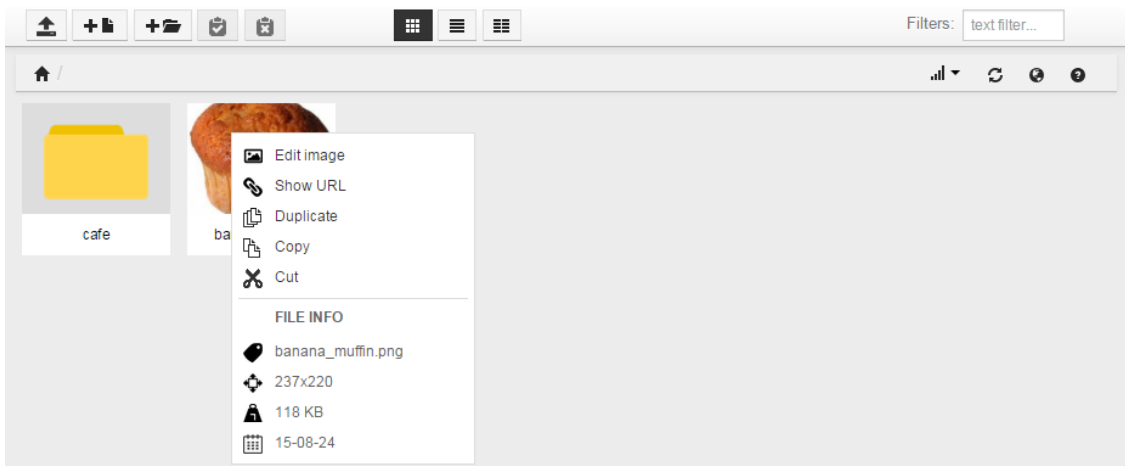
**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.

3. Navigate to the folder that contains the file you want to duplicate.

See *Navigating the Image Manager* on page 61.

4. Right-click on the file you want to duplicate.

A popup menu is displayed.



5. Press **Duplicate**.

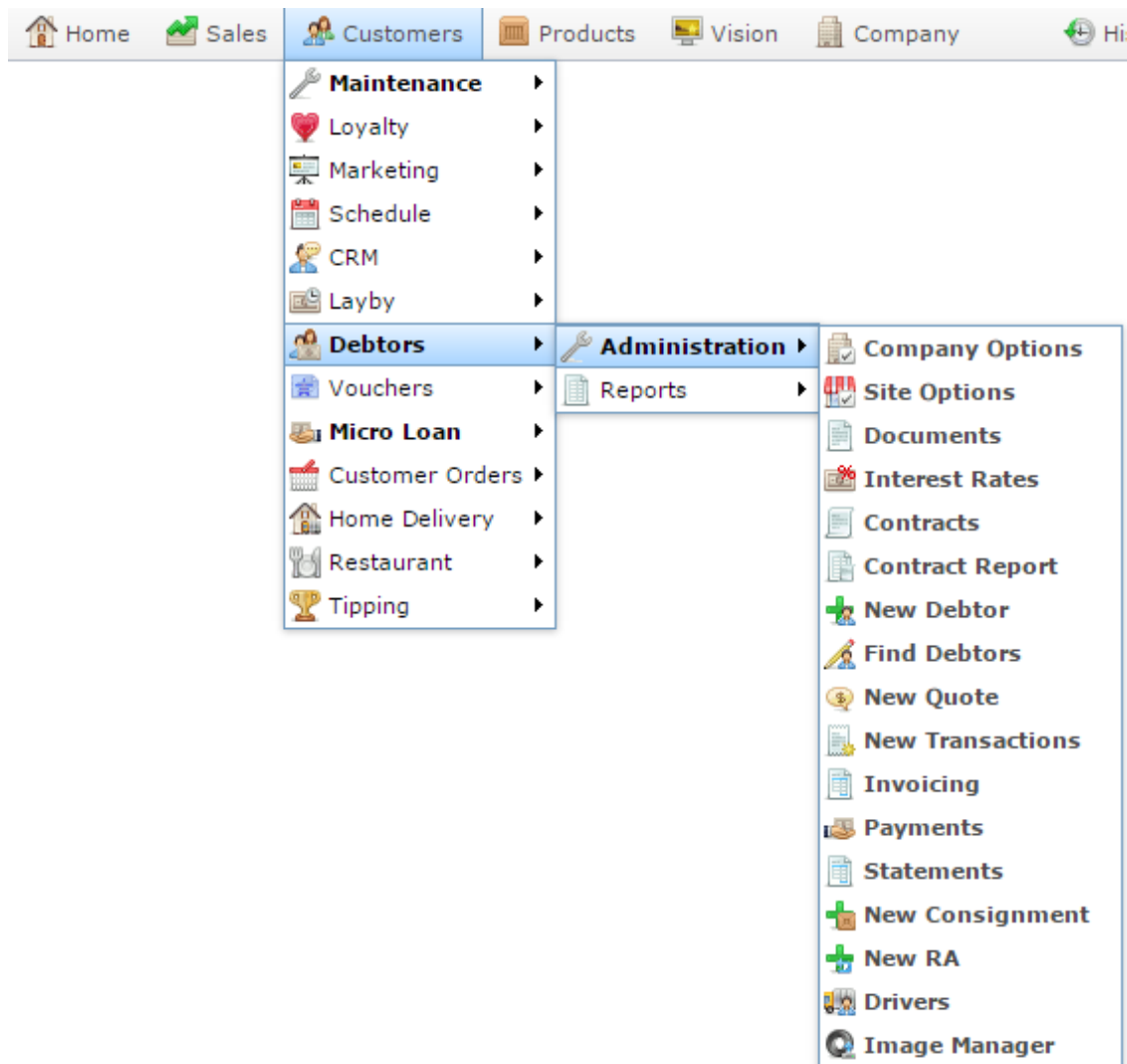
The file or folder is duplicated. You can now edit one version without changing the other.

## Moving files or folders in the Portal

Move a file or folder if you want it to be stored in a different location.

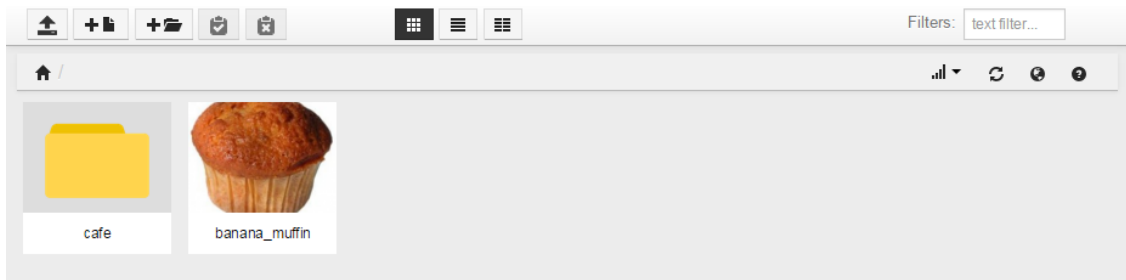
To move a file or folder in the Portal:


1. Press  Customers.
2. Press **Debtors > Administration > Image Manager**.



The Image Manager is displayed.

## Managing documents and images



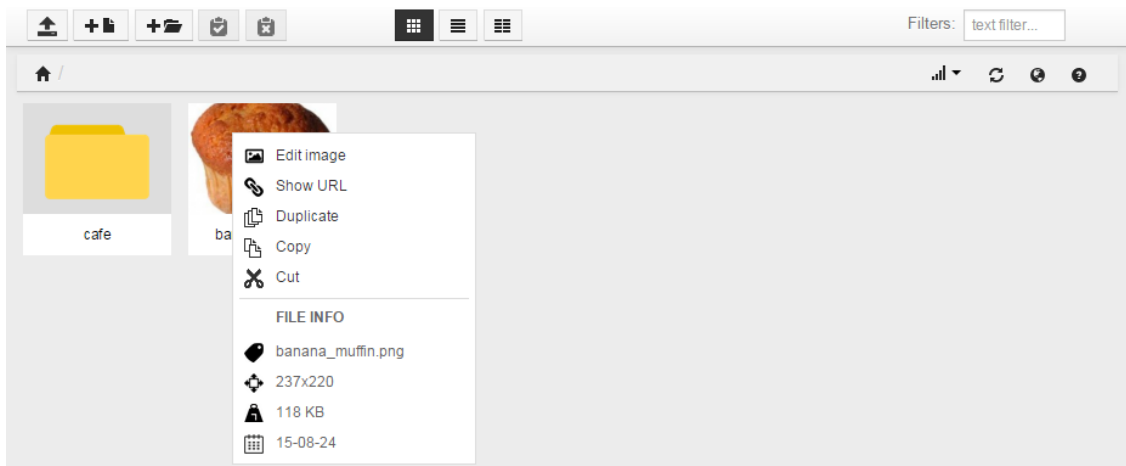
**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.


3. Navigate to the folder that contains the file or folder you want to move.

See *Navigating the Image Manager* on page 61.

4. Right-click on the file or folder you want to move.

A popup menu is displayed.



5. Press **Cut**.
6. Navigate to the folder you want to move the file or folder to.
7. Press .

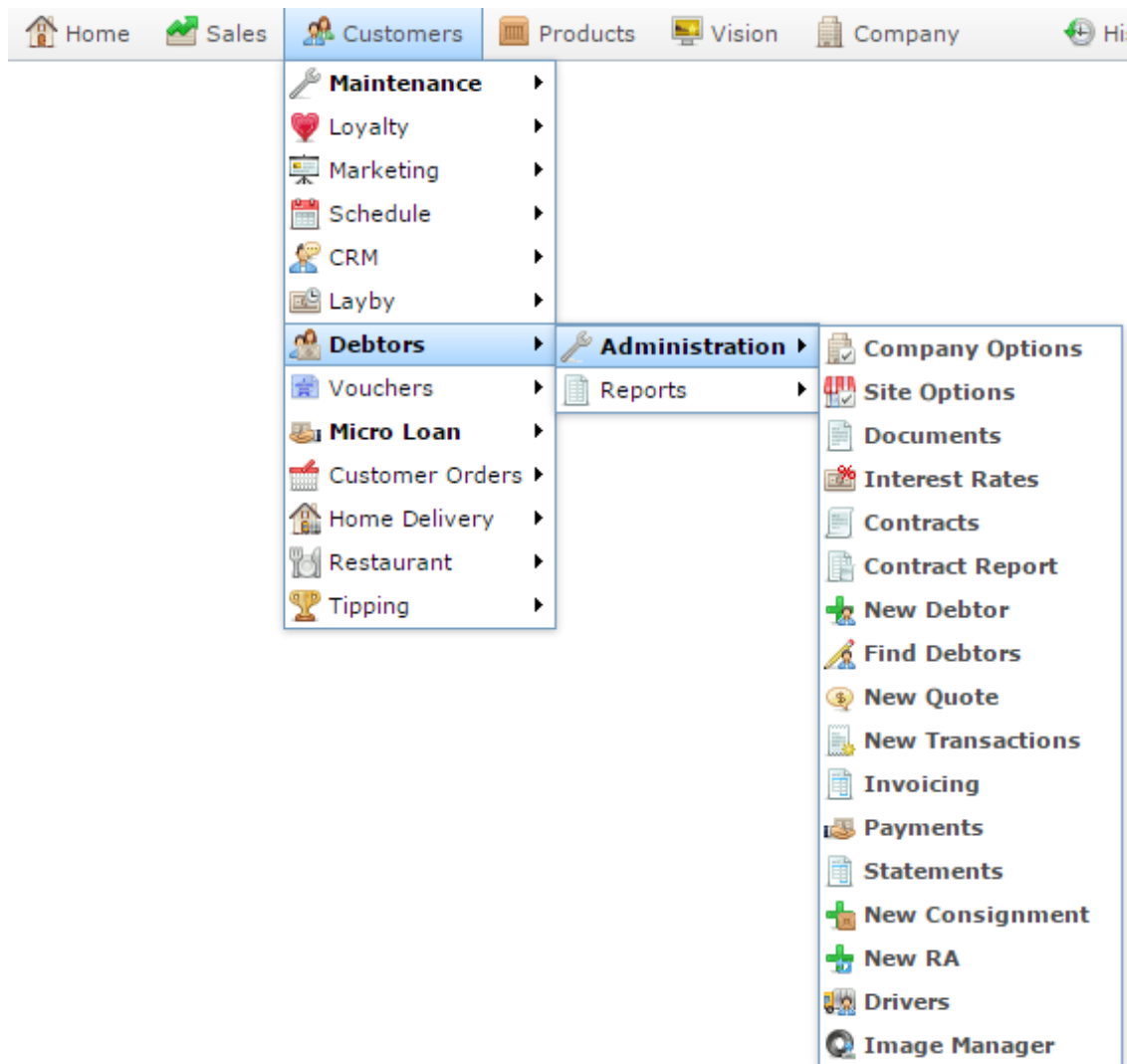
The file or folder is moved into the current folder.

## Renaming an image in the Portal

Rename an image in the Portal to change the file name used to store the image.

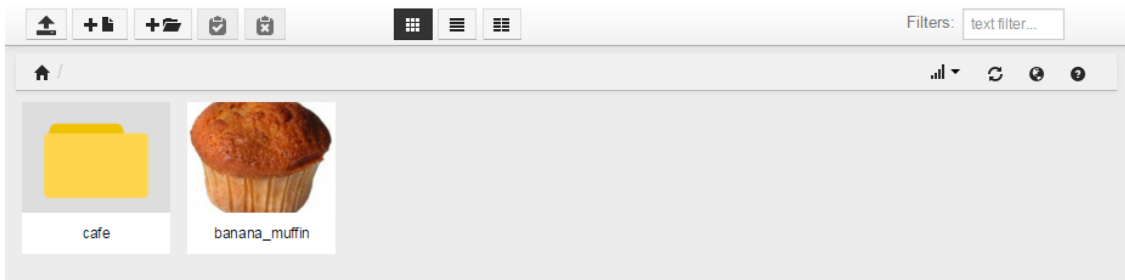
To rename an image in the Portal:


1. Press  Customers.
2. Press **Debtors > Administration > Image Manager**.



The Image Manager is displayed.

## Managing documents and images



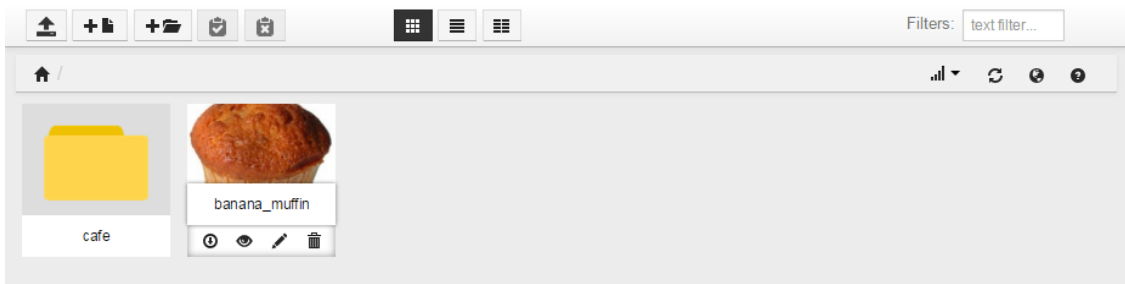
**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.

3. Navigate to the folder that contains the file you want to rename.

See *Navigating the Image Manager* on page 61.

4. Hover the mouse over the file you want to rename.

A popup menu is displayed.



5. Press .

A popup screen is displayed asking for the new file name.

6. Type the new name.

7. Press .

The file is renamed.

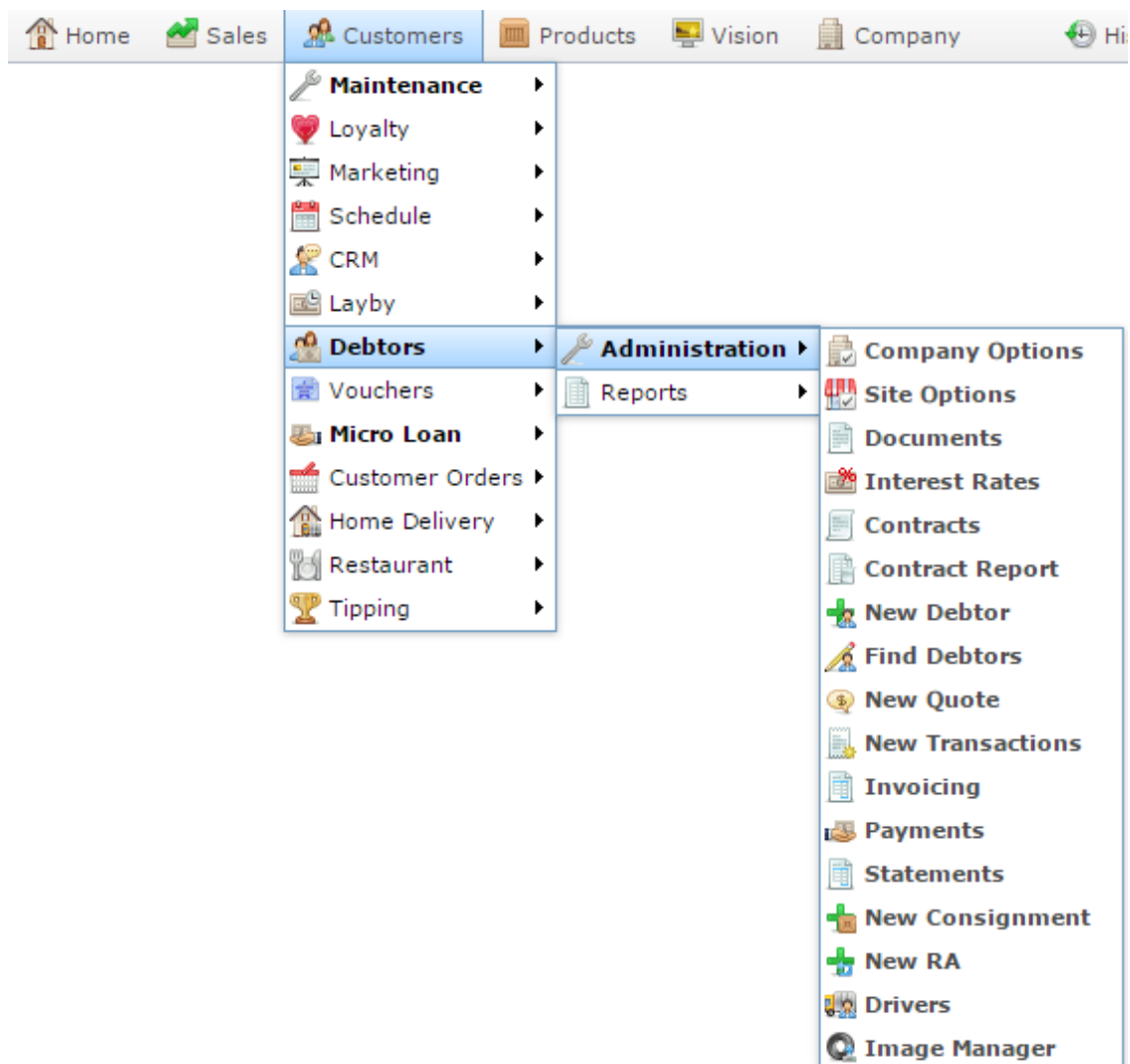


## Editing an image in the Portal

Edit an image in the Portal to change the brightness, hue, saturation, size, add text or stickers, or other image effects.

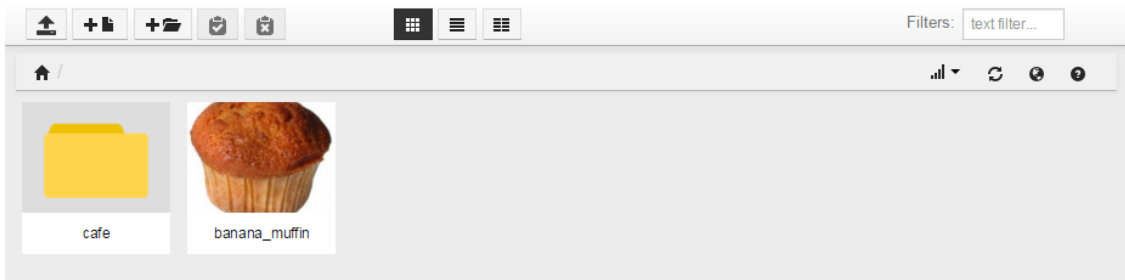
To edit an image in the Portal:


1. Press  **Customers**.
2. Press **Debtors > Administration > Image Manager**.



The Image Manager is displayed.

## Managing documents and images



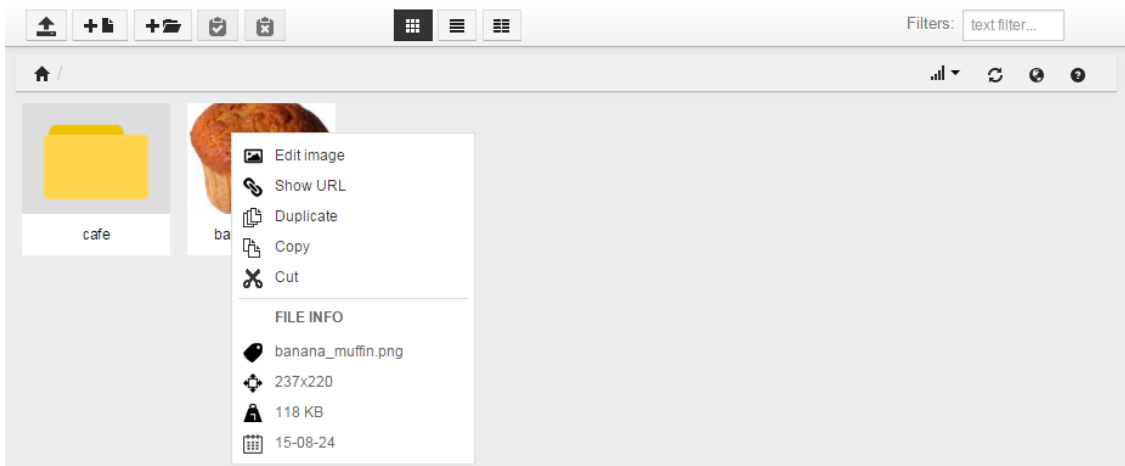
**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.

3. Navigate to the folder that contains the file you want to edit.

See *Navigating the Image Manager* on page 61.

4. Right-click on the file you want to edit.

A popup menu is displayed.

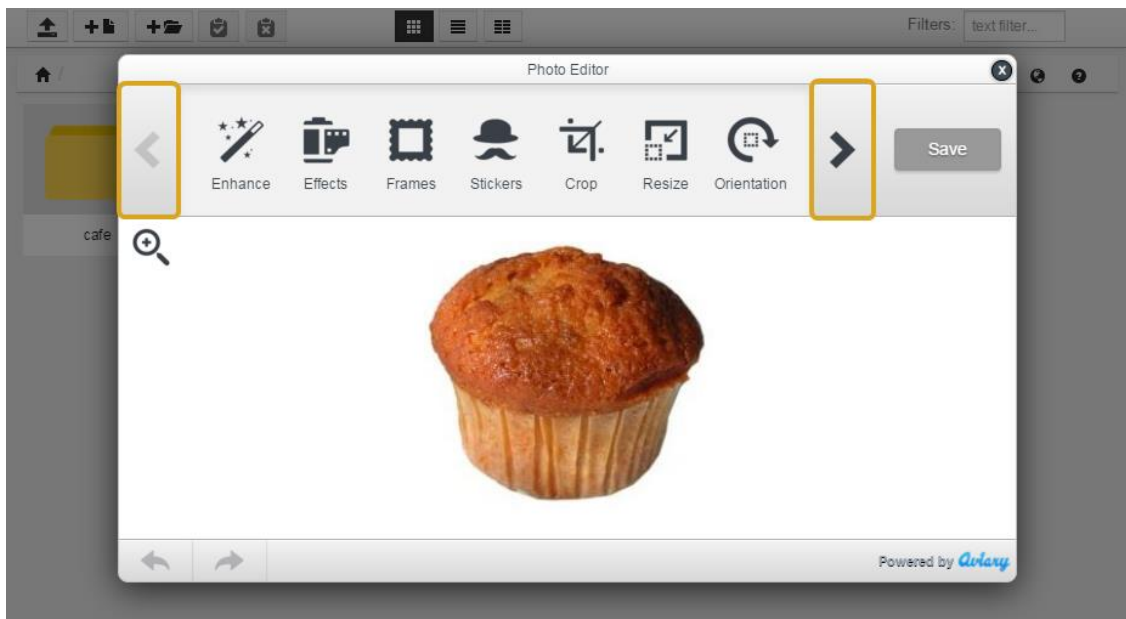


5. Press **Edit image**.

The Photo Editor screen is displayed.



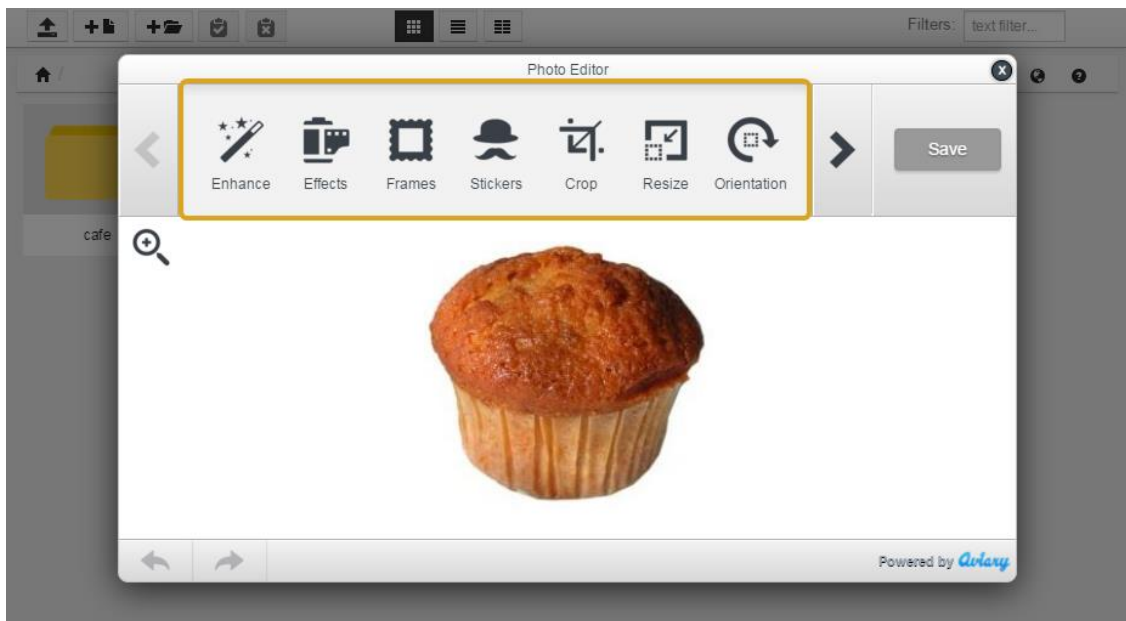
6. Use the arrow buttons to navigate through the edit options.



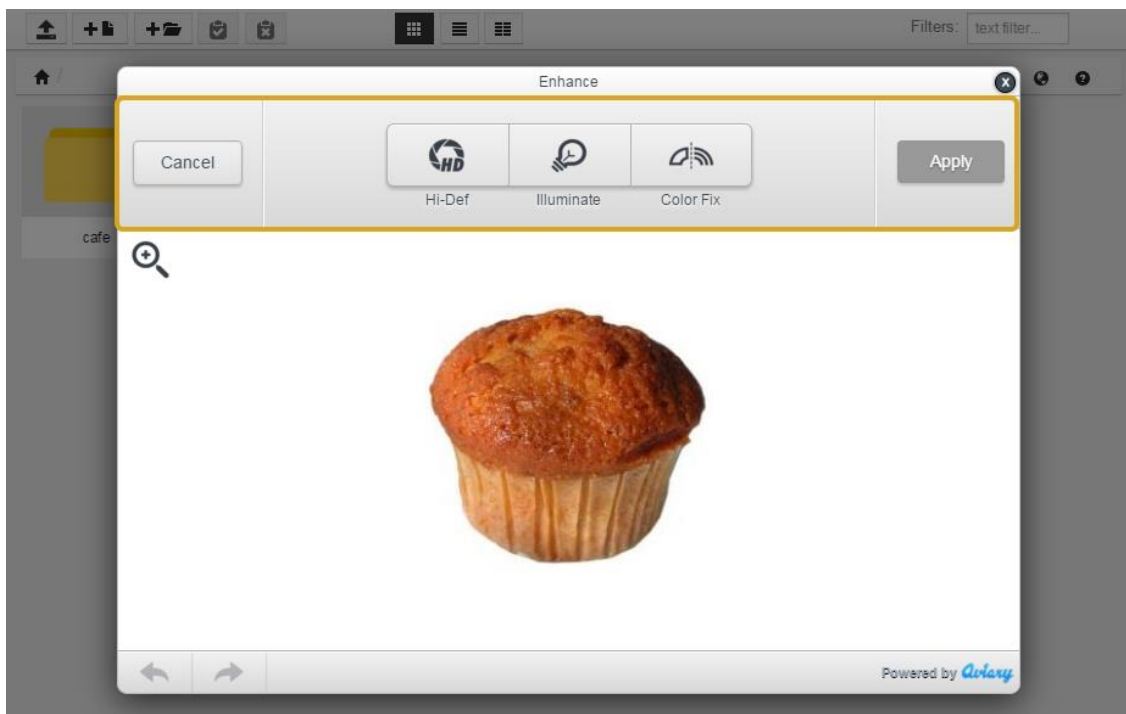
See *Image Manager* on page 89.

7. Press an edit option to apply the option to the image.

## Managing documents and images



Each edit option provides controls at the top of the screen.



8. When you have finished editing the image, press



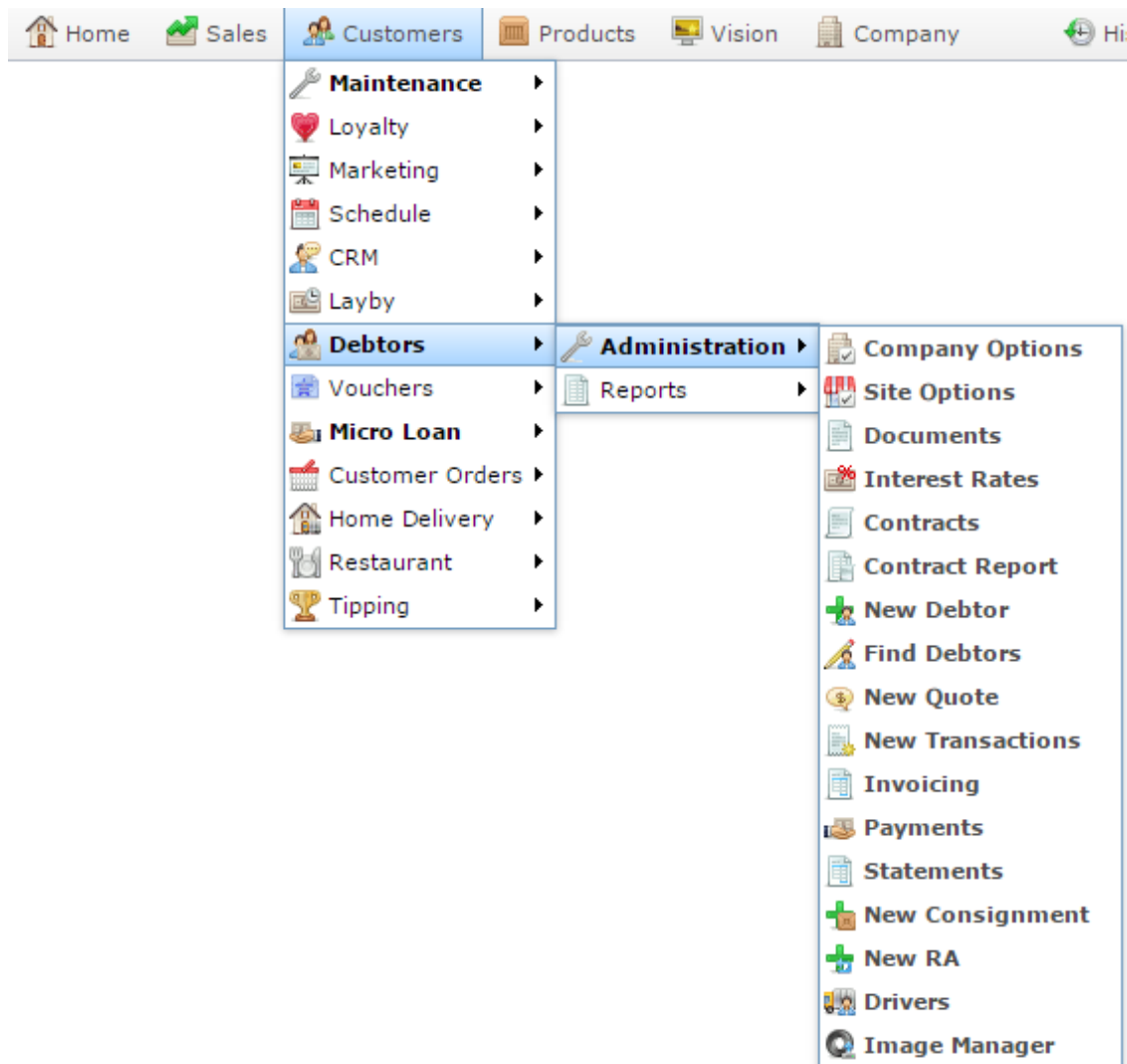
The image is saved.

## Previewing an image in the Portal

Preview an image in the Portal to see what the full image looks like at normal size.

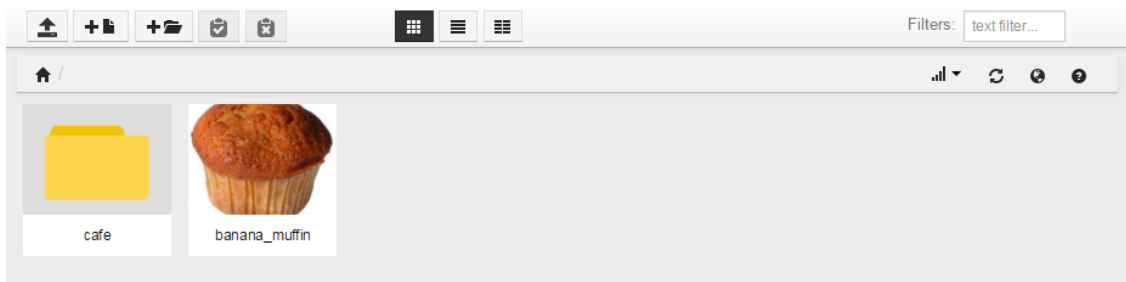
To preview an image in the Portal:


1. Press  Customers.
2. Press **Debtors > Administration > Image Manager**.



The Image Manager is displayed.

## Managing documents and images



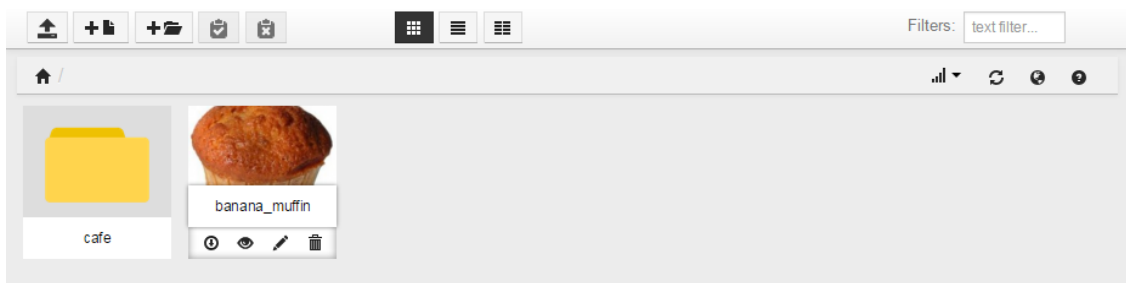
**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.

3. Navigate to the folder that contains the file you want to preview.

See *Navigating the Image Manager* on page 61.

4. Hover the mouse over the file you want to preview.

A popup menu is displayed.



5. Press .

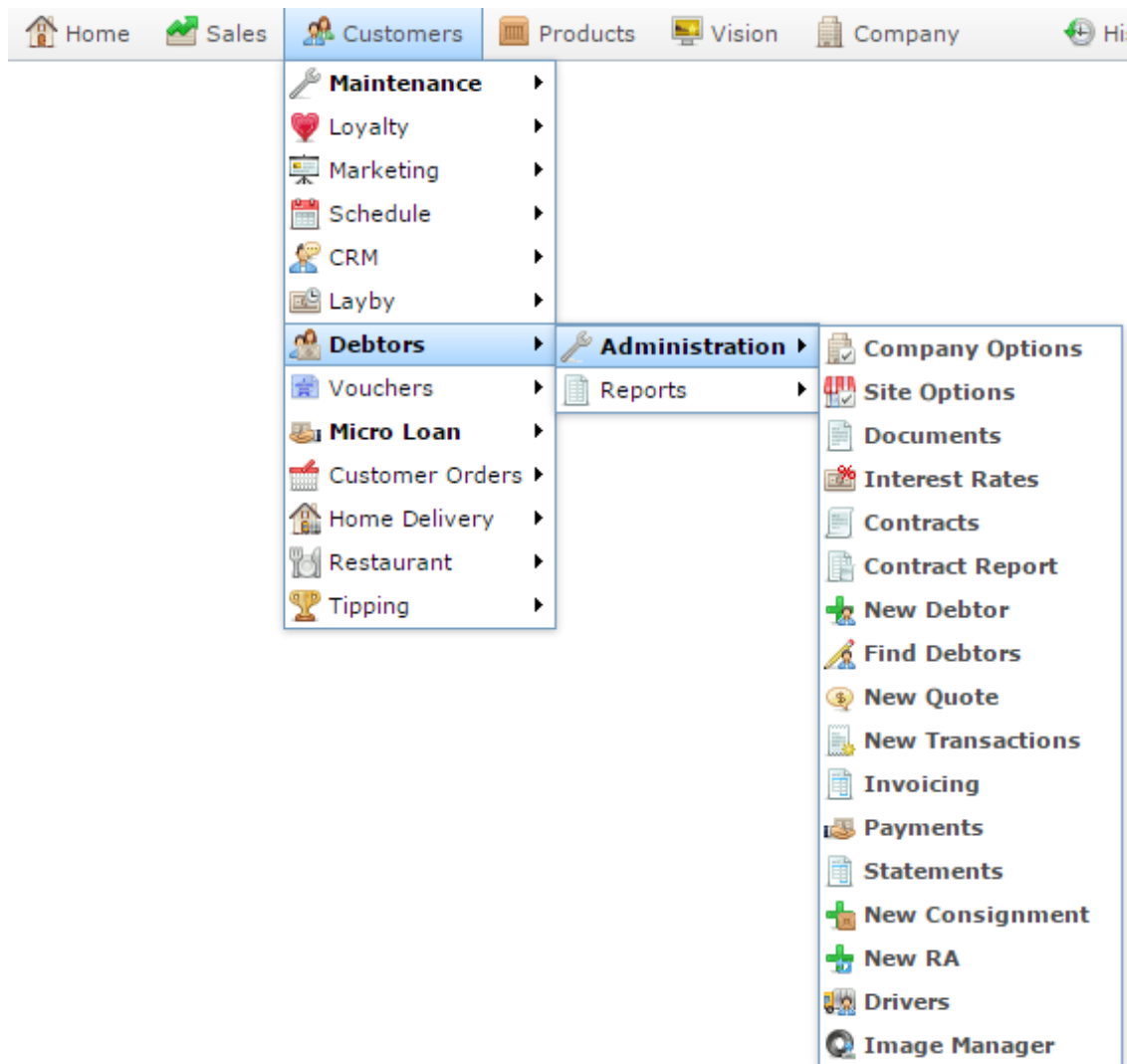
The file is displayed.

## Downloading an image from the Portal

Download an image from the Portal if you want a local copy on your computer.

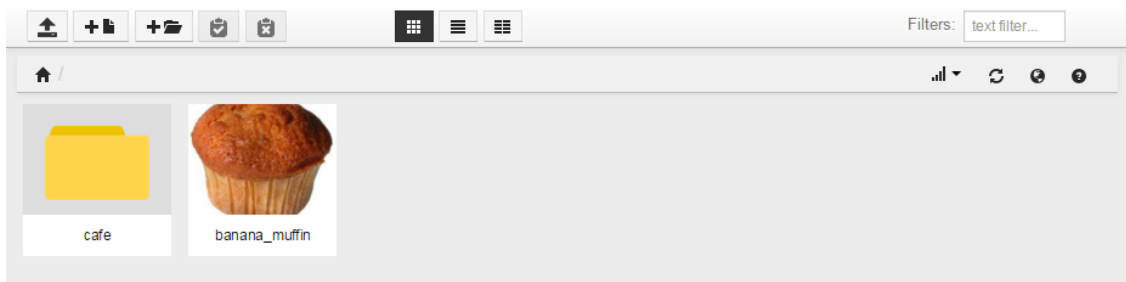
To download an image from the Portal:


1. Press  Customers.
2. Press **Debtors > Administration > Image Manager**.



The Image Manager is displayed.

## Managing documents and images



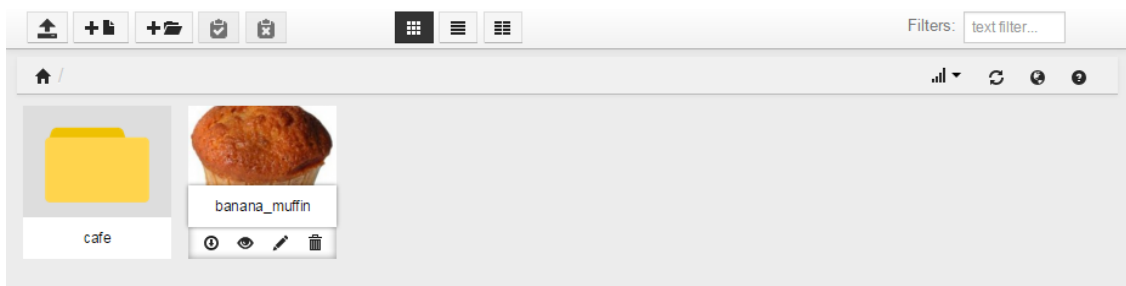
**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.

3. Navigate to the folder that contains the file you want to download.

See *Navigating the Image Manager* on page 61.

4. Hover the mouse over the file you want to download.

A popup menu is displayed.



5. Press .

The file is downloaded.

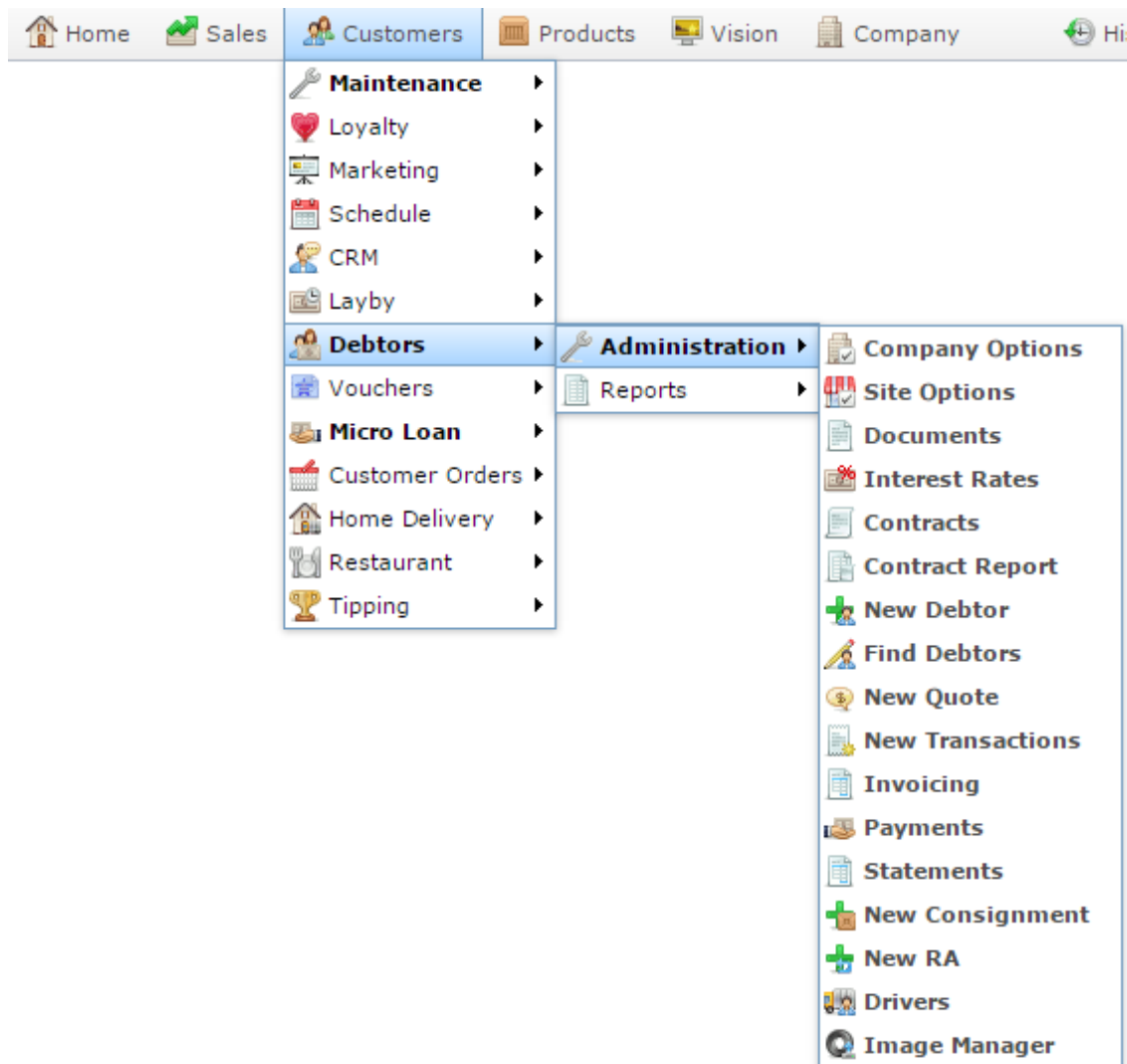


## Retrieving the URL of an image in the Portal

Retrieve the URL of an image if you want to be able to link to it from another source.

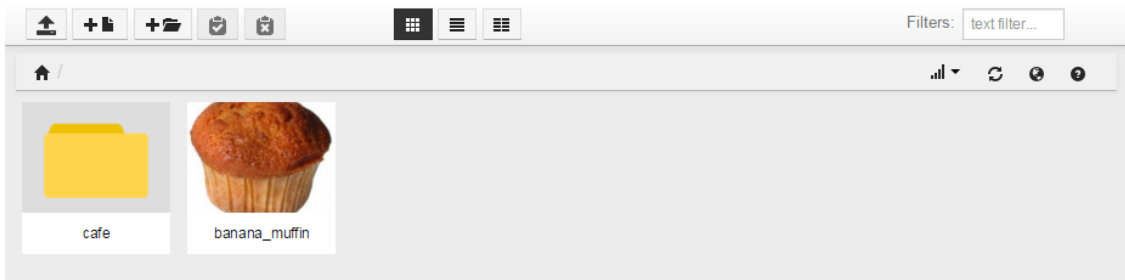
To retrieve the URL of an image in the Portal:


1. Press  Customers.
2. Press **Debtors > Administration > Image Manager**.



The Image Manager is displayed.

## Managing documents and images



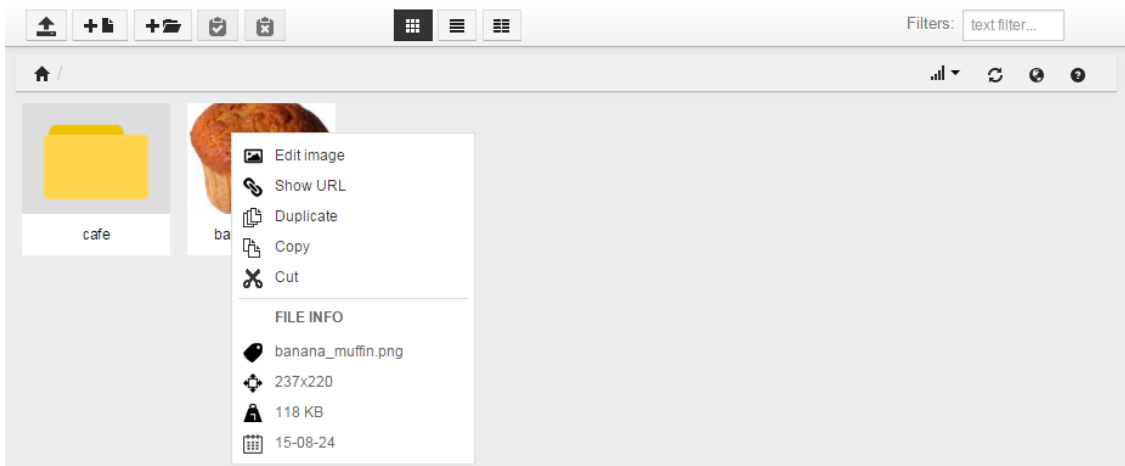
**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.

3. Navigate to the folder that contains the file you want the URL of.

See *Navigating the Image Manager* on page 61.

4. Right-click on the file you want the URL of.

A popup menu is displayed.



5. Press **Show URL**.

The URL is displayed in a popup.

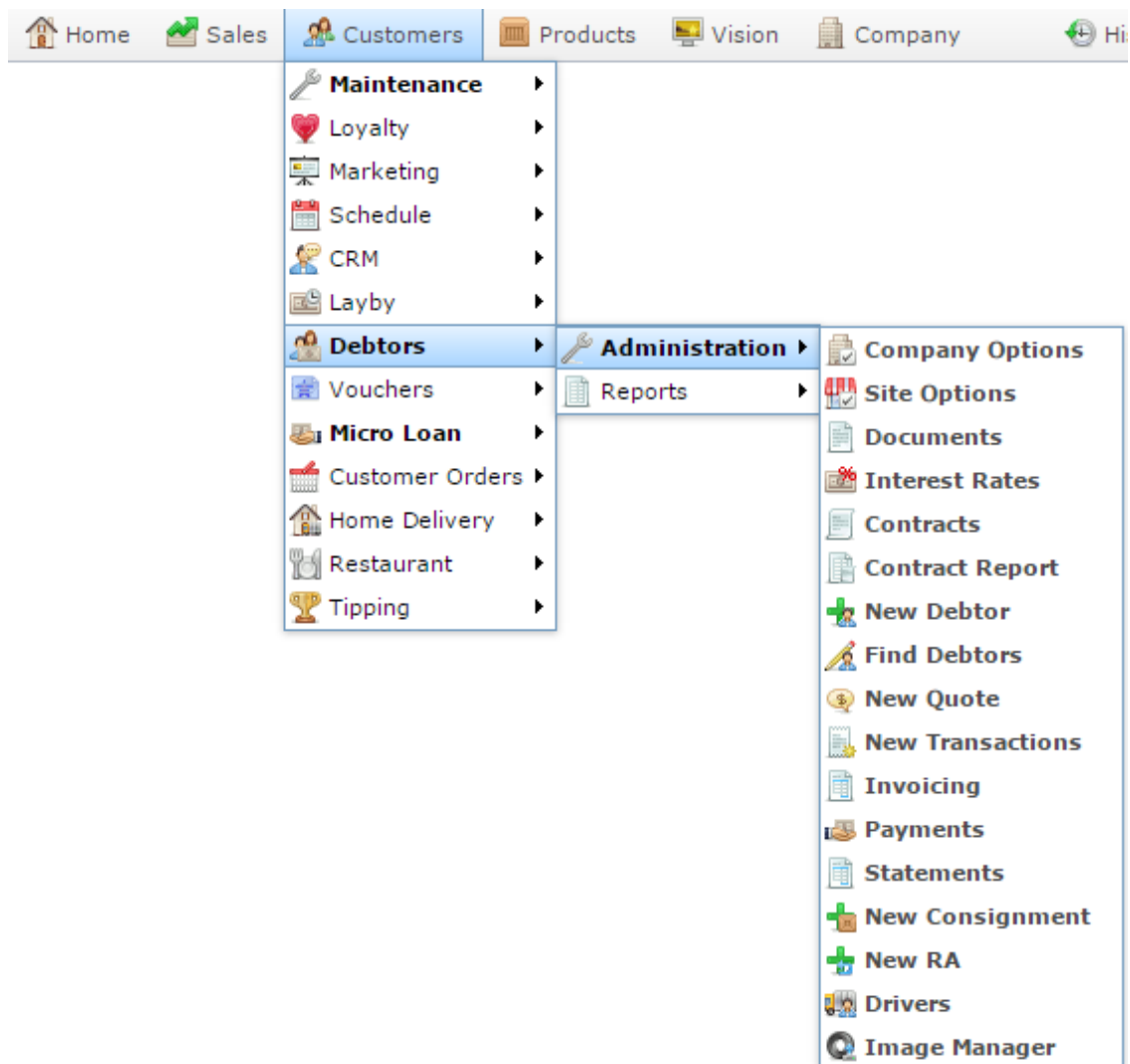
## Removing an image from the Portal

Remove an image from the Portal if you do not want the image to be stored on the Portal any more.

**Note:** If you remove the image, the Portal cannot use it for company documents or the Point of Sale.

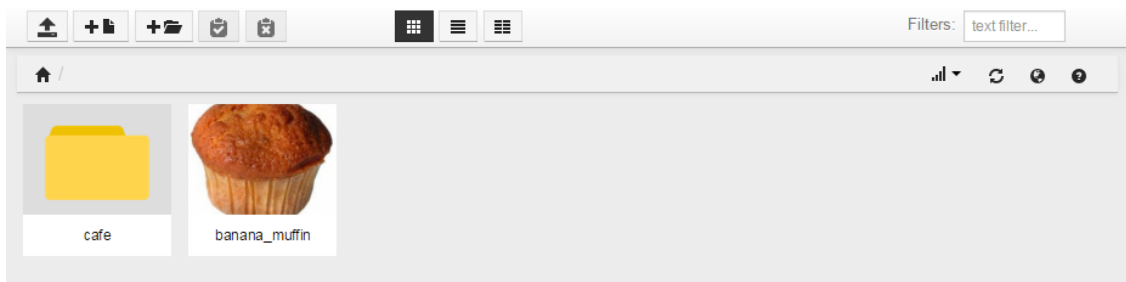
To remove an image from the Portal:


1. Press  Customers.
2. Press **Debtors > Administration > Image Manager.**



The Image Manager is displayed.

## Managing documents and images



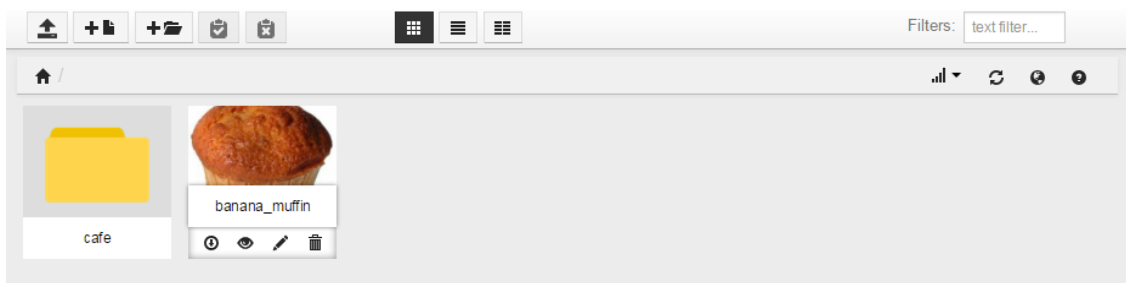
**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.

3. Navigate to the folder that contains the file you want to remove.

See *Navigating the Image Manager* on page 61.

4. Hover the mouse over the file you want to remove.

A popup menu is displayed.



5. Press .

The file is removed.

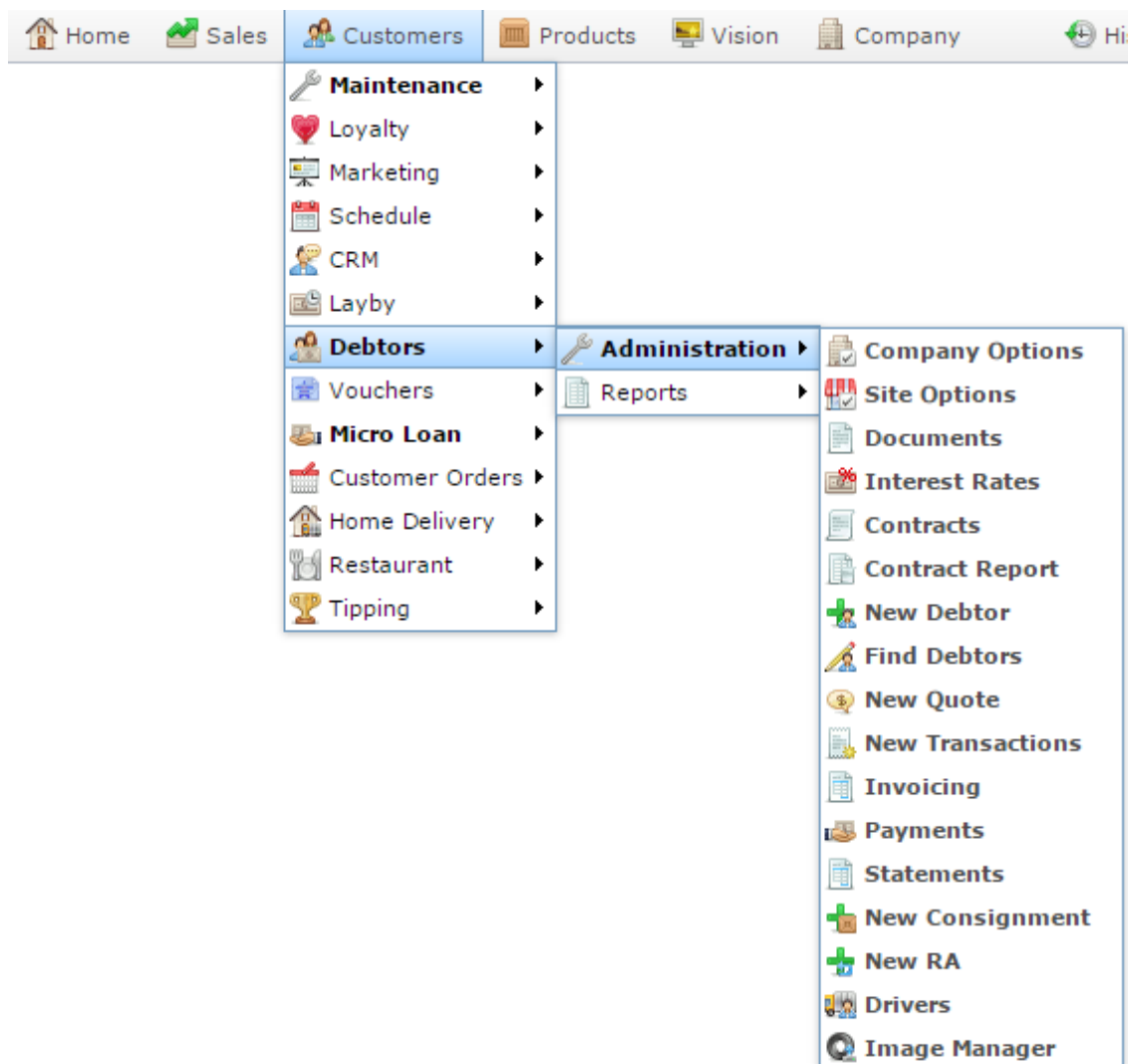
## Image Manager

Use the Image Manager to upload, edit and maintain images used by the Portal and Point of Sale.

### Opening the Image Manager

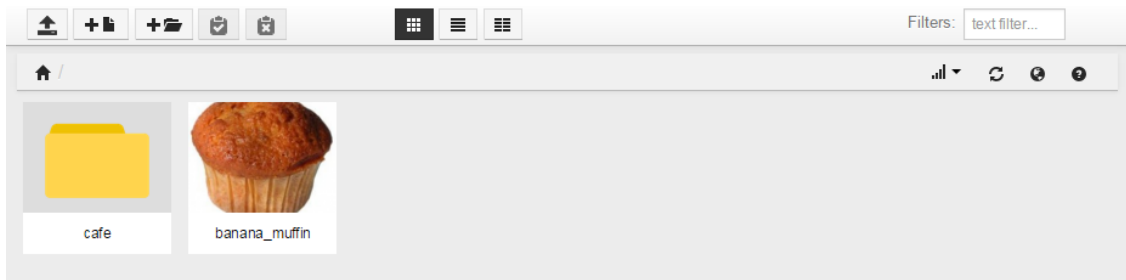
To open the Image Manager:


1. Press  Customers.
2. Press **Debtors > Administration > Image Manager**.



The Image Manager is displayed.

## Managing documents and images














**Note:** The Image Manager may display a different folder depending on which Portal menu you opened it from. You can always press  to navigate to the home folder.






## Image Manager key fields and buttons

### Main screen

Use this area to upload, move and view images.

Field	Description
	Press to upload files to the Portal. See <i>Uploading an image to the Portal</i> on page 66.
	This button is not currently in use. <b>Note:</b> You cannot use the Image Manager to create files. Any files you try to create using this feature are not saved.
	Press to create a new folder in the current location. See <i>Creating a new image folder in the Portal</i> on page 64.
	Press to paste the copied or cut file into the current location. See <i>Copying a file or folder in the Portal</i> on page 69. Also see <i>Moving files or folders in the Portal</i> on page 73.

Field	Description
	Press to clear the clipboard of copied files.
	Press to view the files and folders of the current location in a grid. See <i>Navigating the Image Manager</i> on page 61.
	Press to view the files and folders of the current location as a list. See <i>Navigating the Image Manager</i> on page 61.
	Press to view the files and folders of the current location as a two-column list. See <i>Navigating the Image Manager</i> on page 61.
<b>Filters</b>	Type a term to only display files and folders that match that term. See <i>Navigating the Image Manager</i> on page 61.
<p><b>Note:</b> The entire file name is searched for the term. For example, <b>APP</b> matches both pine<b>apple</b> and <b>apple</b>.</p>	
 / cafe	Displays the path of the current location. See <i>Navigating the Image Manager</i> on page 61.
<p><b>Tip:</b> Navigate to a parent directory by pressing the name of the directory, or navigate to the home directory by pressing .</p>	
	Press to sort the folders and folders according to their filename, date of upload, size or file type. See <i>Navigating the Image Manager</i> on page 61.

Field	Description
	Press to refresh the current location, if you have made changes that are not displayed.
	Press to select another language for the Image Manager to use.
	Press to view the details of the Image Manager software.
	Press to open the folder. See <i>Navigating the Image Manager</i> on page 61.
	Press to return to the parent folder. See <i>Navigating the Image Manager</i> on page 61.







## Photo editor screen



Use this area to change the hue, saturation or contrast of the image, or add text or other alterations.

Field	Description
<b>Enhance</b>	Press to apply preset enhancements to the image, such as automatic colour correction.
<b>Effects</b>	Press to apply colourisation effects to the image, such as sepia tone.
<b>Frames</b>	Press to apply a frame to the image.
<b>Stickers</b>	Press to apply a cartoon-like sticker to the image.
<b>Crop</b>	Press to crop the edges of the image.

<b>Field</b>	<b>Description</b>
<b>Resize</b>	Press to change the image's size.
<b>Orientation</b>	Press to change the image's rotation.
<b>Focus</b>	Press to add a focus effect to the image, so that some of the image appears out of focus.
<b>Brightness</b>	Press to change the brightness of the image.
<b>Contrast</b>	Press to change the contrast of the image.
<b>Saturation</b>	Press to change the intensity of the colours of the image.
<b>Warmth</b>	Press to change the white balance of the image.
<b>Sharpness</b>	Press to change the sharpness and blur of the image.
<b>Splash</b>	Press to spot-highlight colour in the image.
<b>Draw</b>	Press to draw freehand on the image.
<b>Text</b>	Press to add text to the image.
<b>Redeye</b>	Press to remove redeye from the image.
<b>Whiten</b>	Press to spot-whiten the image.

Field	Description
<b>Blemish</b>	Press to smooth blemishes in the image.
	Press to navigate through the image edit options.
	Press to save all changes to the image.
	Press to cancel the current selection of changes.
<p><b>Note:</b> This does not cancel all edits made to the image.</p>	
	Apply the selected changes to the image.


## Documents report

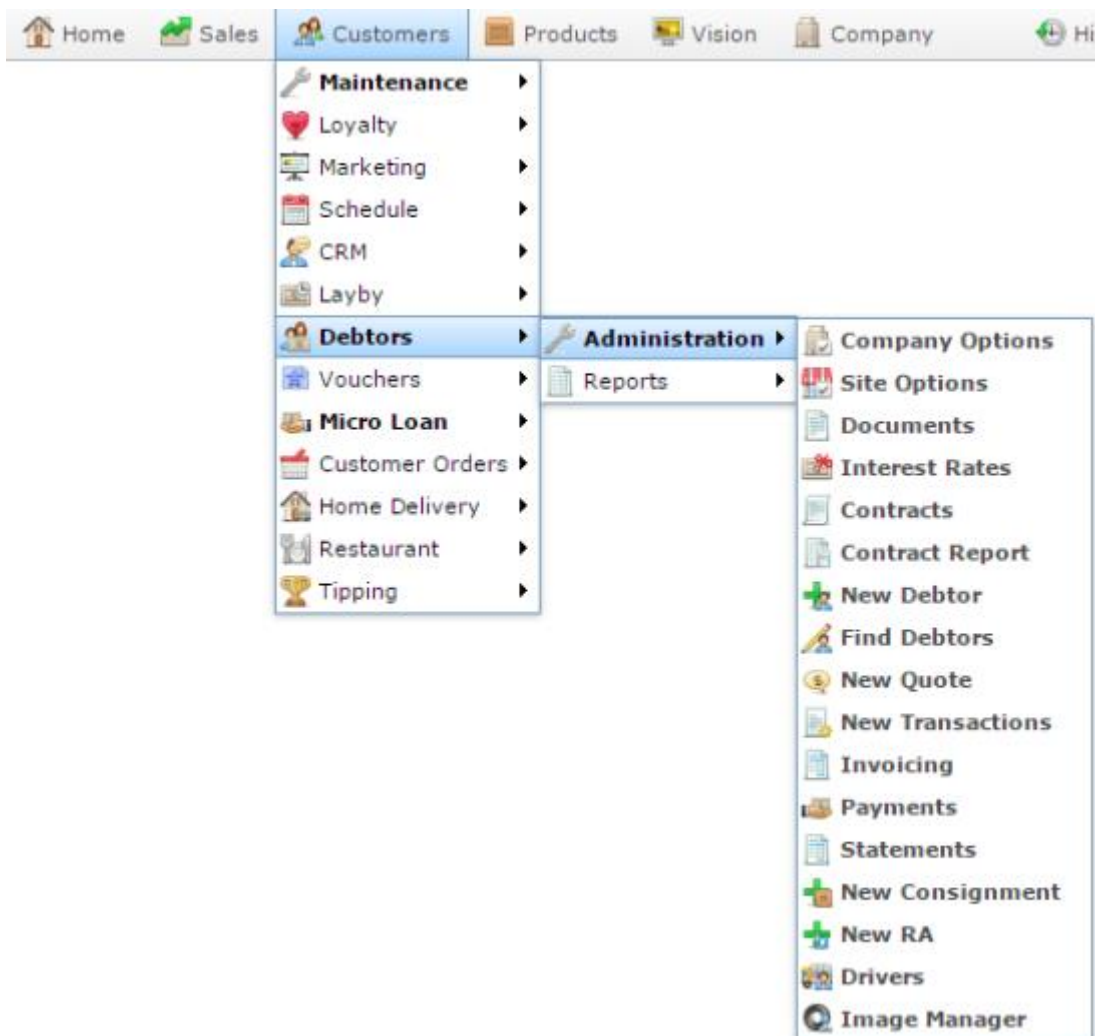
Use the Documents report to view documents that have been uploaded to the Portal, such as company instructions for staff.

**Note:** Contact AMC Convergent IT to public documents to your Portal.

### Opening the Documents report

To open the Documents report:

1. Press  Customers .
2. Press **Debtors > Administration > Documents**.



The Document report is displayed.

## Available Documents

Name	Version	Release Date	Size	Comments
------	---------	--------------	------	----------

Managing documents and images

Add to Favourites

## Documents report key fields

### Filters area

Use this area to filter the results shown in the report.

---

Field	Description
<a href="#">Add to Favourites</a>	Press to add this report to your Portal favourites for easier access.

---

### Report area

---

Field	Description
<b>Name</b>	Name of the document.
<b>Version</b>	Revision version of the document.
<b>Release Date</b>	Date the document was released.
<b>Size</b>	File size of the document.
<b>Comments</b>	Any comment on the document.

---

## Managing debtors

You can create and maintain account details for each debtor and customer who deals with your company.

### Also see:

- *Debtor Maintenance screen* on page 122.
- *Debtor Name and Address report* on page 135.
- *Customer PDI report* on page 140.
- *Email report* on page 145.

### What you can do:

1. *Finding a debtor* on page 103.
2. *Creating a debtor* on page 100.
3. *Editing a debtor's credit limit* on page 108.
4. *Editing a debtor's price level* on page 111.
5. *Enabling Point of Sale transactions on a debtor account* on page 114.
6. *Blocking or suspending a debtor* on page 118.
7. *Deleting a debtor* on page 121.

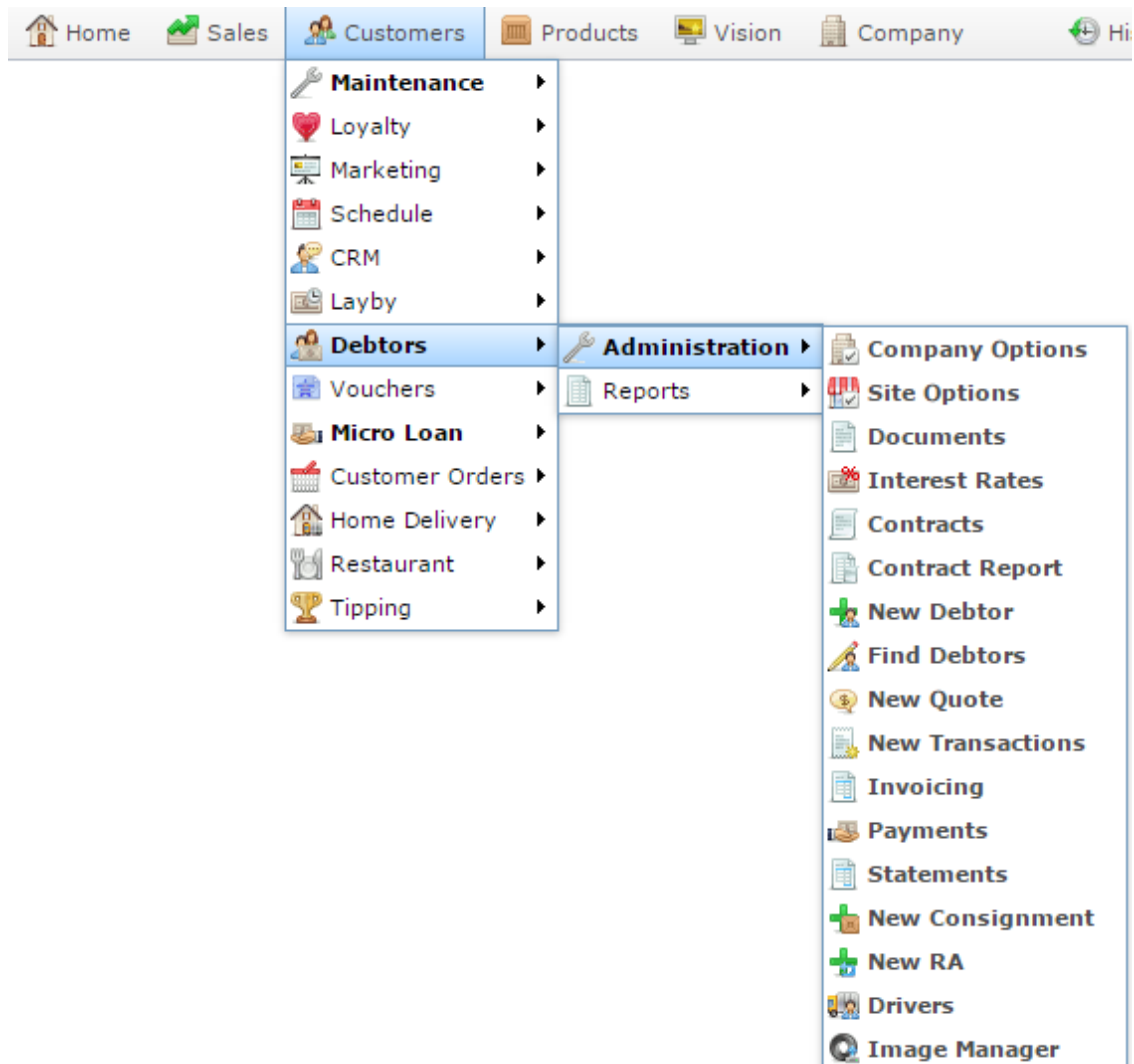
## Creating a debtor

Create a debtor when you want to record a person or company who you sell goods, services or supplies to. You must create a debtor before you can create customer orders or consignments for them.

**Note:** Once you have created a debtor, you can then view their totals and enable the portal data interchange if they also use the AMC Convergent IT Portal. See *Setting up debtors for PDI*.

To create a debtor:

1. Press  **Customers** in the main menu bar.
2. Press **Debtors > Administration > New Debtor**.



The Debtor Maintenance Debtor Details tab is displayed.



**Debtor File Maintenance**

Debtor Details | Debtor Settings | Bank Details

Code: NEW

Name:

Contact:

Tax No:

Wet Tax ID:

Customer Id:

Billing Address:

Shipping Address:

Phone:

Alt Phone:

Mobile:

Fax:

Post Code:

Post Code:

Email:

Comments:

3. Type the name of the company or entity in the **Name** field.
4. Type the name of the person you most frequently deal with at the company in the **Contact** field.
5. Type the debtor's tax file number in the **Tax No** field.
6. Add the company's billing and shipping address, telephone number, fax number and email address in the fields.

See *Debtor Maintenance screen* on page 122.

7. If you want to be able to email invoices to the debtor, add their email address in the **Email** field.
8. Add a comment about the person or company if required.
9. Press the Debtor Settings tab.

The Debtor Settings tab is displayed.

10. Select the number of days the debtor must complete their payment in from the **Terms** drop-down field.
11. Type the minimum amount the debtor must owe for you to issue a statement in the **Minimum Statement Amount** field.
12. Type the maximum amount the debtor allows you to owe at once in the **Credit Limit** field.
13. Type any special discounts the debtor receives for early payments in the **Discount %** field.
14. Type any special interest charged to this debtor in the **Interest Premium %** and **Late Payment Premium %** fields.
15. Select the tax levels applicable to the debtor.
16. Select or complete the fields as required.

See *Debtor Maintenance* screen on page 122

17. Press  Save.

The debtor is allocated a unique debtor number and saved to the Portal.

## Finding a debtor

Find a debtor when you want to:

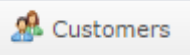
- View or edit the debtor's details.
- Create a quote, contract or invoice for the debtor.
- Fill a customer order for that debtor.
- Perform another task that requires specifying the debtor.

You can either:

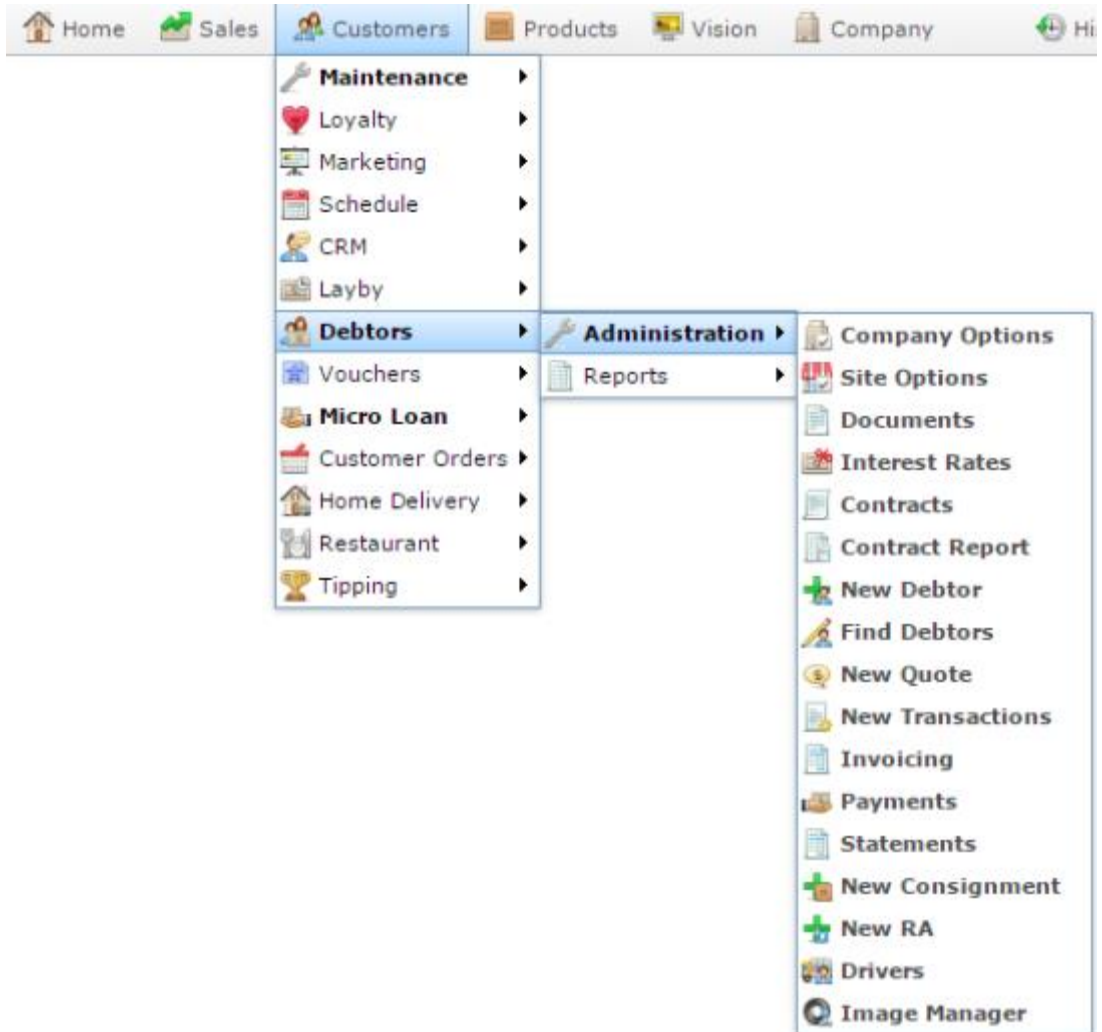
- List all debtors starting with a chosen letter.
- Search for a debtor by typing information in the search fields.

## Opening the Find Debtor screen

To open the Find Debtor screen:

1. Press  in the main menu bar.
2. Press **Debtors > Administration > Find Debtors**.

## Managing debtors



The Find Debtor screen is displayed.

The 'Find Debtor' screen displays a search interface with the following elements:

- A search bar with a dropdown menu showing 'Custom' and a list of letters from A to Z.
- The instruction: "Please choose a field to search on"
- Five search fields with labels: Name, Debtor Number, Customer Id, Email, and Mobile.
- A 'Search' button at the bottom.

## Listing all debtors by letter:

To list debtors that start with a specific letter alphabetically:

1. Press the corresponding letter of the alphabet at the top of the search screen.

The debtors that start with that letter are listed alphabetically.

## Searching for debtors

You can search for a debtor based on their:

- Name.
- Debtor number.
- Customer number.
- Email address.
- Mobile phone number.

The Portal searches for matches:

- Anywhere within the words of the field.  
For example, **APP** matches both **apple**, and **pineapple**. If a field contains multiple words, it matches any word in the field.
- From the start of the debtor or customer number.  
For example, a search for a debtor number of **3** returns all debtor numbers starting with 3, not all debtor numbers that contain 3.
- Using the first search field that contains data.  
For example, if you type **APP** in the **Name** field and **3** in the **Debtor Number** field, the Portal ignores the **Debtor Number** field and searches for matches to the debtor name.

To search for debtors:

1. If the custom search fields are not displayed, press the Custom tab.



The screenshot shows a web interface titled "Find Debtor". At the top, there is a navigation bar with tabs for "Custom", "A", "B", "C", "D", "E", "F", "G", "H", "I", "J", "K", "L", "M", "N", "O", "P", "Q", "R", "S", "T", "U", "V", "W", "X", "Y", "Z". The "Custom" tab is highlighted. Below the navigation bar, the text "Please choose a field to search on" is displayed. Underneath, there are five input fields labeled "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form.

2. Type the term you want to search on in the search fields.

The screenshot shows a web application window titled "Find Debtor". At the top, there is a "Custom" dropdown menu followed by a horizontal list of letters from A to Z. Below this, the text "Please choose a field to search on" is centered. A yellow rectangular box highlights a search form containing five input fields: "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". Each field has a corresponding text label to its left. Below the search form is a "Search" button.

**Note:** Because the Portal uses the first field with data that it finds, you should only search for debtors using one search field at a time.

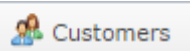
3. Press **Search**.

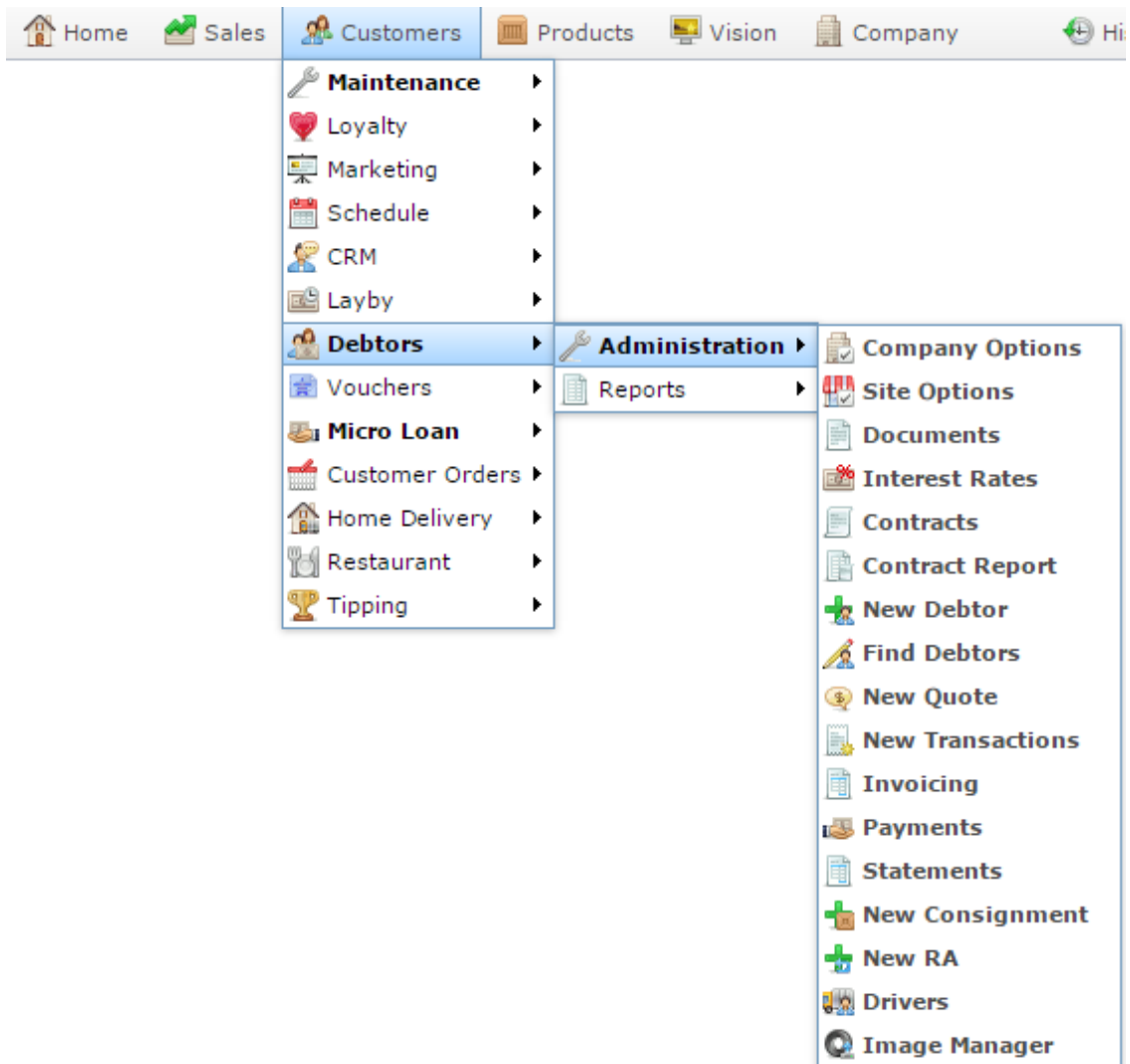
The search results are displayed.

## Editing a debtor's credit limit

Edit a debtor's credit limit if you want to increase or decrease the amount you allow them to owe you at any one time.

To edit a debtor's credit limit:

1. Press  in the main menu bar.
2. Press **Debtors > Administration > Find Debtors**.



The Find Debtor screen is displayed.



**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

3. Search for the debtor you want.

See *Finding a debtor* on page 103.

The Debtor Maintenance screen is displayed.

**Debtor File Maintenance**

Debtor Details | Debtor Settings | Bank Details | PDI Setup | Totals

Code: 5000

Name:  Phone:

Contact:  Alt Phone:

Tax No:  Mobile:

Wet Tax ID:  Fax:

Customer Id:

Billing Address:  Shipping Address:

Post Code:  Post Code:

Email:

Comments:

4. Press the Debtor Settings tab.

The Debtor Settings tab is displayed.

## Managing debtors

**Debtor File Maintenance**

Debtor Details | **Debtor Settings** | Bank Details | PDI Setup | Totals

Last Statement: 30/12/1899

Terms: 7 Days

Minimum Statement Amount: \$0.00

Account Status: Normal

Source Location: Chadstone

Referral Type: Internet

Credit Limit: \$500.00

Discount %: 0

Interest Premium %: 20

Late Payment Premium %: 20

Minimum Payment %: 200

GST Inclusive

GST Level: 0% (Rate 0)

Enable Wet Tax  Wholesale

Wet Tax Level: 0% (Rate 0)

Statement Type: Print


Statement Option: Balance Full Detail

Price Level: Level 2

Scale Price Level: Level 2

Sales At POS

Itemised POS Transaction

 Save

5. Type the new limit into the **Credit Limit** field.


6. Press  Save.

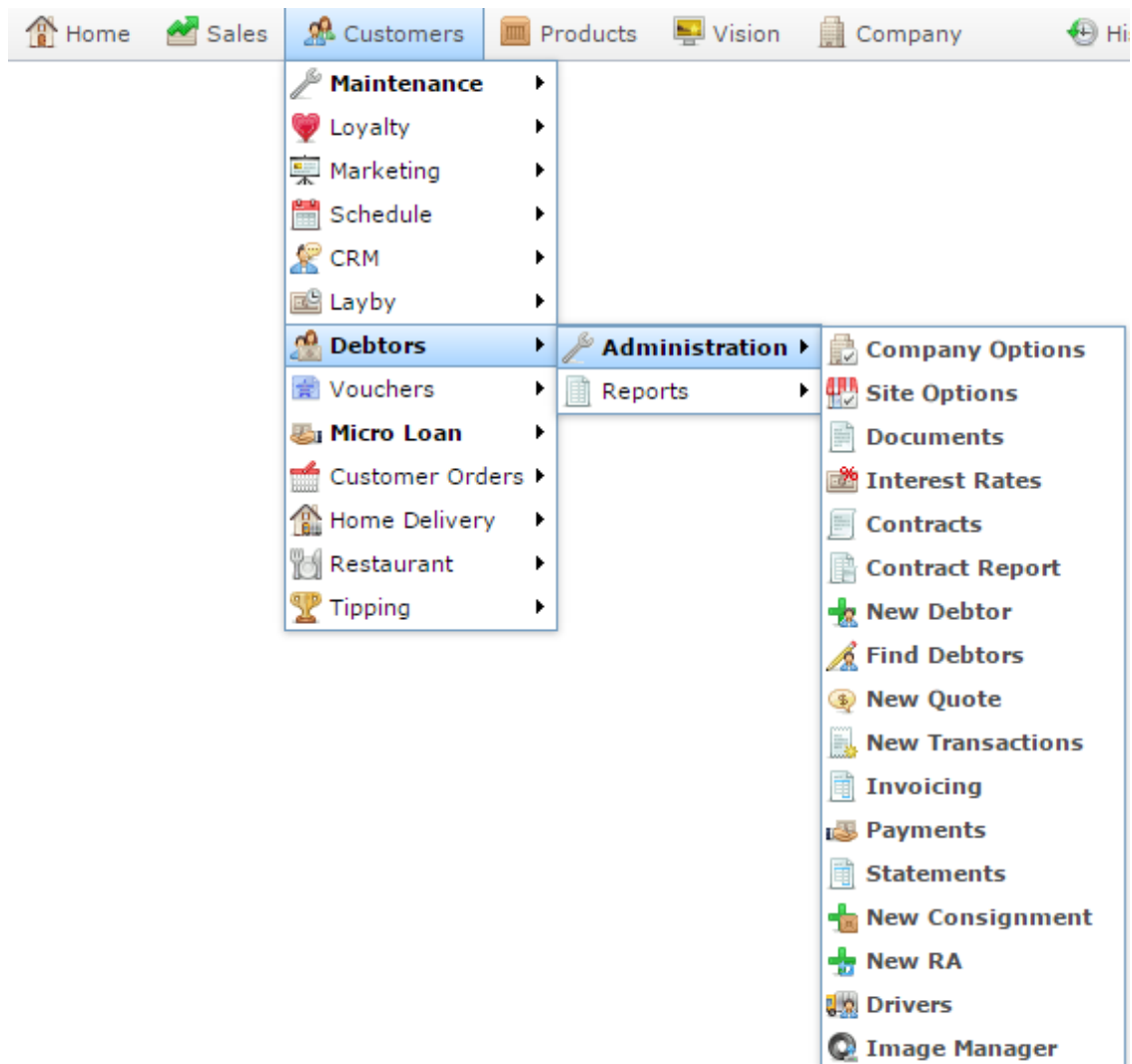
The debtor account is saved.

## Editing a debtor's price level

Edit a debtor's price level if you want to change which price level they typically use for your items. For example, you may allow some debtors to use wholesale pricing instead of retail.

To edit a debtor's price level:

1. Press  **Customers** in the main menu bar.
2. Press **Debtors > Administration > Find Debtors**.



The Find Debtor screen is displayed.

## Managing debtors

The screenshot shows a web interface titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is displayed. There are five input fields labeled "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form.

3. Search for the debtor you want.

See *Finding a debtor* on page 103.

The Debtor Maintenance screen is displayed.

The screenshot shows the "Debtor File Maintenance" screen. It has a tabbed interface with "Debtor Details" selected. The form contains the following fields:

- Code: 5000
- Name: Appleseeds
- Contact: John Smith
- Tax No: 123456789
- Wet Tax ID: (empty)
- Customer Id: 4321
- Billing Address: 1 Appleseed Way, Orchard Grove, Victoria, Post Code: 3,4
- Shipping Address: 1 Appleseed Way, Orchard Grove, Victoria, Post Code: 34
- Phone: 98765432
- Alt Phone: 98864322
- Mobile: (empty)
- Fax: (empty)
- Email: info@appleseeda.com
- Comments: (empty)

At the bottom, there are buttons for "Save", "New Debtor", "Quotes", "Orders", "New Invoice", "New Transaction", "Payment", and "Transactions".

4. Press the Debtor Settings tab.

The Debtor Settings tab is displayed.

**Debtor File Maintenance**

Debtor Details | **Debtor Settings** | Bank Details | PDI Setup | Totals

Last Statement: 30/12/1899

Terms: 7 Days

Minimum Statement Amount: \$0.00

Account Status: Normal

Source Location: Chadstone

Referral Type: Internet

Credit Limit: \$500.00

Discount %: 0

Interest Premium %: 20

Late Payment Premium %: 20

Minimum Payment %: 200

GST Inclusive

GST Level: 0% (Rate 0)

Enable Wet Tax  Wholesale

Wet Tax Level: 0% (Rate 0)

Statement Type: Print


Statement Option: Balance Full Detail

Price Level: Level 2

Scale Price Level: Level 2

Sales At POS

Itemised POS Transaction

 Save | New Debtor | Quotes | New Invoice | New Transaction

5. Select the new price level in the **Price Level** drop-down field.

6. Press  Save .


The debtor account is saved.

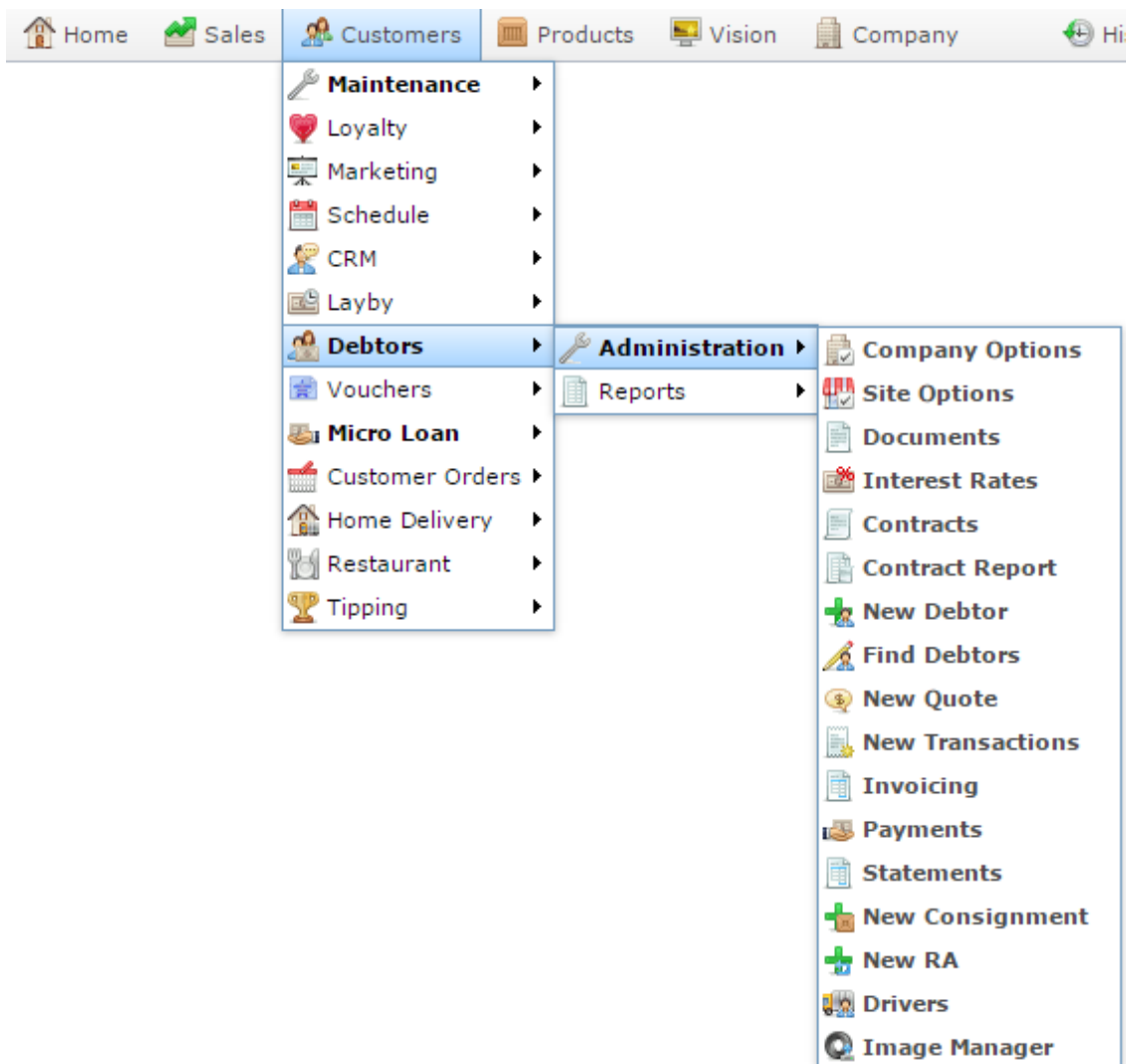
## Enabling Point of Sale transactions on a debtor account

Enable Point of Sale transactions on a debtor account if you want to allow the debtor to make purchases at a site's Point of Sale and:

- Use the price level associated with their debtor account.
- Pay for their purchase using their debtor account.

To enable Point of Sale transactions on a debtor account:

1. Press  **Customers** in the main menu bar.
2. Press **Debtors > Administration > Find Debtors**.



The Find Debtor screen is displayed.

**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

**Please choose a field to search on**

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

3. Search for the debtor you want.

See *Finding a debtor* on page 103.

The Debtor Maintenance screen is displayed.

**Debtor File Maintenance**

Debtor Details | Debtor Settings | Bank Details | PDI Setup | Totals

Code: 5000

Name:  Phone:

Contact:  Alt Phone:

Tax No:  Mobile:

Wet Tax ID:  Fax:

Customer Id:

Billing Address:  Shipping Address:

Post Code:  Post Code:

Email:

Comments:

4. Press the Debtor Settings tab.

The Debtor Settings tab is displayed.

## Managing debtors

**Debtor File Maintenance**

Debtor Details | **Debtor Settings** | Bank Details | PDI Setup | Totals

Last Statement: 30/12/1899

Terms: 7 Days

Minimum Statement Amount: \$0.00

Account Status: Normal

Source Location: Chadstone

Referral Type: Internet

Credit Limit: \$500.00

Discount %: 0

Interest Premium %: 20

Late Payment Premium %: 20

Minimum Payment %: 200

GST Inclusive

GST Level: 0% (Rate 0)

Enable Wet Tax  Wholesale

Wet Tax Level: 0% (Rate 0)

Statement Type: Print


Statement Option: Balance Full Detail

Price Level: Level 2

Scale Price Level: Level 2

Sales At POS

Itemised POS Transaction

 Save | New Debtor | Quotes | New Invoice | New Transaction

5. Select the **Sales at POS** field.



**Debtor File Maintenance**

Debtor Details | **Debtor Settings** | Bank Details | PDI Setup | Totals

Last Statement: 30/12/1899

Terms: 7 Days

Minimum Statement Amount: \$0.00

Account Status: Normal

Source Location: Chadstone

Referral Type: Internet

Credit Limit: \$500.00

Discount %: 0

Interest Premium %: 20

Late Payment Premium %: 20

Minimum Payment %: 200

GST Inclusive

GST Level: 0% (Rate 0)

Enable Wet Tax  Wholesale

Wet Tax Level: 0% (Rate 0)

Statement Type: Print


Statement Option: Balance Full Detail

Price Level: Level 2

Scale Price Level: Level 2

Sales At POS

Itemised POS Transaction

 Save

6. Press  Save.

The debtor account is saved.

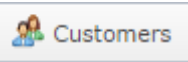
## Blocking or suspending a debtor

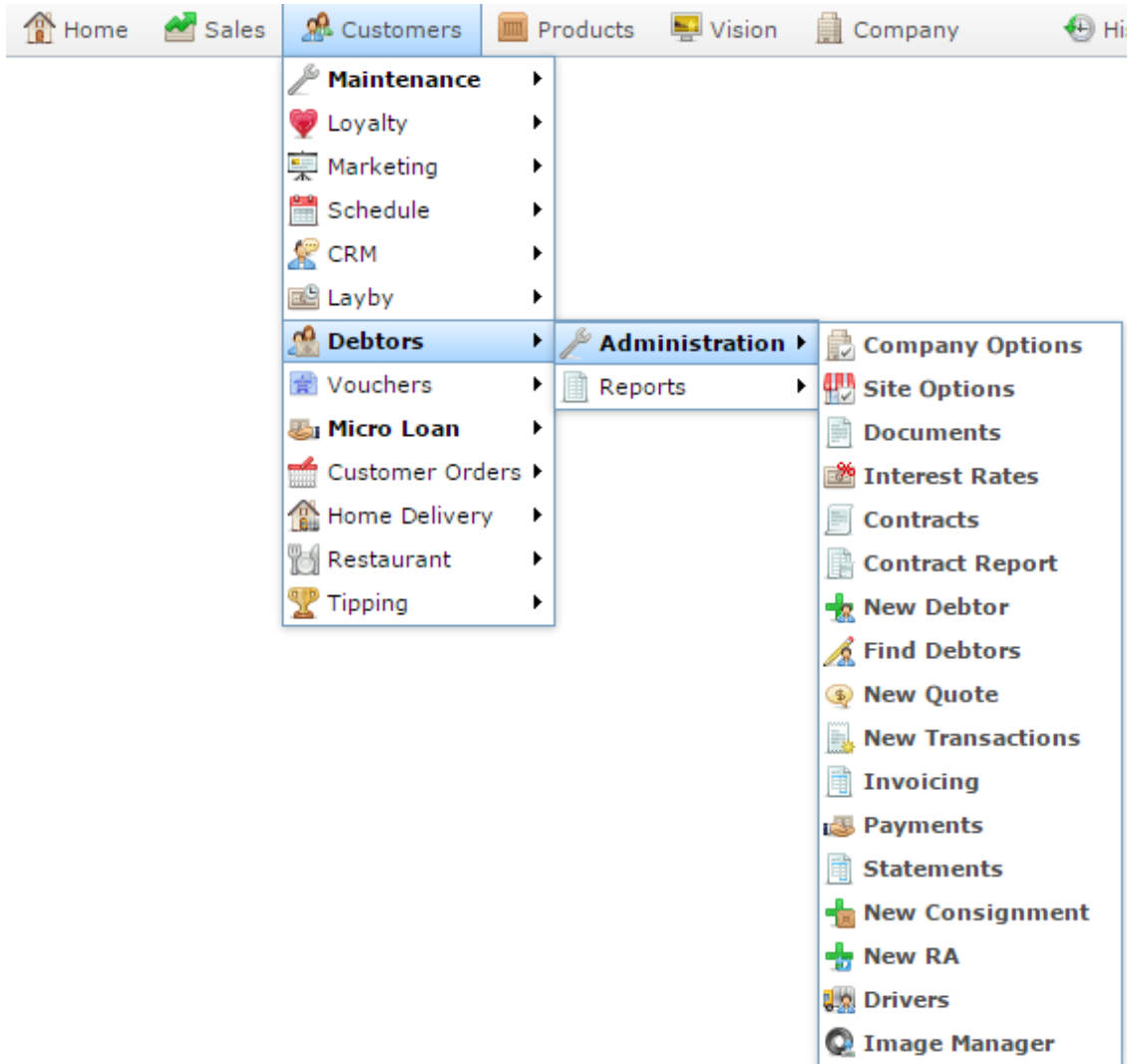
If you do not want a debtor account to be used, you can block or suspend the account. Blocking an account prevents it being used for quotes, invoices and transactions.

- Suspend a debtor if you only want to prevent the account being used temporarily. For example, if a debtor has repeatedly missed payments, and you do not want to process any more customer orders until the debtor has paid their account.
- Block a debtor if you want to prevent the account being used permanently. For example, if a debtor has acted in bad faith, and you no longer want to use the account.

**Note:** You can always un-block or un-suspend a debtor account later. The Portal offers both blocked and suspended statuses so you can clearly indicate if an account is intended to be blocked temporarily or permanently.

To block or suspend a debtor's account:

1. Press  in the main menu bar.
2. Press **Debtors > Administration > Find Debtors**.



The Find Debtor screen is displayed.

3. Search for the debtor you want.

See *Finding a debtor* on page 103.

The Debtor Maintenance screen is displayed.

## Managing debtors

The screenshot shows the 'Debtor File Maintenance' window with the 'Debtors Details' tab selected. The form contains the following fields and values:

Code:	5000	Phone:	98765432
Name:	Appleseeds	Alt Phone:	98864322
Contact:	John Smith	Mobile:	
Tax No:	123456789	Fax:	
Wet Tax ID:			
Customer Id:	4321		
Billing Address:	1 Appleseed Way Orchard Grove Victoria Post Code: 3,4	Shipping Address:	1 Appleseed Way Orchard Grove Victoria Post Code: 3,4
Email:	info@appleseed.com		
Comments:			

At the bottom of the form are several buttons: Save, New Debtor, Quotes, Orders, New Invoice, New Transaction, Payment, and Transactions.

4. Press the Debtor Settings tab.

The Debtor Settings tab is displayed.

The screenshot shows the 'Debtor File Maintenance' window with the 'Debtor Settings' tab selected. The form contains the following fields and values:

Last Statement:	30/12/1899
Terms:	7 Days
Minimum Statement Amount:	\$0.00
Account Status:	Normal
Source Location:	Chadstone
Referral Type:	Internet
Credit Limit:	\$500.00
Discount %:	0
Interest Premium %:	20
Late Payment Premium %:	20
Minimum Payment %:	200
	<input checked="" type="checkbox"/> GST Inclusive
GST Level:	0% (Rate 0)
<input type="checkbox"/> Enable Wet Tax	<input type="checkbox"/> Wholesale
Wet Tax Level:	0% (Rate 0)
Statement Type:	Print
Statement Option:	Balance Full Detail
Price Level:	Level 2
Scale Price Level:	Level 2
	<input checked="" type="checkbox"/> Sales At POS
	<input checked="" type="checkbox"/> Itemised POS Transaction

At the bottom of the form are several buttons: Save, New Debtor, Quotes, New Invoice, and New Transaction.

5. Select either **Suspended** or **User Blocked** from the **Account Status** drop-down field.

6. Press .

The debtor account is suspended.

## Deleting a debtor

Debtors cannot be deleted in the Portal. If you need to remove a debtor because you no longer do business with them, or you created them by mistake, it is recommended that you:


- Block the debtor account.  
See *Blocking or suspending a debtor* on page 118.
- Add a comment to the debtor file to indicate why the debtor account is blocked.  
See *Debtor Maintenance screen* on page 122.

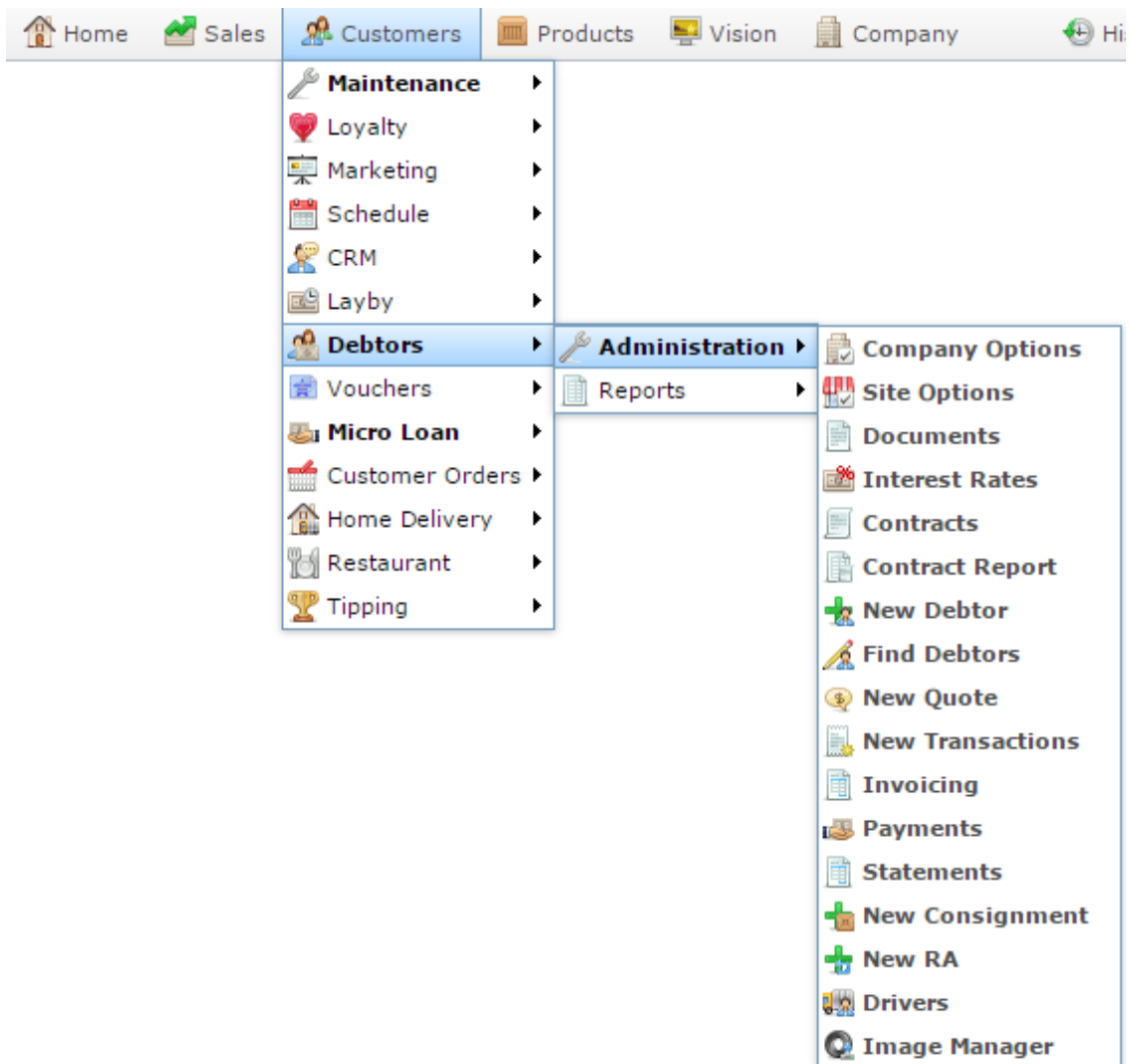
## Debtor Maintenance screen

Use the Debtor Maintenance screen to view or edit debtor details and access debtor functions such as quotes, orders and transactions.

### Opening the Debtor Maintenance screen

To open the Debtor Maintenance screen:

1. Press  **Customers** in the main menu bar.
2. Press **Debtors > Administration > Find Debtors**.



The Find Debtor screen is displayed.

**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

3. Search for the debtor you want.

See *Finding a debtor* on page 103.

The Debtor Maintenance screen is displayed.

**Debtor File Maintenance**

Debtor Details | Debtor Settings | Bank Details | PDI Setup | Totals

Code: 5000

Name:  Phone:

Contact:  Alt Phone:

Tax No:  Mobile:

Wet Tax ID:  Fax:

Customer Id:

Billing Address: Shipping Address:

Post Code:  Post Code:

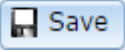
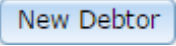
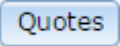
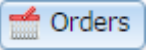
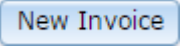
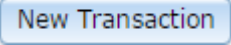
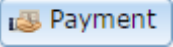
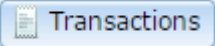
Email:

Comments:

## Debtor Maintenance screen key fields and buttons

### Common buttons

These buttons are common to all Debtor Maintenance tabs.

Field	Description
 Save	Save any changes you've made to the debtor information.
 New Debtor	Create a new debtor. See <i>Creating a debtor</i> on page 100.
 Quotes	Create a quote for this debtor.
 Orders	Create a customer order for this debtor.
 New Invoice	Create a new invoice for this debtor.
 New Transaction	Create a new transaction for this debtor.
 Payment	Record a payment from a debtor.
 Transactions	Finalise debtor transactions.



## Debtor Details tab

Use this area to maintain the address and contact details of the debtor.

The screenshot shows a web application window titled "Debtor File Maintenance". It has several tabs: "Debtor Details" (selected), "Debtor Settings", "Bank Details", "PDI Setup", and "Totals". The form contains the following fields:

- Code: 5000
- Name: Appleseeds
- Contact: John Smith
- Tax No: 123456789
- Wet Tax ID: (empty)
- Customer Id: 4321
- Phone: 98765432
- Alt Phone: 98864322
- Mobile: (empty)
- Fax: (empty)
- Billing Address: 1 Appleseed Way, Orchard Grove, Victoria, Post Code: 3,4+
- Shipping Address: 1 Appleseed Way, Orchard Grove, Victoria, Post Code: 34,+
- Email: info@appleseeda.com
- Comments: (empty)

At the bottom of the form are several buttons: Save, New Debtor, Quotes, Orders, New Invoice, New Transaction, Payment, and Transactions.

Field	Description
<b>Code</b>	Unique code identifying the debtor.
<b>Name</b>	The debtor's name.
<b>Contact</b>	Name of the person you normally contact at the debtor.
<b>Tax No.</b>	Debtor's tax file number or business number for tax purposes.
<b>Wet Tax ID</b>	Debtor's liquor license registration ID.
<b>Customer Id</b>	Code identifying the debtor as a customer.
<b>Billing Address</b>	Address of the debtor to send quotes and invoices.

<b>Field</b>	<b>Description</b>
<b>Billing Post Code</b>	Post code of the debtor's address for quotes and invoices.
<b>Email</b>	Debtor's main email address.
<b>Comment</b>	Comments added about the debtor.
<b>Phone</b>	Debtor's main phone number.
<b>Alt. Phone</b>	Debtors secondary phone number.
<b>Mobile</b>	Debtor's mobile number.
<b>Fax</b>	Debtor's fax number.
<b>Shipping Address</b>	Address of the debtor to send goods or services.
<b>Shipping Post Code</b>	Post code of the debtor's address for goods or services.

## Debtor Settings tab

Use this area to maintain the financial details of debtors and suppliers.

**Debtor File Maintenance**

Debtor Details | **Debtor Settings** | Bank Details | PDI Setup | Totals

Last Statement: 30/12/1899

Terms: 7 Days

Minimum Statement Amount: \$0.00

Account Status: Normal

Source Location: Chadstone

Referral Type: Internet

Credit Limit: \$500.00

Discount %: 0

Interest Premium %: 20

Late Payment Premium %: 20

Minimum Payment %: 200

GST Inclusive

GST Level: 0% (Rate 0)

Enable Wet Tax       Wholesale

Wet Tax Level: 0% (Rate 0)

Statement Type: Print

Statement Option: Balance Full Detail

Price Level: Level 2

Scale Price Level: Level 2

Sales At POS

Itemised POS Transaction

### Field

### Description

#### Last Statement

Date the most recent statement was issued to the debtor.

**Note:** If no statement has ever been issued, the Portal displays the year 1899. This is normal behaviour.

#### Terms

Number of days the debtor has to pay after receiving an invoice.

**Minimum Statement Amount**

Minimum amount the debtor must owe in order to receive a statement.

---

**Account Status**

Status of the account, whether the debtor is:

**Normal**      The account is in good standing and operating normally.

---

**Suspended**      The account has been temporarily suspended and may not make purchases.

---

**User Blocked**      The account has been permanently blocked, and cannot make purchases. Payments may still be made via the Portal.

---

**Source Location**

Site the debtor originally approached your company from.

---

**Referral Type**

How the debtor discovered your company.

---

**Credit Limit**

Maximum dollar amount the debtor is allowed to owe your organisation at a time.

---

**Discount %**

Discount offered for early payment of invoices.

**Note:** This is a percentage. For example, if a debtor receives a 10% discount for early payment, type **10**.

---

---

<b>Interest Premium %</b>	Interest charged on debt after the payment period has lapsed.  <b>Note:</b> This overrides any default you have configured.
<b>Lay Payment Premium %</b>	Percentage of the debt charged as a late payment fee when the payment period has lapsed.  <b>Note:</b> This overrides any default you have configured.
<b>Minimum Payment %</b>	The minimum amount that must be paid, as a percentage of the full amount owed.  For example, if the debtor must pay a minimum of 10% what they owe you, type <b>10</b> .
<b>GST Inclusive</b>	Select if you include GST in the minimum payment amount.
<b>GST Level</b>	Select the GST charged to this debtor.
<b>Enable Wet Tax</b>	Select to use the liquor tax with this debtor.
<b>Wet Tax Level</b>	Select the Wet tax level charged to this debtor.
<b>Statement Type</b>	Select whether this debtor receives printed or emailed statements.

---

**Statement Option**

Select whether this debtor receives statements as:

---

**Balance Full Detail**      The debtor's outstanding balance before the start of the statement period is displayed as a single amount, and each invoice includes item details.

---

**Balance Summary Detail**      The debtor's outstanding balance before the start of the statement period is displayed as a single amount, and each invoice is summarised.

---

**Open Item Full Detail**      A list of all items in invoices that have not been paid in full since the debtor's first purchase. Does not include an outstanding balance.

---

**Open Item Summary Detail**      Displays a list of all invoices that have not been paid in full since the debtor's first purchase. Does not include a list of items, or an outstanding balance.

---

**Price Level**

Select the price level for non-weighed items that applies to this debtor.

---

**Scale Price Level**

Select the price level for weighed items that applies to this debtor.

---

**Sales At POS**

Select if this debtor may purchase items at the Point of Sale using their debtor account.

---

**Itemised POS Transaction**

Select if this debtor's purchases at the Point of Sale should be itemised on their statements.

---

**Bank Details**

Use this area to record the debtor's bank account details for cross-referencing payments

with your accounts.

The screenshot shows a software window titled "Debtor File Maintenance" with a "Bank Details" tab selected. The form contains the following fields: "Bank Name:" (text input), "BSB No:" (text input), "Account Number:" (text input), "Account Name:" (text input), and "Account Type:" (dropdown menu with "Cheque" selected). Below the form is a toolbar with buttons: "Save", "New Debtor", "Quotes", "Orders", "New Invoice", "New Transaction", "Payment", and "Transactions".

Field	Description
<b>Bank Name</b>	Name of the bank the debtor has their account at.
<b>BSB No</b>	BSB number of the branch the debtor has their account at.
<b>Account Number</b>	Account number identifying the debtor's account.
<b>Account Name</b>	Name of the debtor's account.
<b>Account Type</b>	Type of bank account: <ul style="list-style-type: none"> <li>▪ Cheque.</li> <li>▪ Savings.</li> <li>▪ Trading.</li> <li>▪ Deposit.</li> </ul>

### PDI Setup tab

Use this area to maintain the Portal Data Interchange information for a debtor or supplier.

**Note:** Portal Data Interchange allows you to streamline stock orders from suppliers who also use the AMC Convergent IT Portal. Both the supplier and receiver of stock must have the PDI setup configured for each other, and cross-reference numbers configured for all items. Without these configurations, the data interchange cannot function.

**Debtor File Maintenance**

Debtor Details | Debtor Settings | Bank Details | **PDI Setup** | Totals

PDI URL:

Element Name	Element Tag	Element Value	Description	Enabled
Account	Account			<input checked="" type="checkbox"/>
Cartons	Cartons			<input checked="" type="checkbox"/>
Comment	Comment			<input checked="" type="checkbox"/>
Date	Date			<input checked="" type="checkbox"/>
Description	Description			<input checked="" type="checkbox"/>
Details	Details			<input checked="" type="checkbox"/>
Discount	Discount			<input checked="" type="checkbox"/>
DueDate	DueDate			<input checked="" type="checkbox"/>



**Important note:** These settings control how the Portal sends and receives data across companies. Take care when changing this information, as an incorrect configuration could prevent you using the Portal Data Interchange feature. For more information on the individual elements, see *Using the Portal Data Interchange (PDI)*.

**Field**

**Description**

**Element Name**

Name of the piece of information you're configuring.

**Element Tag**

Name used to identify the piece of information to the other company.

**Element Value**

Value to include as that information to the other company.

**Description**

Description of the use of the information.

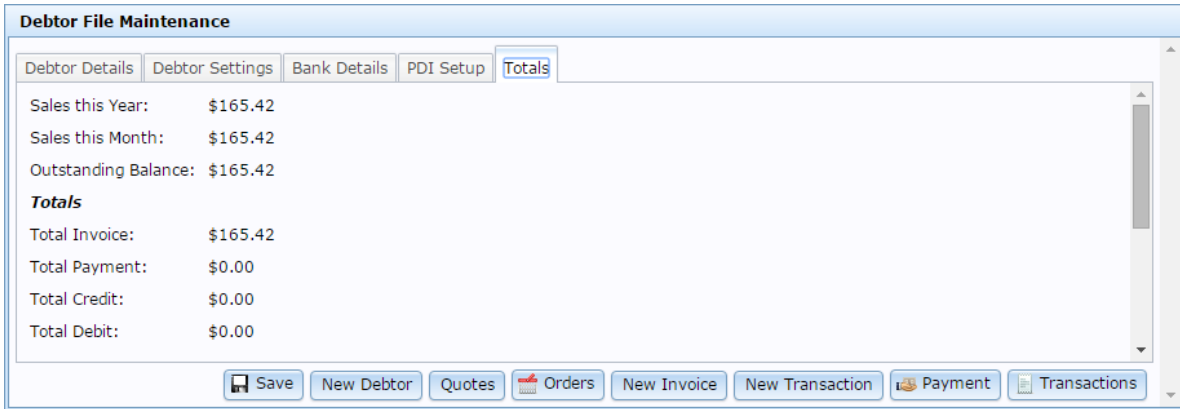
**Enabled**

Select whether to include this information in the Portal Data Interchange exchange for this debtor.

**Totals tab**



Use this area to view the total purchases and payments over the year and current period if you use the Portal to track and manage payments and finances with your debtors.



Field	Description
<b>Sales this Year</b>	Total dollar value of purchases by this debtor this year.
<b>Sales this Month</b>	Total dollar value of purchases by this debtor this month.
<b>Outstanding Balance</b>	Total dollar amount that has not been paid by the debtor.
<b>Total Invoice</b>	Total amount invoiced to the debtor over all time.
<b>Total Payment</b>	Total amount the debtor has paid.
<b>Total Credit</b>	Total amount the debtor account has been credited.

**Note:** This includes credit notes and adjustments.

**Total Debit**

Total amount the debtor account has been debited.

**Note:** This includes debit adjustments.

---

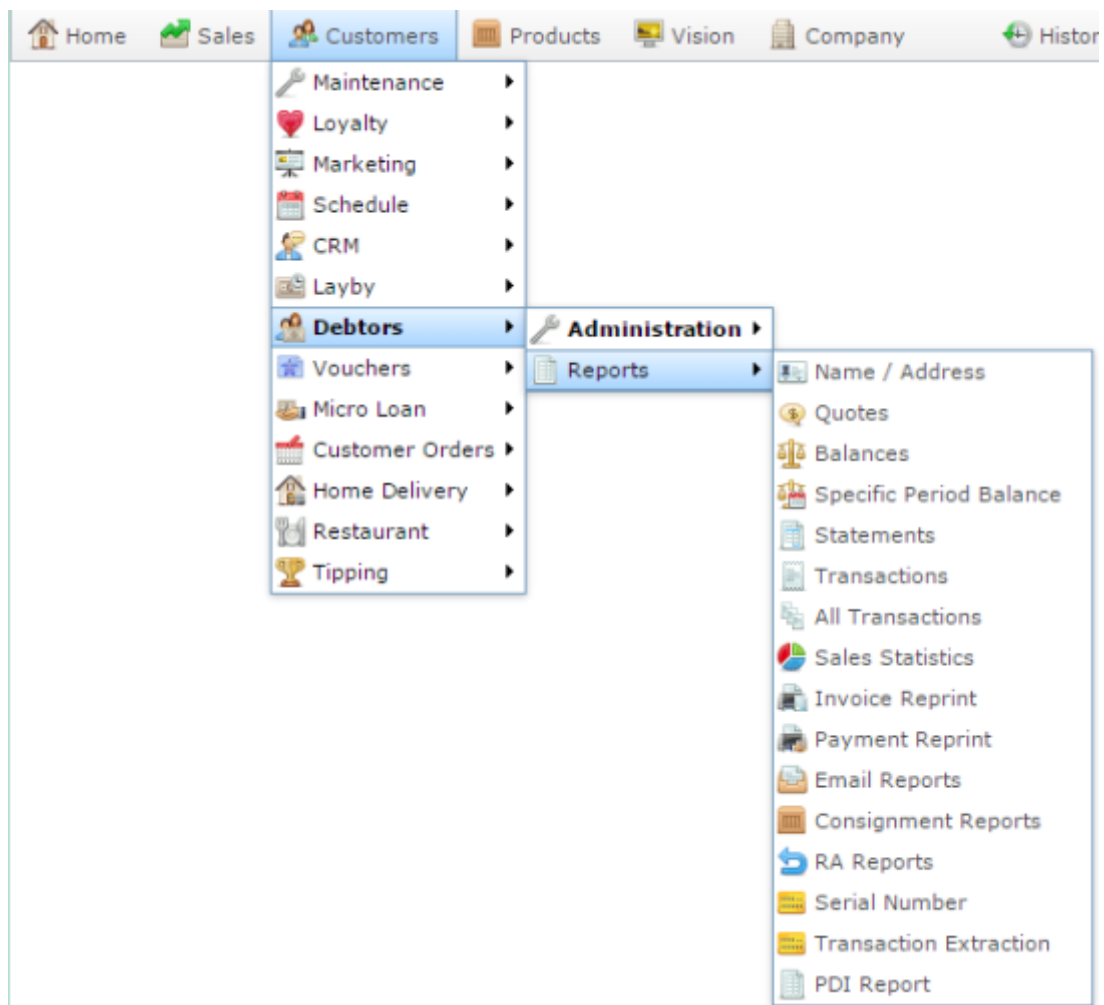
## Debtor Name and Address report

Use the Debtor Name and Address report to view the contact details of debtors, or print off a list of contact details using your browser if required.

### Opening the Creditor Name and Address report

To open the Creditor Name and Address report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > Name / Address**.



The Debtor Name and Address report is displayed.

## Managing debtors

### Debtor Name and Address For All Sites

Name	Account #	Site	Phone	Fax	Email	Address	Suburb	Post Code
<u>Pearson A</u>	5001		9999 9999		ingo@amo	123 Street Road	VIC	3649
<u>Burbery A</u>	5002		9998787		ABurbery	91 Garden Ave	VIC	3699
<u>Appleseed</u>	5000		98765432		info@apple	1 Appleseed Way	Victoria	3444

Home Site

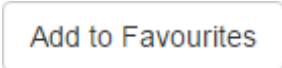
All >

## Debtor Name and Address report key fields

### Filters area

Use this area to filter the results shown in the report.

---

Field	Description
	Press to add this report to your Portal favourites for easier access.

---

## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
<b>Name / Customer / Customer Name / Debtor</b>	Name of the debtor or customer.
<b>Debtor Code/ Customer Code / Number / Account</b>	Unique code identifying the debtor.
<b>Phone</b>	Contact phone number.
<b>Email</b>	Contact email address.
<b>Fax</b>	Contact fax number
<b>Address</b>	Contact address.

**Note:** Two fields are provided for the address to allow for units, apartments or similar additional address information.

---

Field	Description
<b>Suburb</b>	Contact suburb.
<b>Post Code</b>	Contact post code.

---

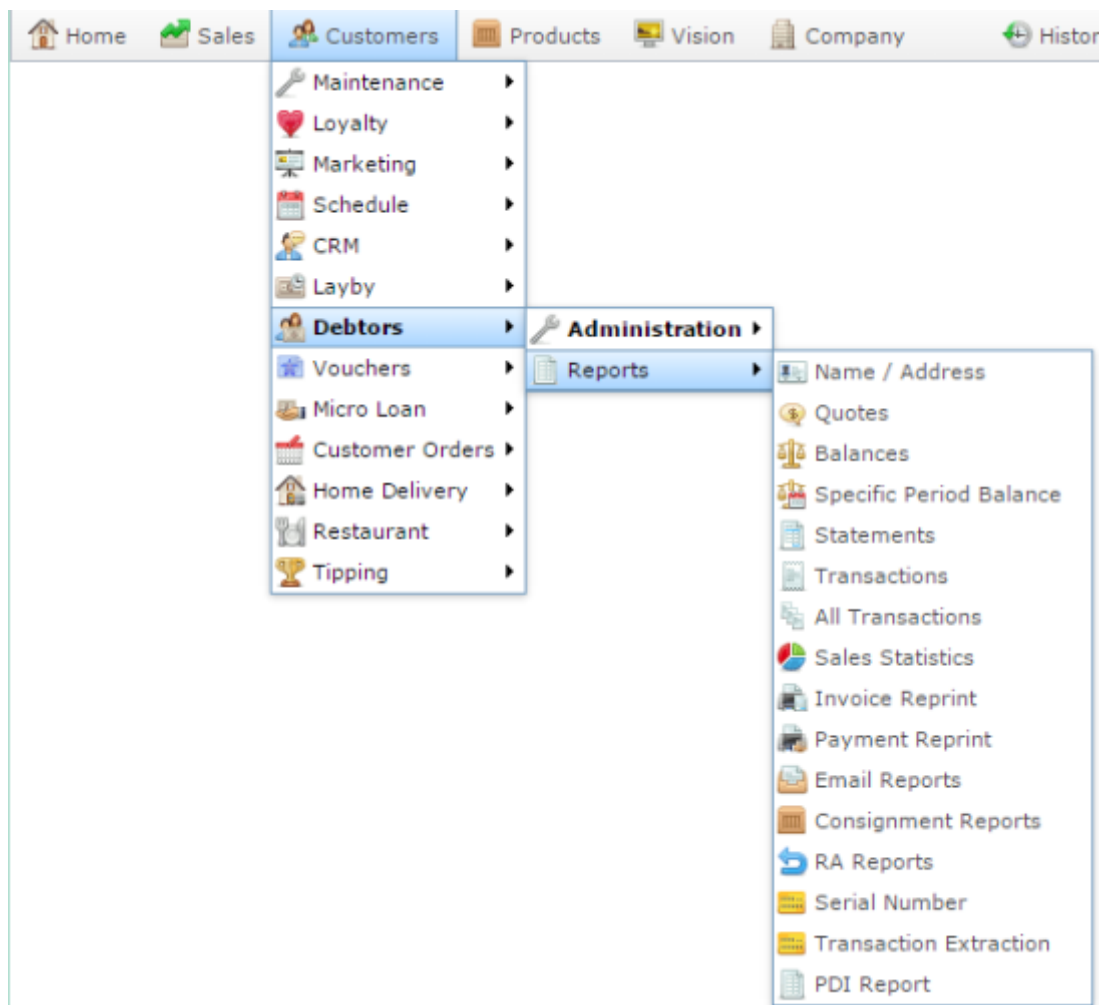
## Customer PDI report

Use the Customer PDI report to view a summary of transaction totals in a specific period by site or transaction type.

### Opening the Customer PDI report

To open the Customer PDI report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > PDI Report**.





The Customer PDI report is displayed.



### Customer PDI Report - Processed PDI Transactions

Header	Sequence	Site	Date	Processed	Error	Reference	Direction
<b>Total:</b>							

**Site**  
Chadstone >

**By**  
Day >

**Date**  
11/08/2015

**Type**  
Processed >

[Add to Favourites](#)

## Customer PDI report key fields

### Filters area

Use this area to filter the results shown in the report.

---

Field	Description
<input type="button" value="Add to Favourites"/>	Press to add this report to your Portal favourites for easier access.
<b>Site / Sites</b>	Select the site or sites to report on.
<b>By</b>	Select to display the report for a specific day, week or month.
<b>Date / Date From and Date To / As of / Start Date and End Date</b>	Select the date or date period to report on.
<b>Type</b>	Select the type of PDI communication to report on: <ul style="list-style-type: none"><li>▪ Processed transactions.</li><li>▪ Failed attempts.</li><li>▪ All attempts.</li></ul>

---

## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
<b>Name / Customer / Customer Name / Debtor</b>	Name of the debtor or customer.
<b>Day Week End Month End Year End</b>	Total dollar amount of the transaction type for this debtor for the selected day, week, month or year.
<b>Total</b>	Total dollar amount of the transaction type for this debtor for the displayed periods.
<b>Header</b>	Header indicating the PDI process taking place.
<b>Sequence</b>	Sequence number identifying the PDI process.
<b>Site</b>	Site the PDI process originated.

Field	Description
<b>Date</b>	Date of the PDI process.
<b>Processed</b>	Indicates if the PDI was successfully processed.
<b>Error</b>	Any errors reported in the process.
<b>Reference</b>	Summarised details of the PDI process, including the customer, site and order number.
<b>Direction</b>	Indicates whether the PDI process was sent from your company to another, or received from another company to yours.

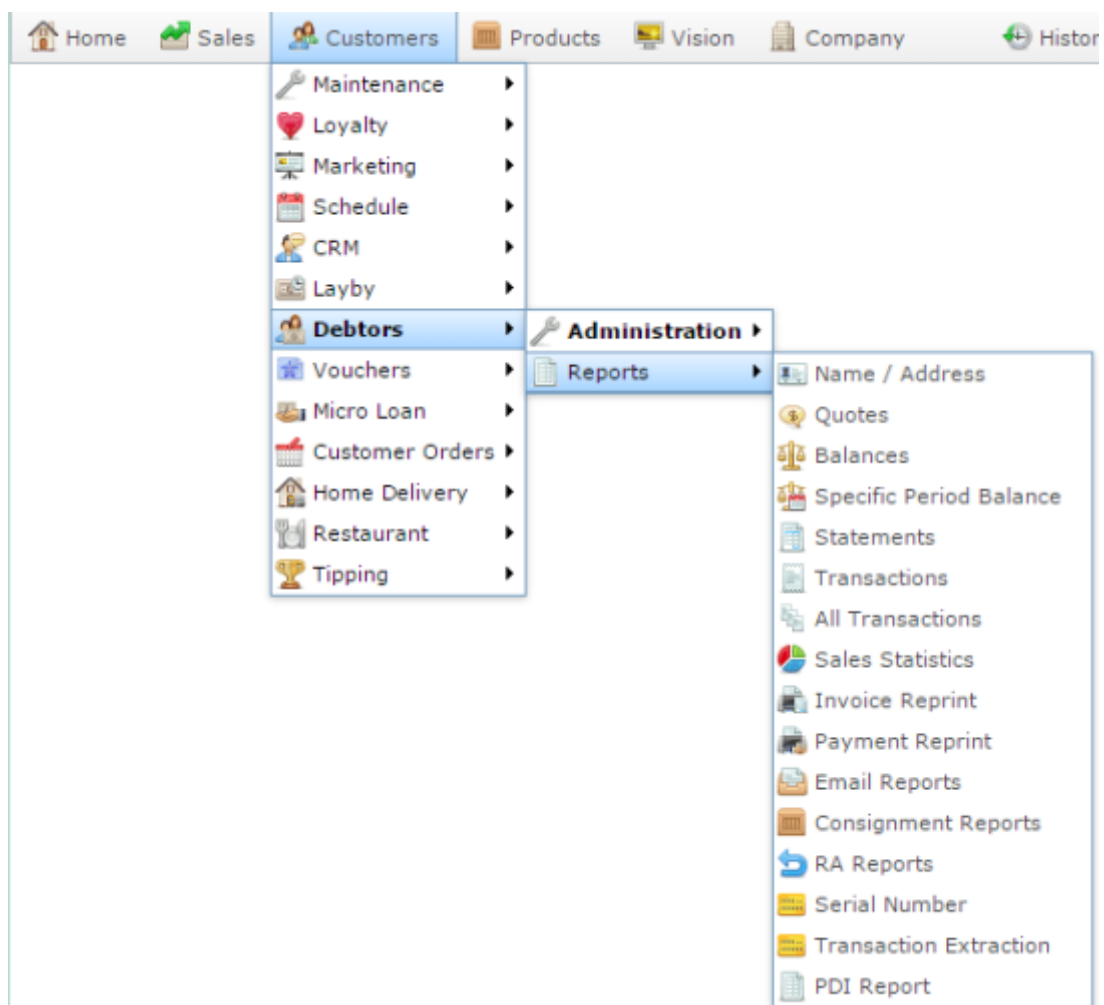
## Email report

Use the Email report to view a summary of all emailed communications, their size, subject and the response.

### Opening the Email report

To open the Email report:

1. Press  Customers from the menu bar.
2. Press **Debtors > Reports > Email Reports**.



The Email report is displayed.

### Sites Email Report -> Offer Default : Job All

Site	Job	Subject	Sent Ok	Count	Opened	Viewed	Opt Out	Opt In	Confirmed	Data (K)
<b>Total</b>										

**States**

VIC >

**Site**

Chadstone >

**Date From**

31/08/2015

**Date To**

31/08/2015

**Offer**

Default >

**Job**

All >

Add to Favourites

## Email report key fields

### Filters area

Use this area to filter the results shown in the report.

Field	Description
<input type="button" value="Add to Favourites"/>	Press to add this report to your Portal favourites for easier access.
<b>Site / Sites</b>	Select the site or sites to report on.
<b>Date / Date From and Date To / As of / Start Date and End Date</b>	Select the date or date period to report on.
<b>States</b>	Select a state or county to filter the report by.
<b>Offer</b>	Select a specific customer offer to report on.

---

Field	Description
<b>Job</b>	Select the type of communication record to display: <ul style="list-style-type: none"><li>▪ All.</li><li>▪ Loyalty Events.</li><li>▪ Lost Loyalty Password.</li><li>▪ User Messages.</li><li>▪ Alarms.</li><li>▪ Support Emails.</li><li>▪ Debtor Statements.</li><li>▪ Franchise Event.</li><li>▪ Franchise Fee.</li><li>▪ Purchase Order Submit.</li><li>▪ Purchase Order Response.</li><li>▪ Purchase Order Requisition.</li><li>▪ Scheduler.</li><li>▪ Lay Buy.</li><li>▪ Micro Loan.</li></ul>

---



## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
<b>Name / Customer / Customer Name / Debtor</b>	Name of the debtor or customer.
<b>Day Week End Month End Year End</b>	Total dollar amount of the transaction type for this debtor for the selected day, week, month or year.
<b>Total</b>	Total dollar amount of the transaction type for this debtor for the displayed periods.
<b>Site</b>	Site the email or SMS originated from.
<b>Job</b>	Job that the email or SMS relates to. For example, a loyalty event.
<b>Subject</b>	Subject line of the email.

Field	Description
<b>Sent OK</b>	Indicates whether the email batch was sent successfully.
<b>Count</b>	Number of emails or SMSs sent in the batch.
<b>Opened</b>	Indicate whether this email was open. <div data-bbox="914 786 1391 952" style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 5px;"><b>Note:</b> Browser settings can prevent this action being detected.</div>
<b>Viewed</b>	Indicates whether a customer clicked the View Here link to read the HTML version of the email.
<b>Opt Out</b>	Indicates whether the customer elected to opt-out of receiving further marketing material.
<b>Opt In</b>	Indicates whether the customer elected to receive further emails from this email.
<b>Confirmation</b>	The customer has clicked a link in an email that confirms their email address is correct.
<b>Data (K)</b>	Size of the individual email.

## Managing debtor contracts

You can create debtor contracts to define the terms for purchase and return of items by specific debtors. Each item can have contracts with multiple debtors.

When creating invoices or quotes for a debtor, the Portal uses any existing contracts for the given items to determine prices, eligibility for free items, and whether the each item can be purchased or returned by this debtor. If no contracts exist for that item, the Portal allows the creation of the invoice using the debtor's price levels and the existing item prices.

**Note:** You must configure contracts for your site before you can use them. See *Configuring debtor contracts for your site* on page 31

Contracts for items are based upon:

- The pack size you sell the item in.

**Note:** This is determined by the item's **Pack** field in the Details tab of the item's Inventory Maintenance screen, and cannot be changed per-contract. If you want to sell an item in a different pack size to the one you procure it in, create a referral. See *Managing referrals and kits*.

- The price per pack you sell the item.
- Free items offered as an incentive for larger orders and the size of order required to receive them.
- Discounts offered.
- Whether you accept returns.
- The maximum number of units that can be purchased in a single order.
- The period of time during which the contract is active.

### See:

- *Debtor Contract Maintenance* on page 170.
- *Debtor Contract report* on page 175.

### What you can do:

- *Creating a debtor contract* on page 153
- *Editing a debtor contract* on page 156.
- *Marking an item as non-purchasable* on page 159.
- *Marking an item as non-returnable* on page 162.
- *Expiring a debtor contract* on page 165.


## Managing debtor contracts

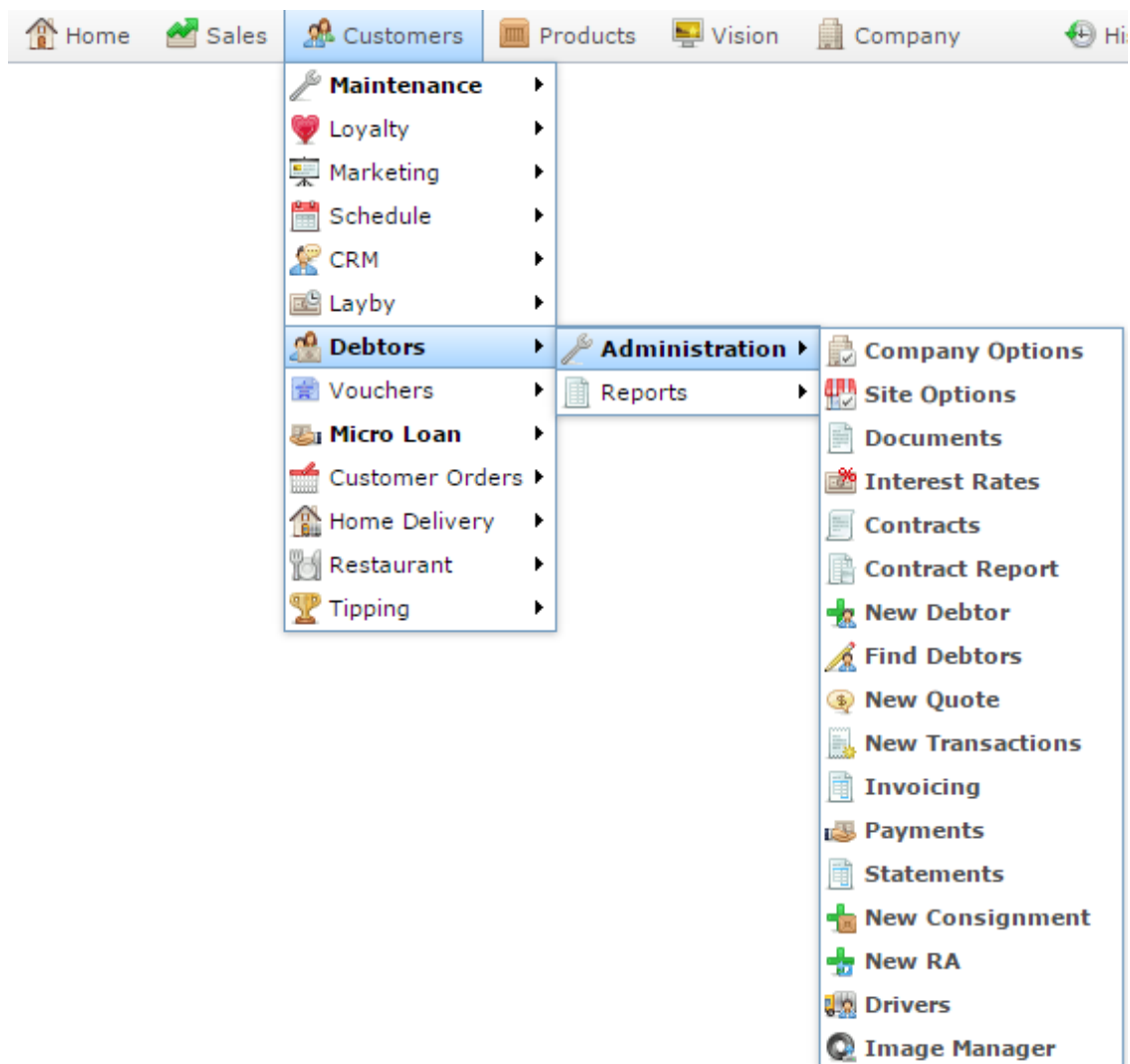
- *Deleting a debtor contract* on page 168.

## Creating a debtor contract

Create a debtor contract for an item to detail the terms under which a debtor may purchase that item. For example, the price, free items offered, and whether an item can be returned. Contracts are created per-item.

To create a debtor contract:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Administration > Contracts**.



The Debtor Contract screen is displayed.

## Managing debtor contracts

**Debtor Contract**  
Debtor: 5000  
Name: Appleseeds

**Contracts**  
Location: Chadstone  
Contract Code:   
Item Code:

Description:  
Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/201	9/08/2016	10	True	True	100

3. Select the site you want the contract to apply to in the **Location** drop-down list.
4. Type a number to identify the contract in the **Contract Code** field.

**Note:** You can use the contract code to identify which items are included in the same legal agreement with a debtor.

5. Search for the item to add in the **Item Code** field.

See *Finding an item with a search field*.

6. Press .

The item is added to the Item grid.

7. Select the item in the Item grid.

**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2016	9/08/2016	10	True	True	100

8. Type the price you charge this debtor per pack in the **Cost** field.

**Note:** You cannot change the number of items in a pack here. The pack size is determined by the **Pack** field in the Details tab of Item Maintenance for this item. If you want to supply a different pack size, you must create a referral for the item with its own pack size. See *Inventory Management - Details tab*. Also see *Managing referrals and kits*.


9. If you want to limit the number of units that can be purchased in a single order from this debtor, type that number in the **Max Qty** field.
10. Edit the remaining fields of the contract in the item grid as required.
- See *Debtor Contract Maintenance* on page 170.
11. Press .

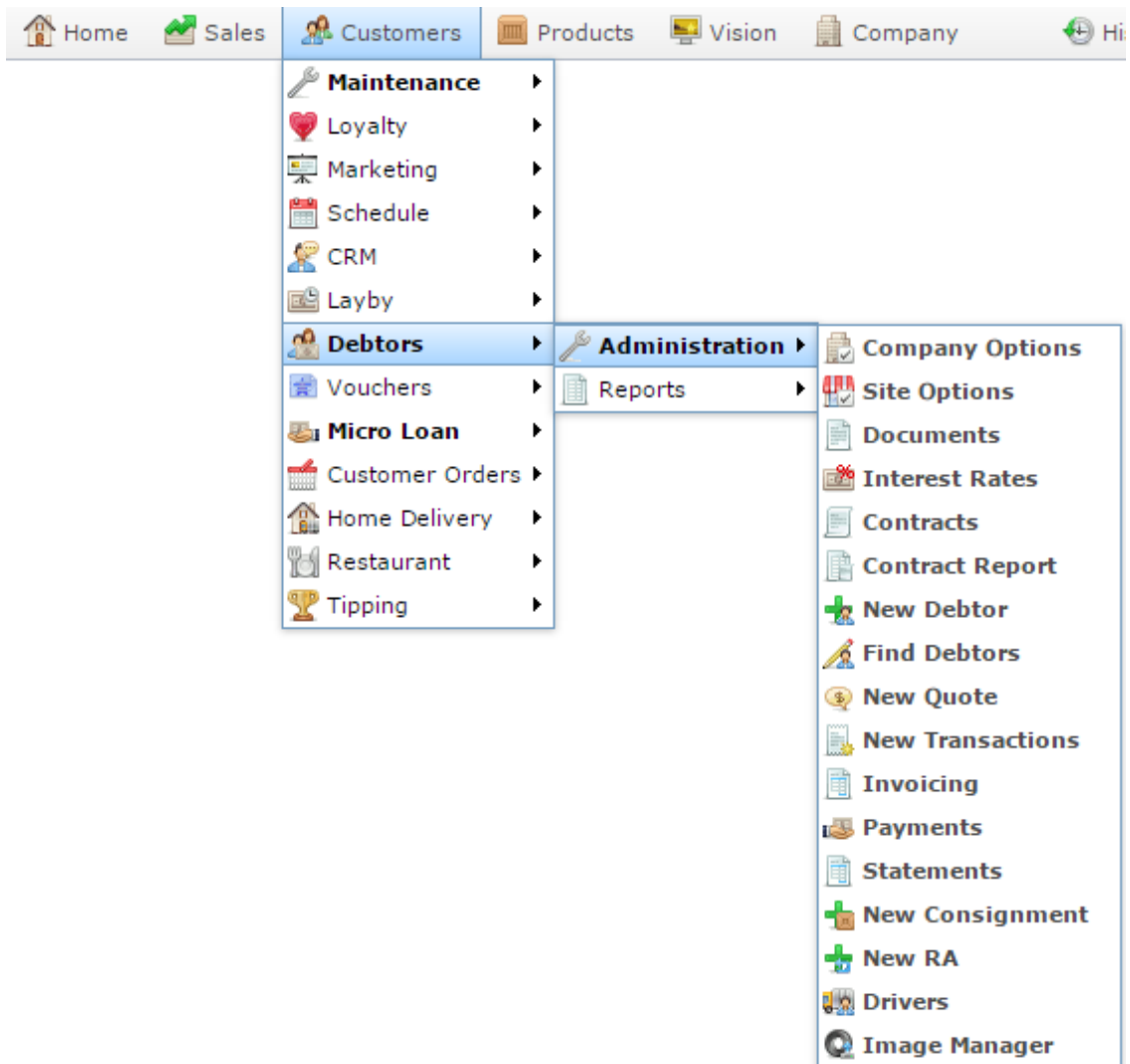
The contract is saved.

## Editing a debtor contract

Edit a debtor contract for an item to change the terms under which you sell the item to that debtor.

To edit a debtor contract:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Administration > Contracts**.



The Debtor Contract screen is displayed.



**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2019	08/2016	10	True	True	100

3. Select the site you want to edit a contract for in the **Location** drop-down list.
4. Select the item in the Item grid.

**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2019	08/2016	10	True	True	100

5. Edit the fields of the contract in the item grid as required.

See *Debtor Contract Maintenance* on page 170.

6. Press .

Managing debtor contracts


The contract is saved.

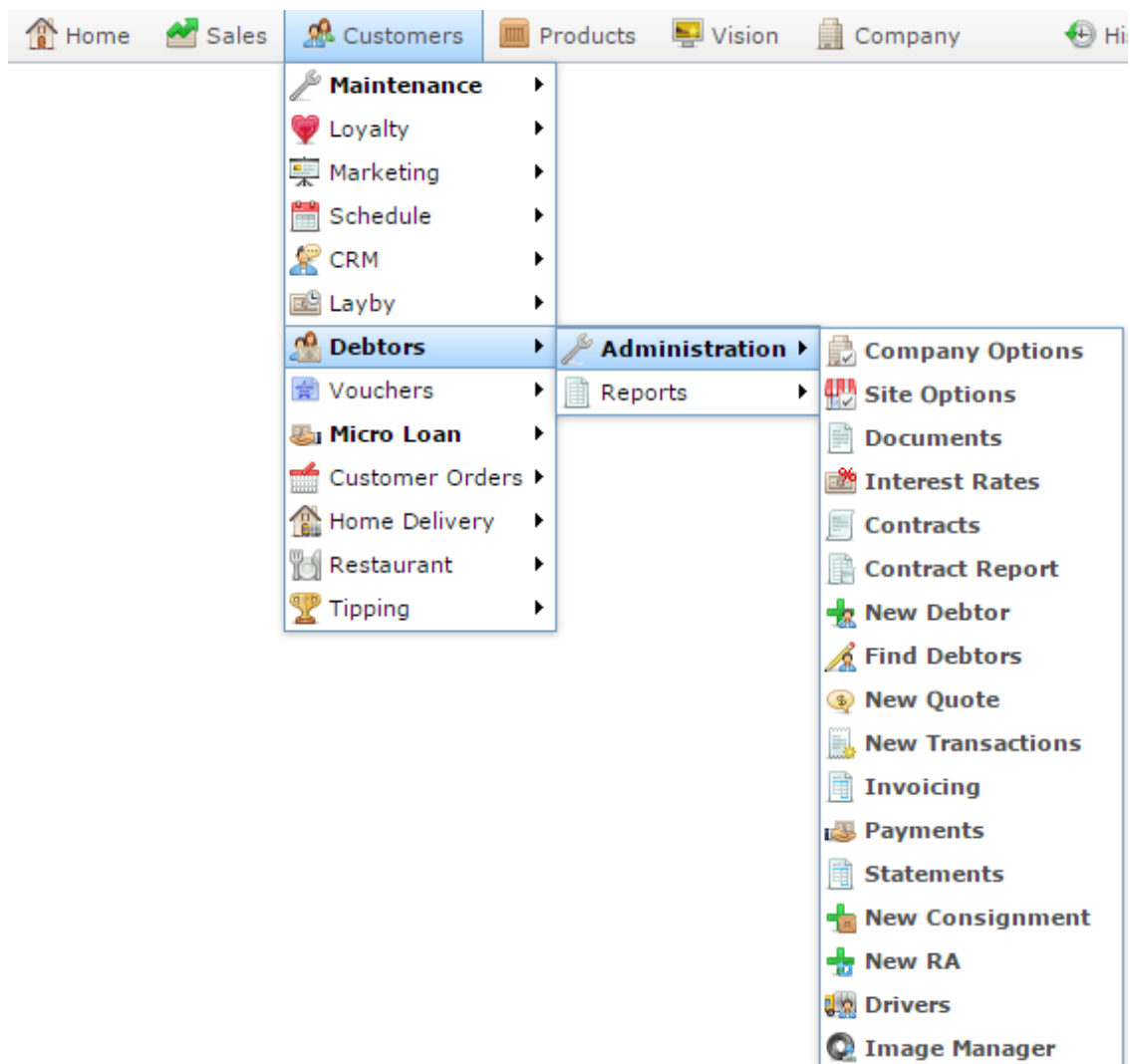
## Marking an item as non-purchasable

Mark an item as non-purchasable by a debtor if you do not want the debtor to purchase this item.

**Note:** You can use this feature to prevent the item being purchased by the debtor even if you do have a contract with them. For example, to prevent future orders with a difficult debtor.

To mark an item non-purchasable:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Administration > Contracts**.



The Debtor Contract screen is displayed.

## Managing debtor contracts

**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2019	08/2016	10	True	True	100

3. Select the site you want to edit a contract for in the **Location** drop-down list.
4. Either:
  - Select the item in the Item grid.

**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2019	08/2016	10	True	True	100

- Search for the item to add in the **Item Code** field and press .  
See *Finding an item with a search field*.

5. Type **False** in the **Purchase Allowed** field.

See *Debtor Contract Maintenance* on page 170.


6. Press .

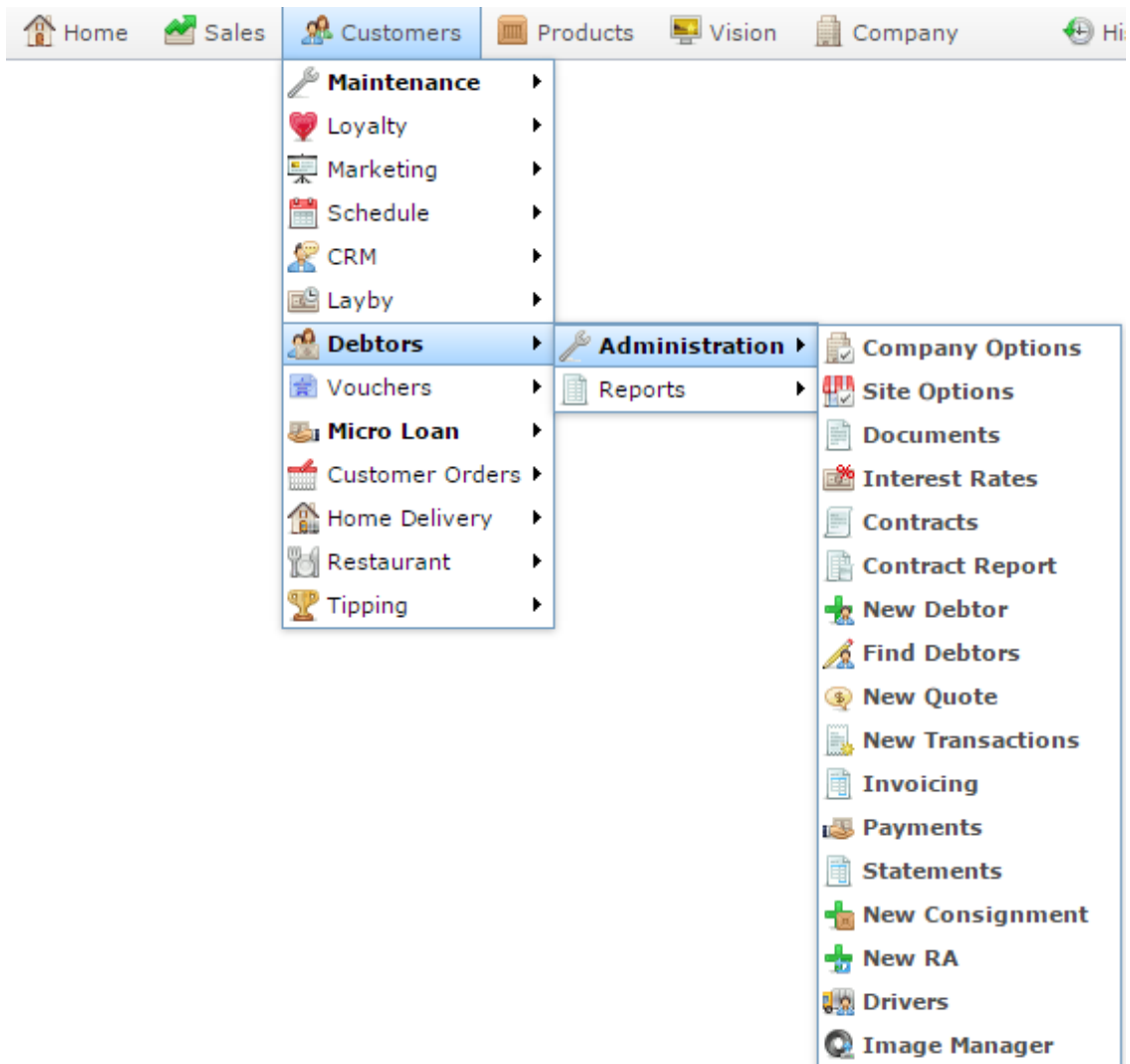
The contract is saved.

## Marking an item as non-returnable

Mark an item as non-returnable by a debtor if you do not want to accept returns of this item from this debtor.

To mark an item non-returnable:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Administration > Contracts**.



The Debtor Contract screen is displayed.

**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase #	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2019	08/2016	10	True	True	100

3. Select the site you want to edit a contract for in the **Location** drop-down list.
4. Either:
  - Select the item in the Item grid.

**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase #	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2019	08/2016	10	True	True	100

- Search for the item to add in the **Item Code** field and press .  
See *Finding an item with a search field*.

5. Type **False** in the **Return Allowed** field.

Managing debtor contracts

See *Debtor Contract Maintenance* on page 170.

6. Press .

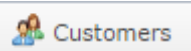
The contract is saved.

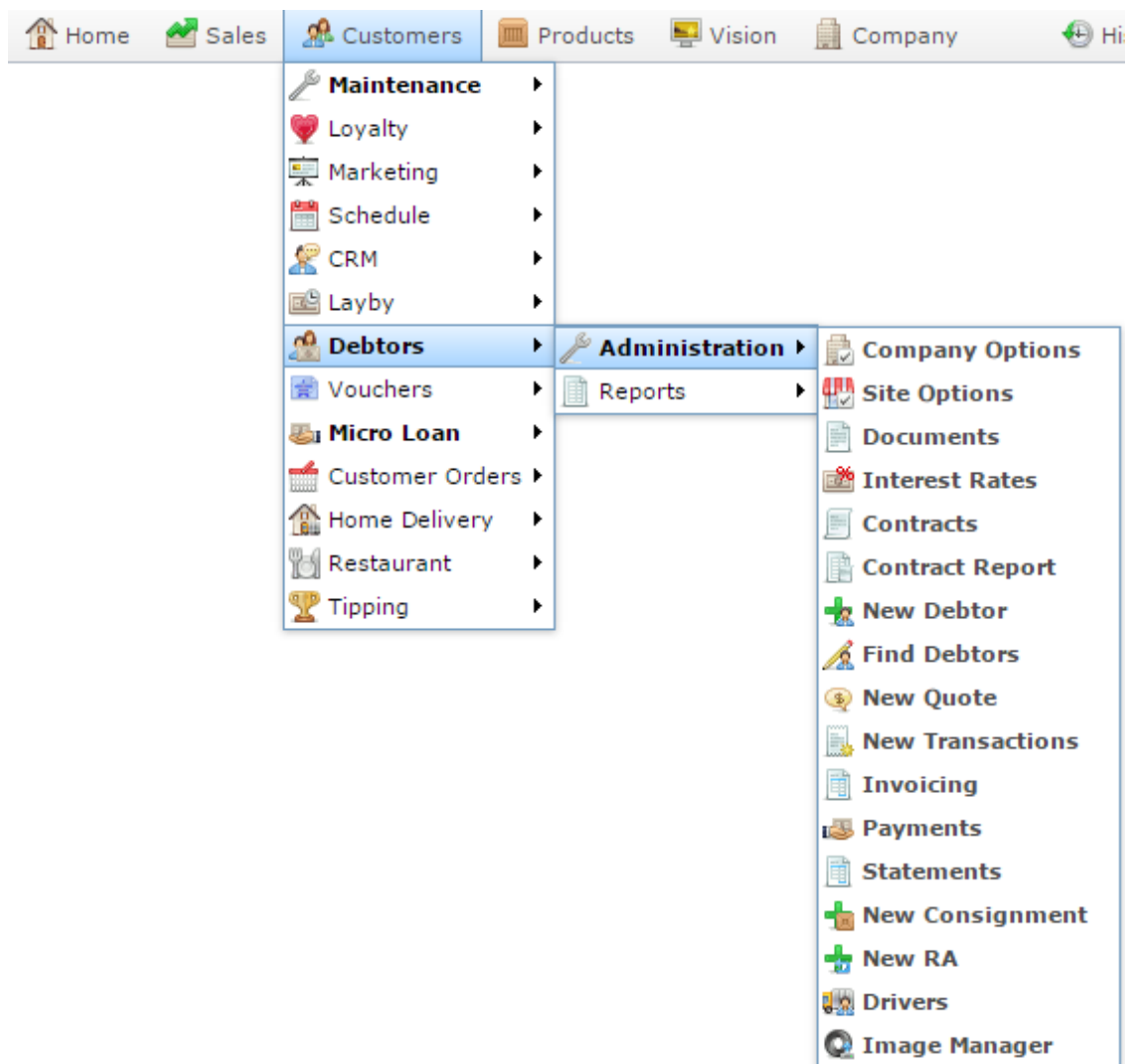


## Expiring a debtor contract

Expire a debtor contract when you do not want the Portal to use it when creating quotes or invoices, but want to retain the contract details for record-keeping purposes.

To expire a debtor contract:

1. Press  from the menu bar.
2. Press **Debtors > Administration > Contracts**.



The Debtor Contract screen is displayed.

## Managing debtor contracts

**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2016	9/08/2016	10	True	True	100

3. Select the site you want to edit a contract for in the **Location** drop-down list.
4. Select the item in the Item grid.

**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2016	9/08/2016	10	True	True	100

5. Change the date in the **Expiry Date** field to yesterday's date.

**Note:** You can set the expiry date to any past date to expire the contract.

See *Debtor Contract Maintenance* on page 170.

6. Press .


The contract is saved.

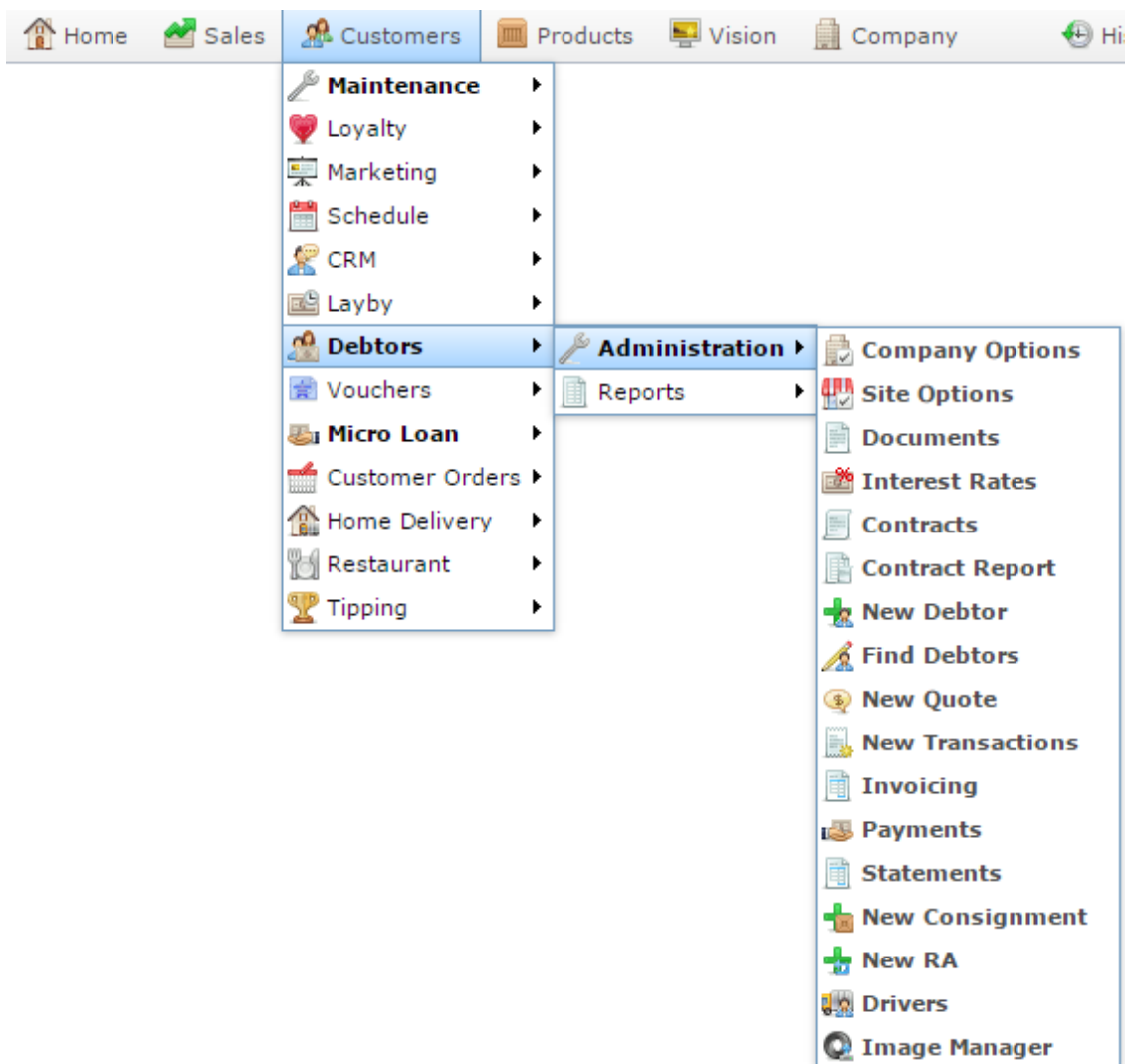
## Deleting a debtor contract

Delete a debtor contract for an item to if you do not want to list an agreement with that debtor.

**Note:** You can mark a contract as expired instead of deleting it, if you want to make it inactive instead of removing all the contract details. You can also mark a product as non-purchasable if you want to retain a record of the contract, but not permit the item to be ordered. See *Expiring a debtor contract* on page 165. Also see *Editing a debtor contract* on page 156.

To delete a debtor contract:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Administration > Contracts**.



The Debtor Contract screen is displayed.

**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2016	9/08/2016	10	True	True	100

3. Select the site you want to delete the contract from in the **Location** drop-down list.
4. Select the item in the Item grid.

**Debtor Contract**

Debtor: 5000  
Name: Appleseeds

Contracts

Location: Chadstone

Contract Code:

Item Code:

Description:

Price:

Description	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/2016	9/08/2016	10	True	True	100

5. Press .


The contract is deleted.

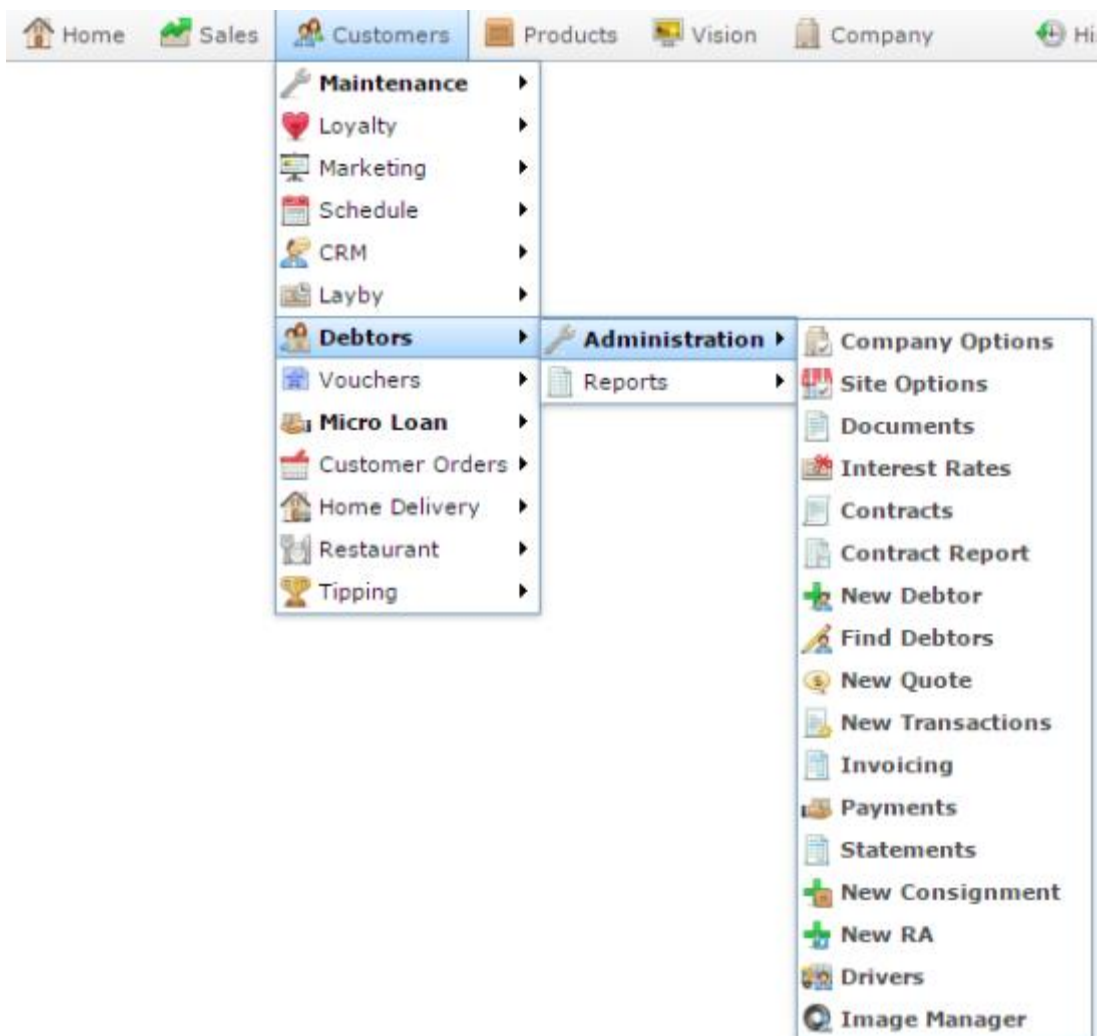
## Debtor Contract Maintenance

Use the Debtor Contract screen to create and maintain contracts with debtors for individual items. The Portal can use contracts to control prices when creating quotes and invoices.

### Opening the Debtor Contract screen

To open the Debtor Contract screen:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Administration > Contracts**.



The Debtor Contract screen is displayed.

**Debtor Contract**

Debtor: 5000  
 Name: Appleseeds

Contracts

Location:

Contract Code:

Item Code:

Description:

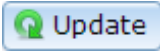

Price:

Descriptor	Item	Contract	Pack	Cost	Free Good	Free Multi	Active Date	Expiry Date	Discount	Purchase A	Return Allc	Max Qty
Banana Muffin	300	65478995	1	\$3.16	1	10	10/08/201	9/08/2016	10	True	True	100

## Debtor Contract screen key fields and buttons

### Contract area

Use this area to select the site and contract number, and add new items to the contract.

Field	Description
<b>Debtor</b>	Unique code identifying the debtor.
<b>Name</b>	Name of the debtor.
<b>Location</b>	Site the debtor contract relates to.
<b>Contract Code</b>	Unique code identifying the contract.
<b>Item Code</b>	Search for an item to add a contract for.
<b>Description</b>	Description of the selected item.
<b>Price</b>	Price of the selected item.
	Save changes to existing contracts.
	Delete the contract for the selected item.



## Item grid

Use this area to maintain contract options for each item.

Field	Description
<b>Description</b>	Description of the item under contract.
<b>Item</b>	Unique code identifying the item.
<b>Contract</b>	Unique number identifying the contract.
<b>Pack</b>	Number of units to a pack.
<b>Cost</b>	Price you charge for a single pack.
<b>Free Good</b>	Number of free units of this item permitted by the contract.
<b>Free Multiple</b>	The number of items that must be ordered to receive the free item.
<b>Active Date</b>	Date this item contract is active.
<b>Expiry Date</b>	Date this item contract expires.
<b>Discount</b>	Discount offered on the item cost.
<b>Purchase Allowed</b>	Indicates whether this debtor is permitted to purchase this item.
<b>Return Allowed</b>	Indicates whether this debtor is permitted to return this item.

---

<b>Field</b>	<b>Description</b>
<b>Max Qty</b>	The maximum number of units of this item that can be ordered by this debtor.


---

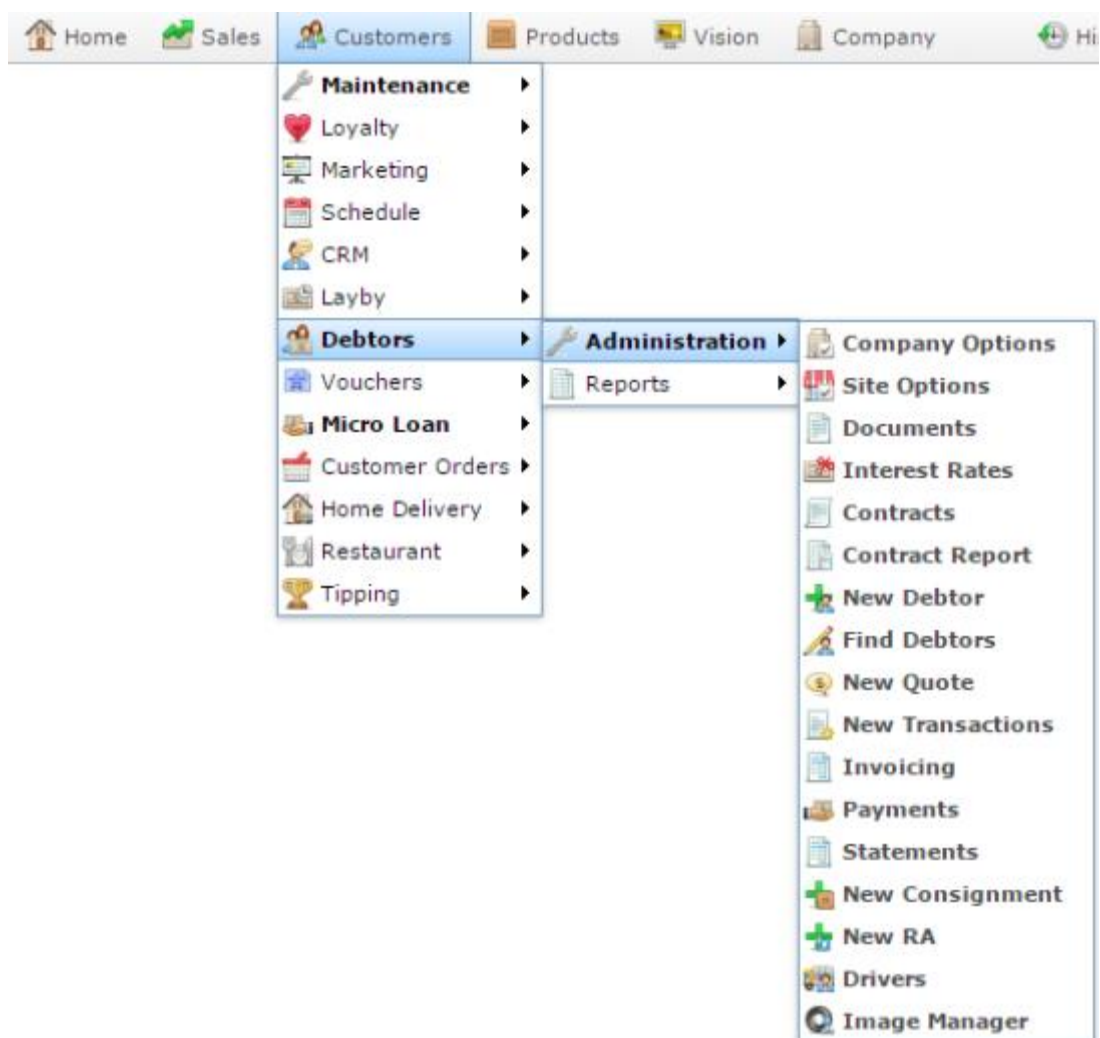
## Debtor Contract report

Use the Debtor Contract report to view and open contracts you have with debtors for individual items.

### Opening the Debtor Contract report

To open the Debtor Contract report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Administration > Contract Report**.



The Debtor Contract report is displayed.

## Debtor Contract Report

Description	Item Number	Contract	Cost Price	Pack Size	Max Qty	Active	Expiry
Banana Muffin	300	65,478,995	\$3.16	1	100	10-Aug-2015	09-Aug-2016

Site

Chadstone >

Customer

5000 >

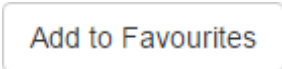
Add to Favourites

## Debtor Contract report key fields

### Filters area

Use this area to filter the results shown in the report.

---

Field	Description
	Press to add this report to your Portal favourites for easier access.
<b>Site / Sites</b>	Select the site or sites to report on.
<b>Debtor / Customer</b>	Select to restrict the report to a particular debtor or customer, or where the debtor has not been selected.

---

## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
<b>Item / Description</b>	Description of the item.  <b>Note:</b> Click on the description to access other options in a popup menu.
<b>Item Number / Item</b>	The item code of the item.
<b>Contract</b>	Code identifying the contract.  <b>Note:</b> This code may be shared across several items if being used to refer to a business contract.
<b>Cost Price</b>	Price charged per pack for the item.
<b>Pack Size</b>	Number of units supplied in a single pack.
<b>Max Qty</b>	Maximum number of units that may be ordered at once under this contract.

---

Field	Description
<b>Active</b>	Date this contract is active from,
<b>Expiry</b>	Date this contract expires.

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## Managing invoices, quotes and drivers

You can create quotes for customers to give them an estimate of the cost of providing specific goods or services. Quotes have an automatic time limit after which they are considered no longer valid. Quotes can be directly converted into invoices for the same goods or services, including a delivery fee and a specified driver for the delivery. Invoices can also be created manually.

**Note:** If you have contracts enabled, an item's contract with a debtor may control the price and discount you can provide in a quote. See *Managing debtor contracts* on page 151.

**Note:** Depending on your configuration settings, you may not be able to change prices from the contract or the item's regular price when creating a quote or invoice. See *Configuring debtors for your company* on page 20. Also see *Configuring quotes for your company* on page 28.

### Also see:

- *Driver Maintenance screen* on page 188.
- *Quotes Maintenance screen* on page 221.
- *Invoice Maintenance screen* on page 268.
- *Customer Invoice report* on page 276.
- *Customer Quote report* on page 229.
- *Debtor Contract report* on page 175.

### What you can do:

#### Drivers

- *Creating a new driver* on page 182.
- *Editing a driver* on page 184.
- *Deleting a driver* on page 186.

#### Quotes

- *Creating a new quote* on page 191.
- *Editing a customer quote* on page 194
- *Adding items to quotes* on page 197.
- *Editing the quantity of an item in a quote* on page 207.



- *Editing the price of an item in a quote* on page 204.
- *Editing the discount of an item in a quote* on page 201.
- *Removing an item from a quote* on page 210.
- *Printing a customer quote* on page 213.
- *Converting a customer quote to an invoice* on page 217.
- *Reprinting a customer quote* on page 215
- *Deleting a customer quote* on page 219.


## Invoices

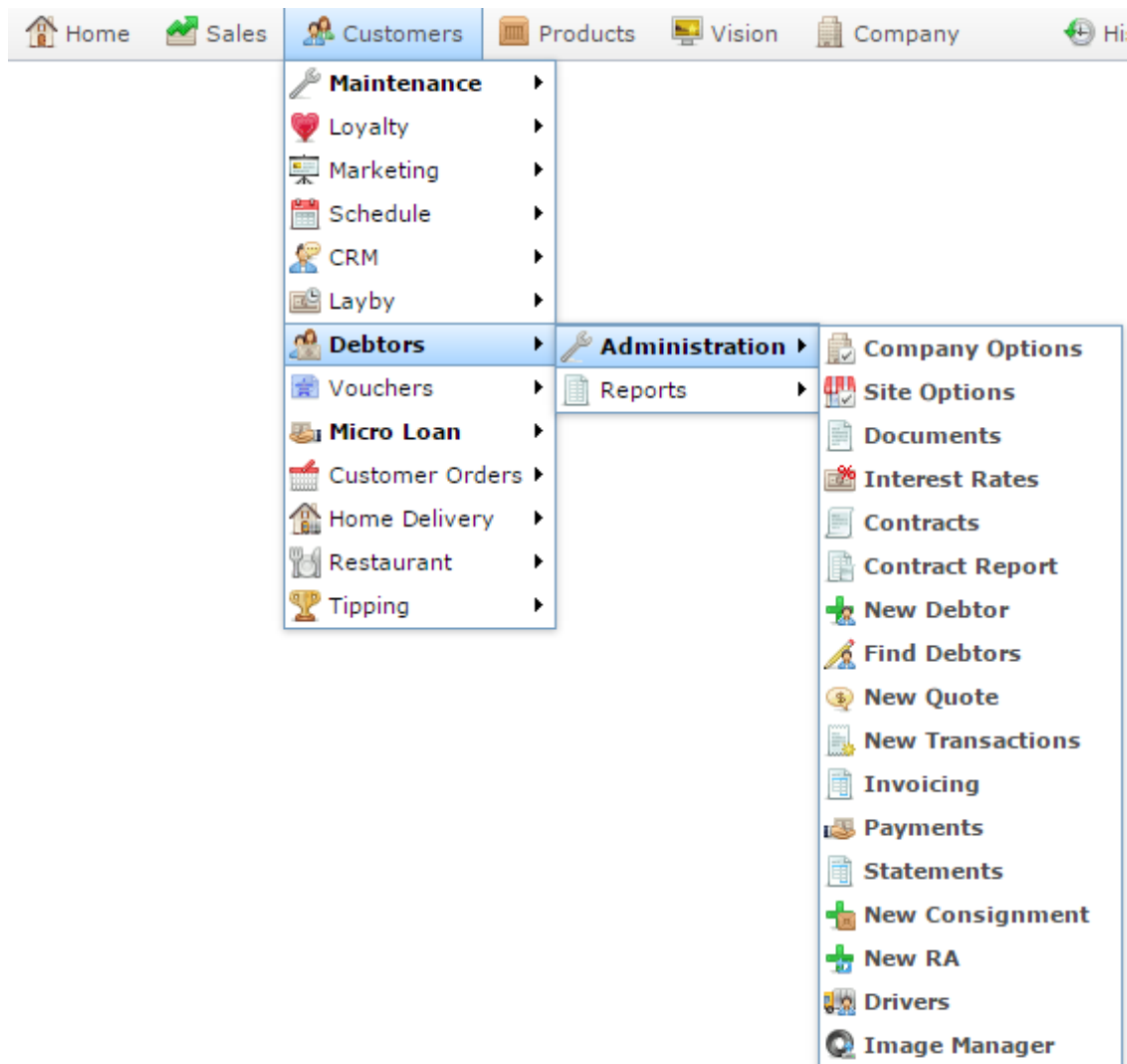
- *Creating a new invoice* on page 234.
- *Editing a customer invoice* on page 237.
- *Adding items to invoices* on page 240.
- *Editing the quantity of an item in an invoice* on page 252.
- *Editing the price of item in invoices* on page 248.
- *Editing the discount of an item in an invoice* on page 244.
- *Removing an item from an invoice* on page 256.
- *Printing an invoice* on page 259.
- *Finalising an invoice* on page 261.
- *Reprinting a finalised invoice* on page 263.
- *Deleting an invoice* on page 266.

## Creating a new driver

Create a new driver to register them on the Portal.

To create a new driver:

1. Press  Customers.
2. Press **Debtors > Administration > Drivers**.






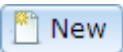
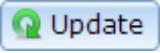
The Driver Maintenance screen is displayed.

**Driver Maintenance**

Maintenance

ID	Code	Name	Licence	Registration
1	01	Sam Smythe	8016758327456	HHG 865
2	02	Debbie Burnes	6285693762753	KHE 852


 New  Update  Delete

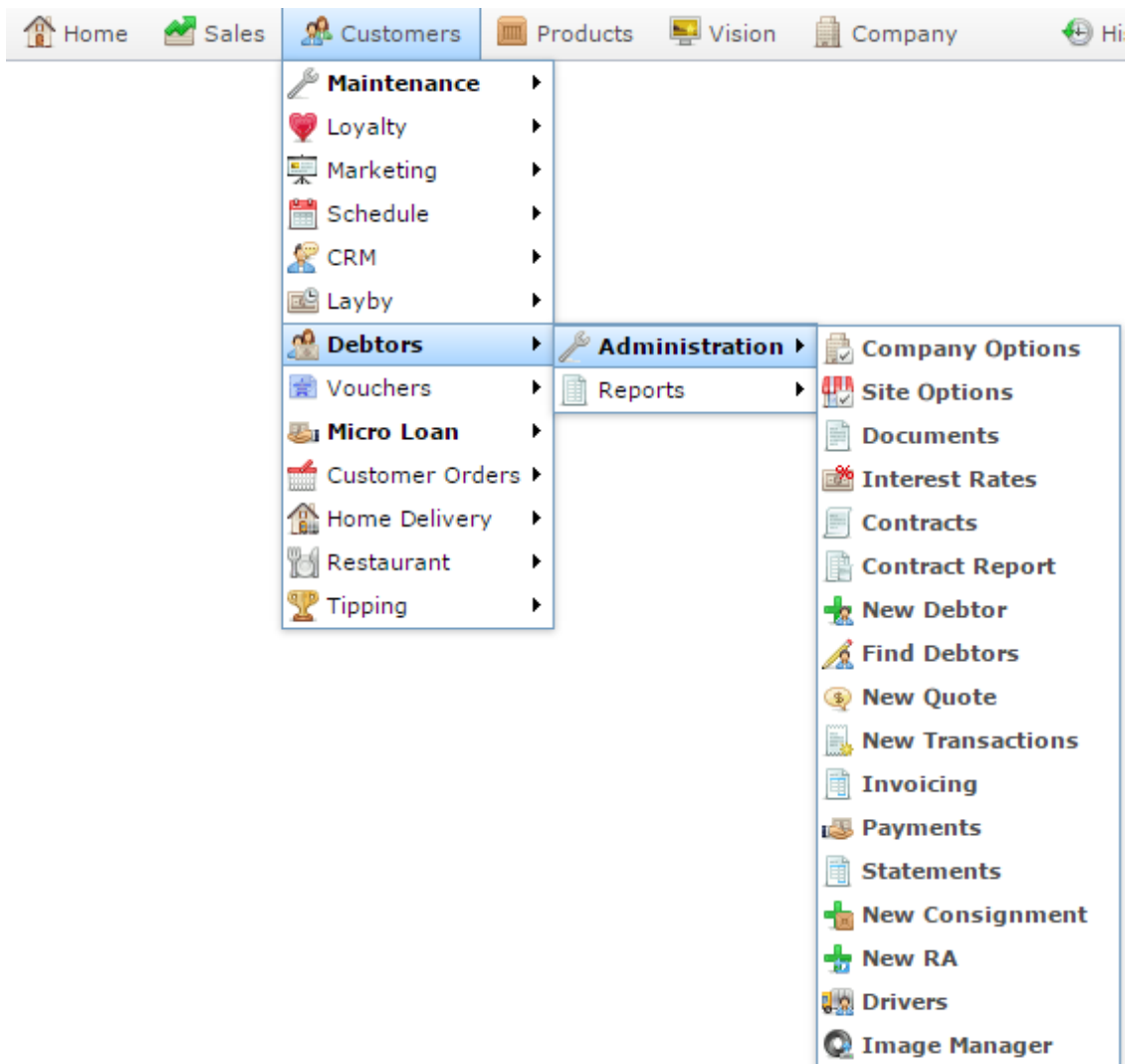
3. Press  .  
A new line is added to the driver grid.
4. Edit the driver's details as required.  
See *Driver Maintenance screen* on page 188.
5. Press  .  
The details are saved.

## Editing a driver

Edit a driver if you need to change their name, license or registration details.

To edit a driver:

1. Press  Customers.
2. Press **Debtors > Administration > Drivers**.



The Driver Maintenance screen is displayed.

**Driver Maintenance**

Maintenance

ID	Code	Name	Licence	Registration
1	01	Sam Smythe	8016758327456	HHG 865
2	02	Debbie Burnes	6285693762753	KHE 852

New Update Delete

3. Select the driver you want to edit.
4. Edit the driver's details as required.

See *Driver Maintenance screen* on page 188.


5. Press .

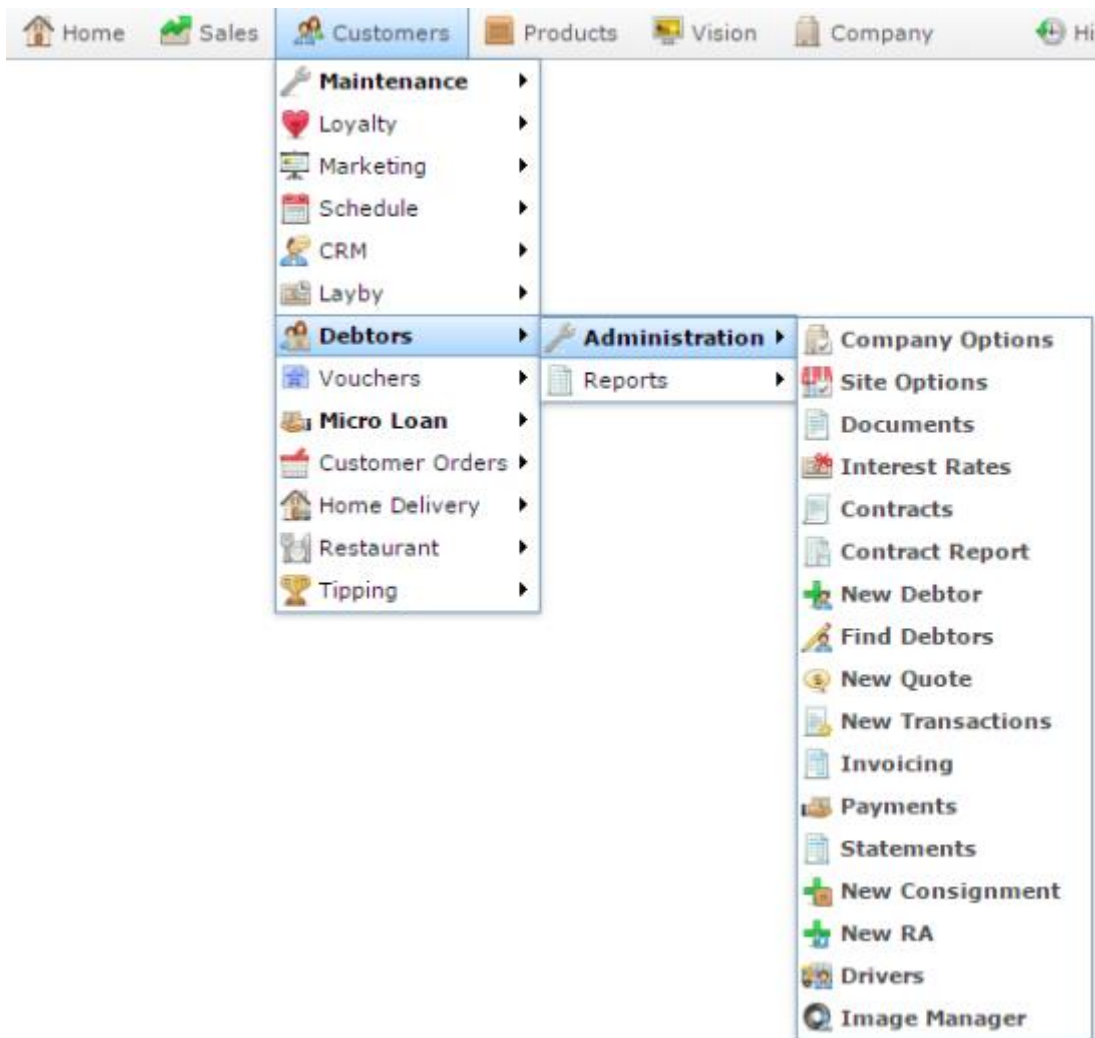
The details are saved.

## Deleting a driver

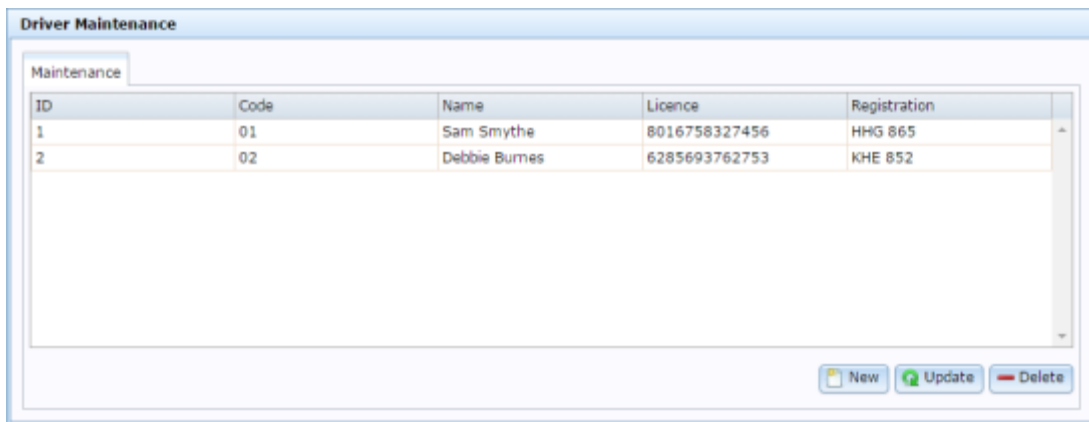
Delete a driver to remove them from the Portal.

To delete a driver:

1. Press  Customers.
2. Press **Debtors > Administration > Drivers**.



The Driver Maintenance screen is displayed.



The screenshot shows a window titled "Driver Maintenance" with a tab labeled "Maintenance". Inside the window is a table with the following data:

ID	Code	Name	Licence	Registration
1	01	Sam Smythe	8016758327456	HHG 865
2	02	Debbie Burnes	6285693762753	KHE 852

At the bottom right of the window, there are three buttons: "New" (with a plus icon), "Update" (with a refresh icon), and "Delete" (with a minus icon).

3. Select the driver you want to delete.

4. Press .


The driver is deleted.

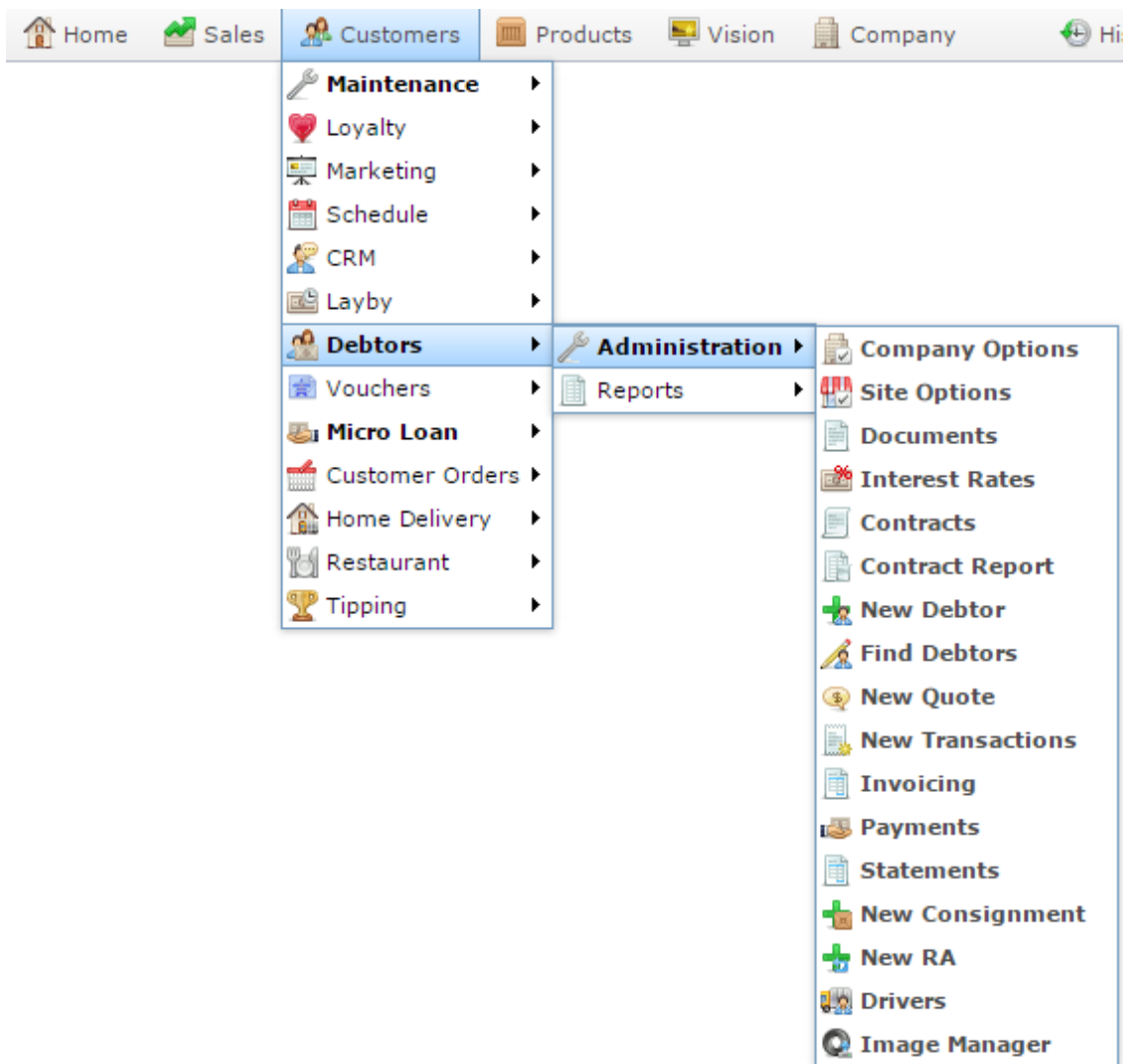
## Driver Maintenance screen

Use the Driver Maintenance screen to add, edit and delete drivers from your Portal.

### Opening the Driver Maintenance screen

To open the Driver Maintenance screen:

1. Press  Customers.
2. Press **Debtors > Administration > Drivers**.



The Driver Maintenance screen is displayed.



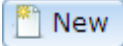
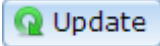
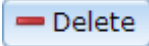
**Driver Maintenance**

Maintenance

ID	Code	Name	Licence	Registration
1	01	Sam Smythe	8016758327456	HHG 865
2	02	Debbie Burnes	6285693762753	KHE 852

New Update Delete


## Driver Maintenance screen key fields and buttons

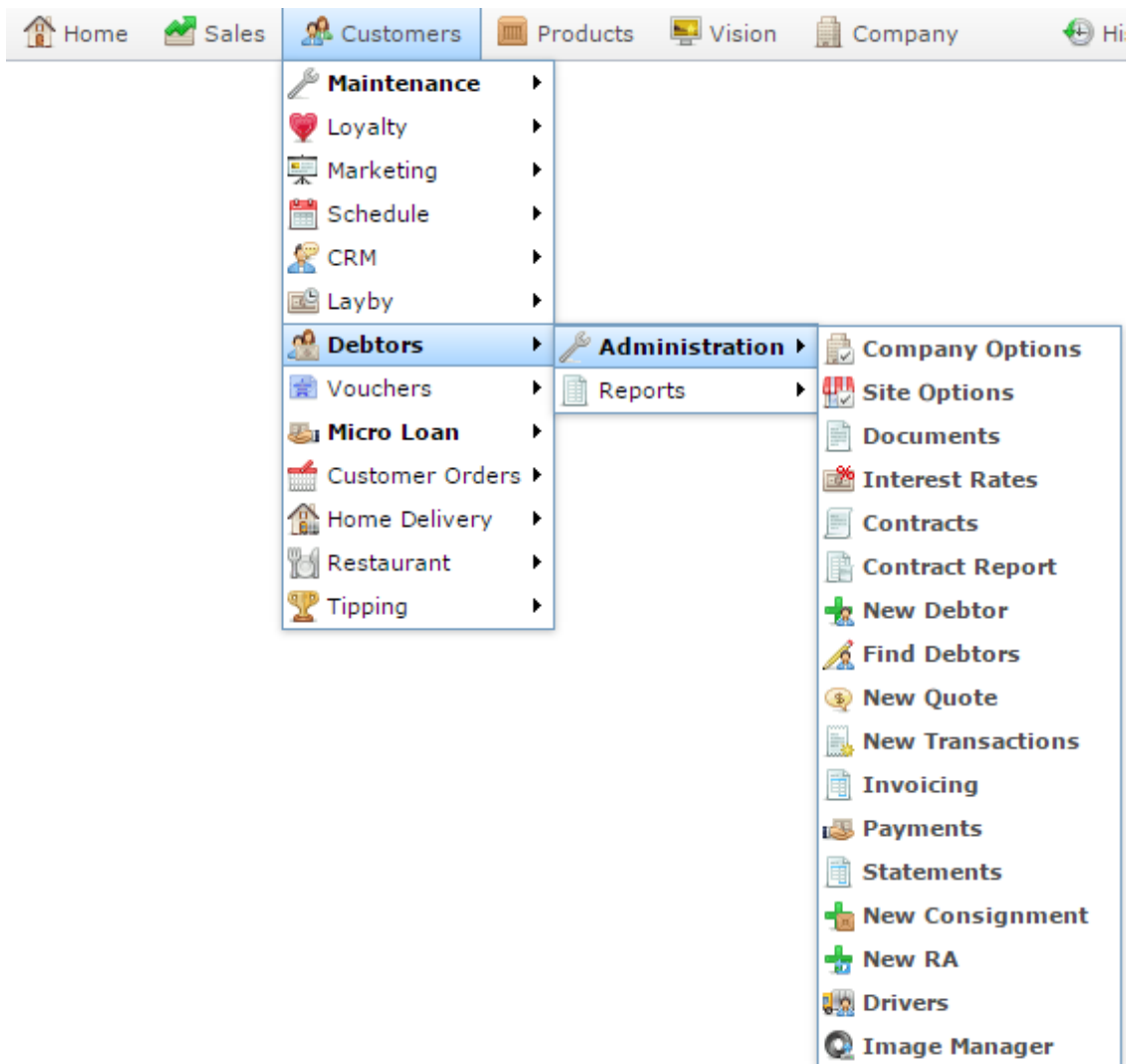
Field	Description
<b>ID</b>	Unique code assigned by the Portal to identify the driver.
<b>Code</b>	Code identifying the driver.
<b>Name</b>	Driver's name.
<b>Licence</b>	Driver's license number.
<b>Registration</b>	Registration number of the driver's car.
 <b>New</b>	Create a new driver. See <i>Creating a new driver</i> on page 182.
 <b>Update</b>	Save changes made to drivers. See <i>Editing a driver</i> on page 184.
 <b>Delete</b>	Delete the selected drivers. See <i>Deleting a driver</i> on page 186.

## Creating a new quote

Create a new quote to send a customer an estimate of the cost of providing your goods or services.

To create a new customer quote:

1. Press  Customers.
2. Press **Debtors > Administration > New Quote**.



The Find Debtor screen is displayed.

**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.

The Customer Quote screen is displayed.

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,243.46

Code: 5000 Quote Total: \$128.50

Quote Number: 2 Quote Status: **Pending**

Details Address Items

Date: 4/08/2015

Valid To: 3/09/2015

Location: Chadstone

Price Level: Retail

**Note:** The Portal opens any existing pending quote for this customer. Select **New Quote** in the **Quote Number** drop-down field to create a new quote.

4. Select the date the quote expires in the **Valid To** drop-down field.
5. Select the site the quote applies to in the **Location** drop-down field.

**Note:** You cannot change the location of a quote later.

6. Press the Address tab.
7. Type the customer's billing and shipping address.

**Note:** If you have recorded the customer's addresses previously, the Portal will automatically fill these fields for you. See *Debtor Maintenance screen* on page 122.

8. Press the Items tab.
9. Add items to the quote.

See *Adding items to quotes* on page 197.

10. Press .


The quote is created.

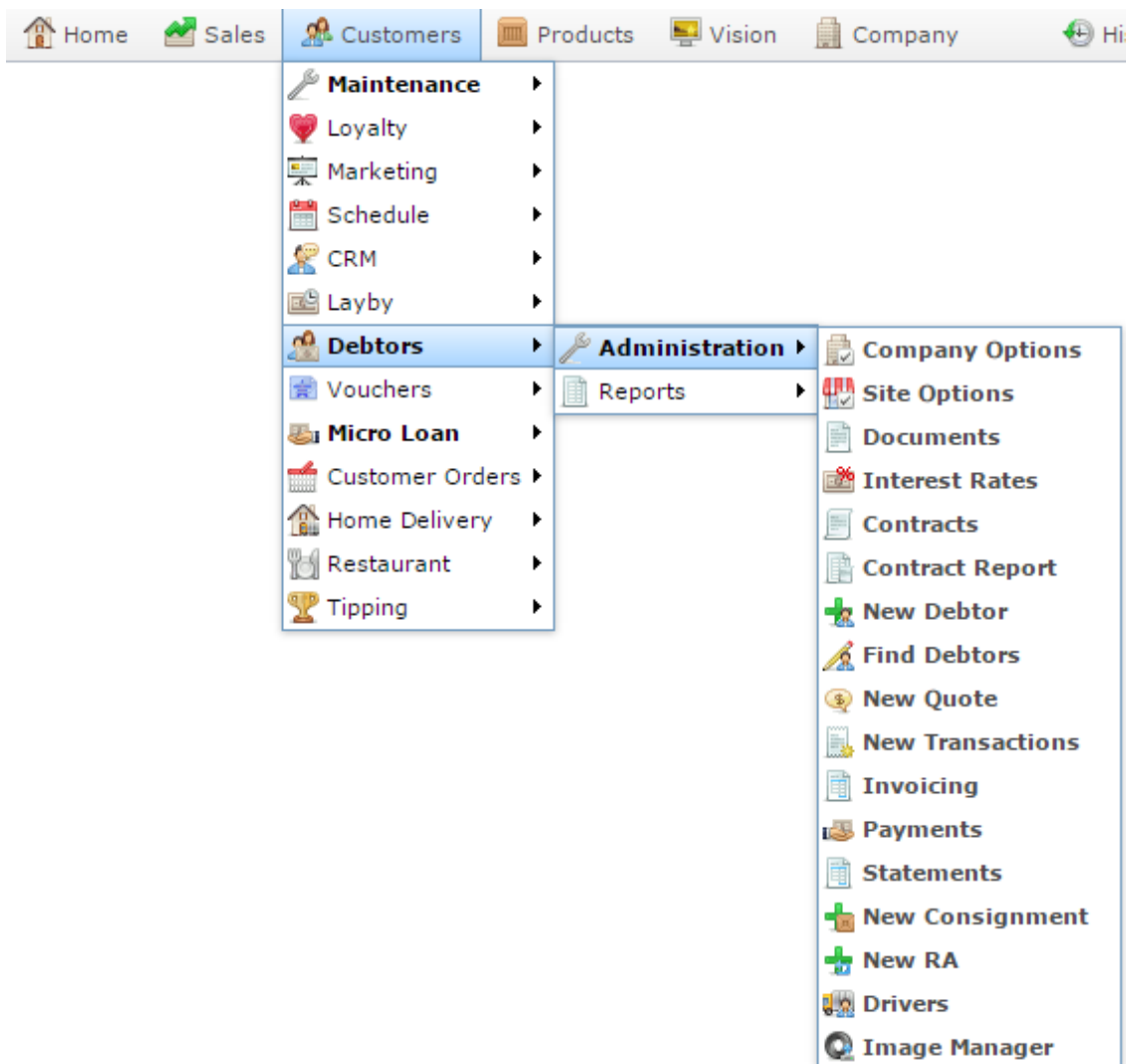
## Editing a customer quote

Edit a customer quote to change the valid-date, address or to add items.

**Note:** You cannot change the site of the quote.

To edit a customer quote:

1. Press  Customers.
2. Press **Debtors > Administration > New Quote.**



The Find Debtor screen is displayed.

The screenshot shows a web form titled "Find Debtor". At the top, there is a search bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is displayed. There are five input fields: "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form.

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.

The Customer Quote screen is displayed.

The screenshot shows a web form titled "Customer Quote". It contains several fields: "Customer: Customer,New", "Code: 5000", "Quote Number: 2" (with a drop-down arrow), "Date: 4/08/2015", "Valid To: 3/09/2015" (with a drop-down arrow), "Location: Chadstone" (with a drop-down arrow), "Price Level: Retail", "Available Credit: -\$1,243.46", "Quote Total: \$128.50", and "Quote Status: Pending". At the bottom right, there are three buttons: "Print", "Convert", and "Delete".

4. Select the quote you want to edit in the **Quote Number** drop-down field.

5. Edit the fields required.

See *Quotes Maintenance screen* on page 221.

6. Press the Items tab.

Managing invoices, quotes  
and drivers

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,243.46  
Code: 5000 Quote Total: \$128.50  
Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50

7. Press .


The changes are saved.

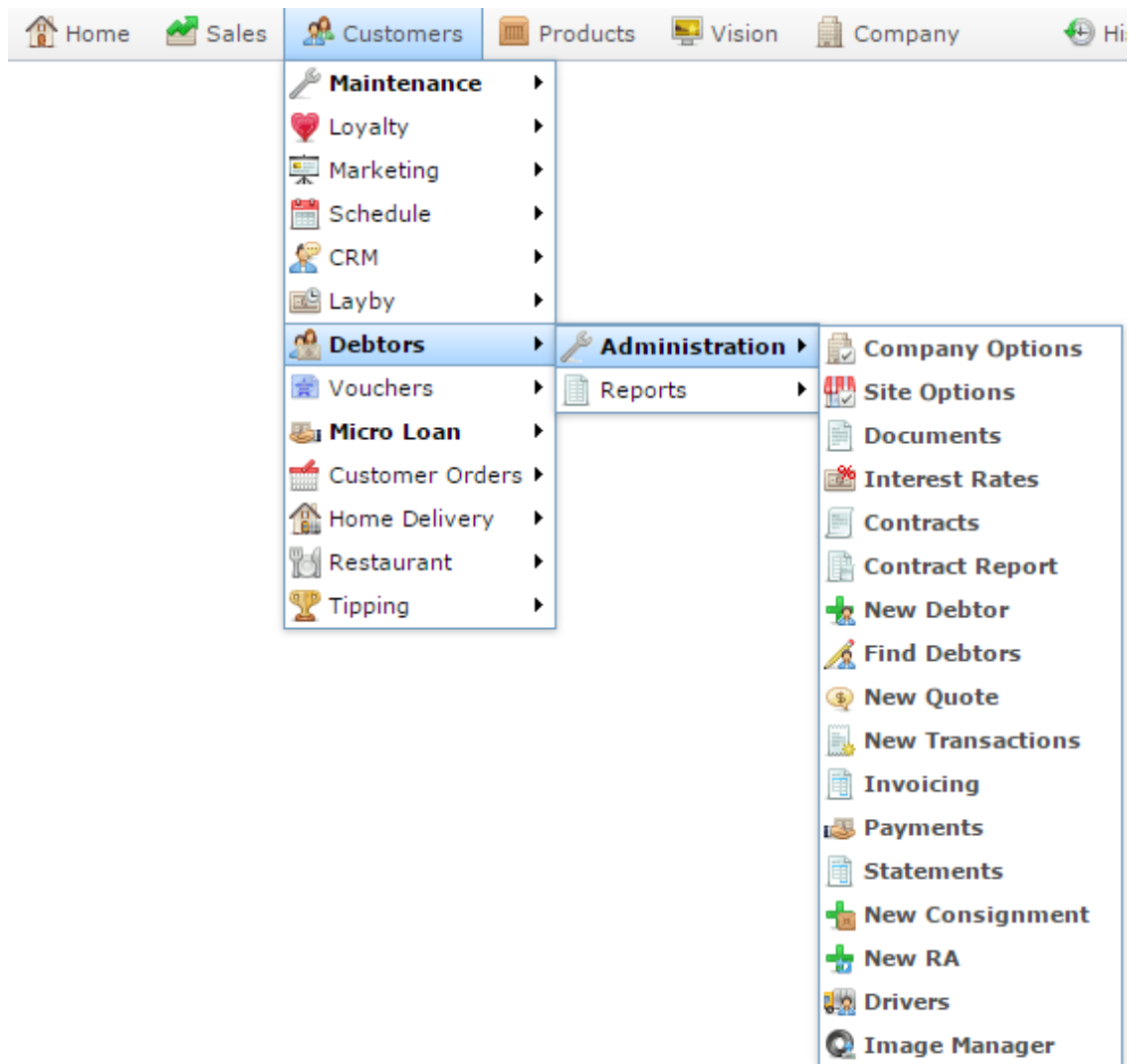


## Adding items to quotes

Add items to quotes to include a specific quantity of that item in the quote.

To add an item to a quote:

1. Press  Customers.
2. Press **Debtors > Administration > New Quote**.



The Find Debtor screen is displayed.

Managing invoices, quotes  
and drivers

The screenshot shows a web application window titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is centered. There are five input fields stacked vertically, each with a label to its left: "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom center of the form area.

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.

The Customer Quote screen is displayed.

The screenshot shows a web application window titled "Customer Quote". The main content area contains the following information: "Customer: Customer,New" and "Available Credit: -\$1,243.46" on the top line; "Code: 5000" and "Quote Total: \$128.50" on the second line; "Quote Number: 2" in a dropdown menu and "Quote Status: Pending" on the third line. Below this is a tabbed interface with three tabs: "Details" (selected), "Address", and "Items". Under the "Details" tab, there are four fields: "Date: 4/08/2015", "Valid To: 3/09/2015" (dropdown), "Location: Chadstone" (dropdown), and "Price Level: Retail". At the bottom right of the window, there are three buttons: "Print", "Convert", and "Delete".

4. Select the quote you want in the **Quote Number** drop-down field.
5. Press the **Items** tab.

The items tab is displayed.

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,243.46  
 Code: 5000 Quote Total: \$128.50  
 Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
 Unit Price:  
 Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50

6. Search for the item to add in the **Item Code** field.

See *Finding an item with a search field.*

7. Press .

The item is added to the item grid.

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,379.95  
 Code: 5000 Quote Total: \$136.49  
 Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
 Unit Price: \$0.00  
 Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50
Sausage -	165	1	\$7.99	\$0.00	\$7.99

8. Press the **Quantity** field for the item.

Managing invoices, quotes  
and drivers

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,379.95  
Code: 5000 Quote Total: \$136.49  
Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price: \$0.00  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50
Sausage -	165	1	\$7.99	\$0.00	\$7.99

9. Type the number of units of the item you want to include.


10. Press .

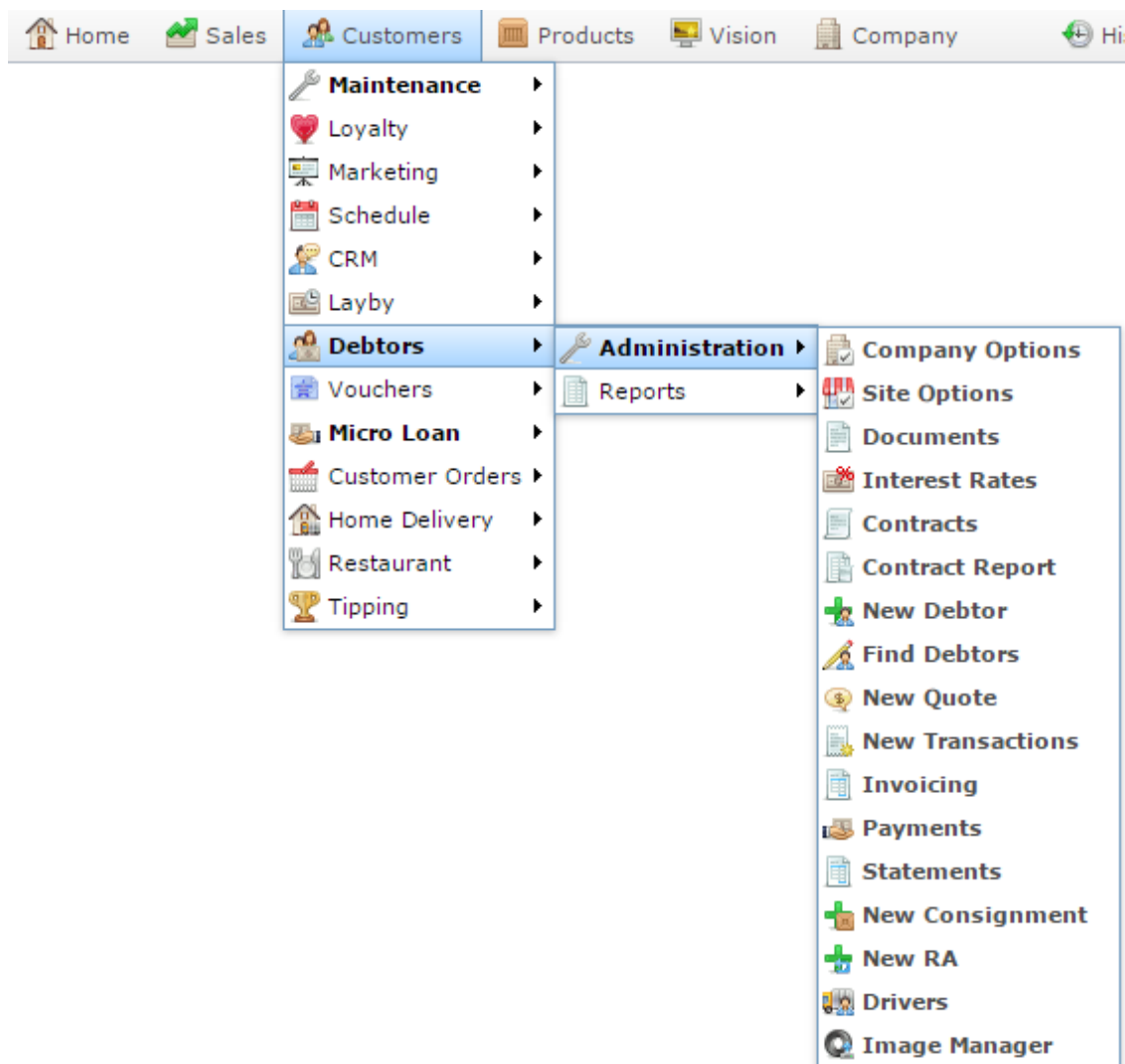
The item has been added.

## Editing the discount of an item in a quote

Edit an item's discount to change the discount offered for each unit of that item in the quote.

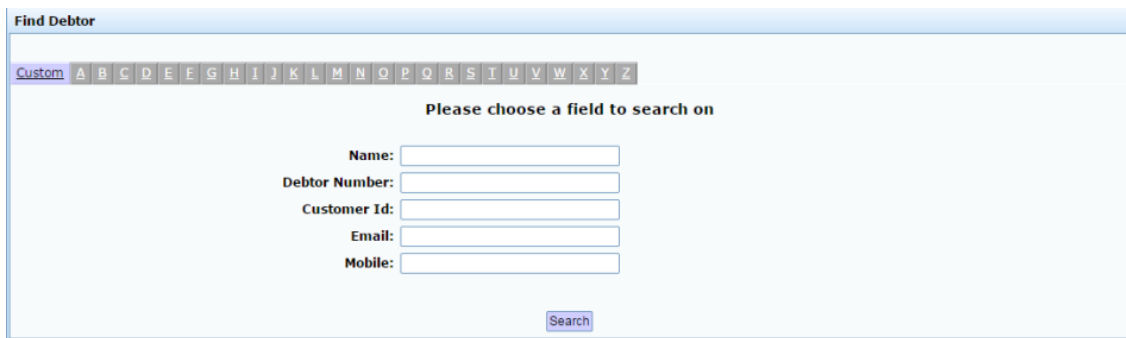
To edit the discount of an item in a quote:

1. Press  Customers.
2. Press **Debtors > Administration > New Quote**.



The Find Debtor screen is displayed.

Managing invoices, quotes  
and drivers

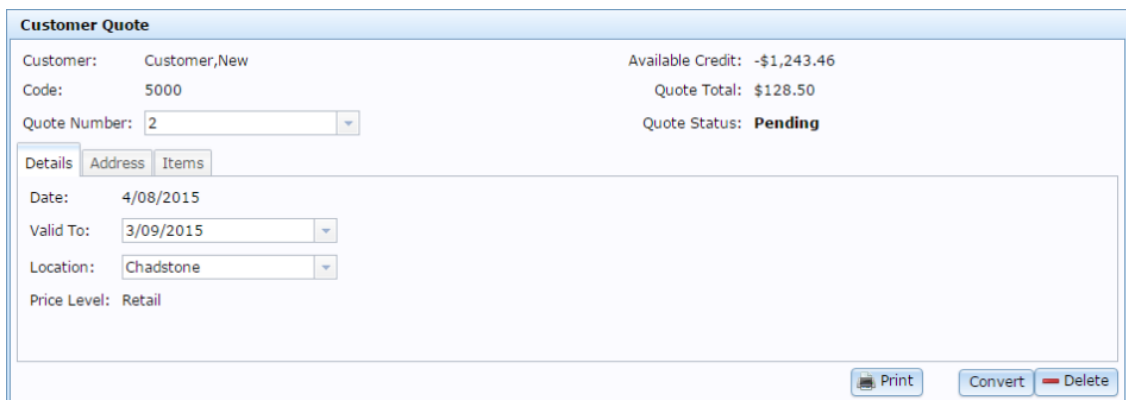


The 'Find Debtor' form features a header with the title 'Find Debtor' and a navigation bar with tabs for 'Custom' and letters A through Z. Below the navigation bar, the text 'Please choose a field to search on' is centered. There are five input fields labeled 'Name:', 'Debtor Number:', 'Customer Id:', 'Email:', and 'Mobile:'. A 'Search' button is located at the bottom right of the form.

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.

The Customer Quote screen is displayed.



The 'Customer Quote' form displays customer information: 'Customer: Customer,New', 'Code: 5000', and 'Quote Number: 2'. It also shows financial details: 'Available Credit: -\$1,243.46', 'Quote Total: \$128.50', and 'Quote Status: Pending'. Below this, there are tabs for 'Details', 'Address', and 'Items'. The 'Details' tab is active, showing 'Date: 4/08/2015', 'Valid To: 3/09/2015', 'Location: Chadstone', and 'Price Level: Retail'. At the bottom right, there are buttons for 'Print', 'Convert', and 'Delete'.

4. Select the quote you want in the **Quote Number** drop-down field.
5. Press the **Items** tab.
6. Select the Item you want to edit the discount of in the item grid.

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,379.95  
 Code: 5000 Quote Total: \$136.49  
 Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
 Unit Price: \$0.00  
 Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50
Sausage -	165	1	\$7.99	\$0.00	\$7.99

- Press the **Discount** field for the item.

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,379.95  
 Code: 5000 Quote Total: \$136.49  
 Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
 Unit Price: \$0.00  
 Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50
Sausage -	165	1	\$7.99	\$0.00	\$7.99

- Type the dollar amount of discount you want to offer per unit for the item. For example, to offer a \$2 per item discount, type **2**.

**Note:** You cannot offer a percentage discount using this field.

- Press .


The item has been edited.

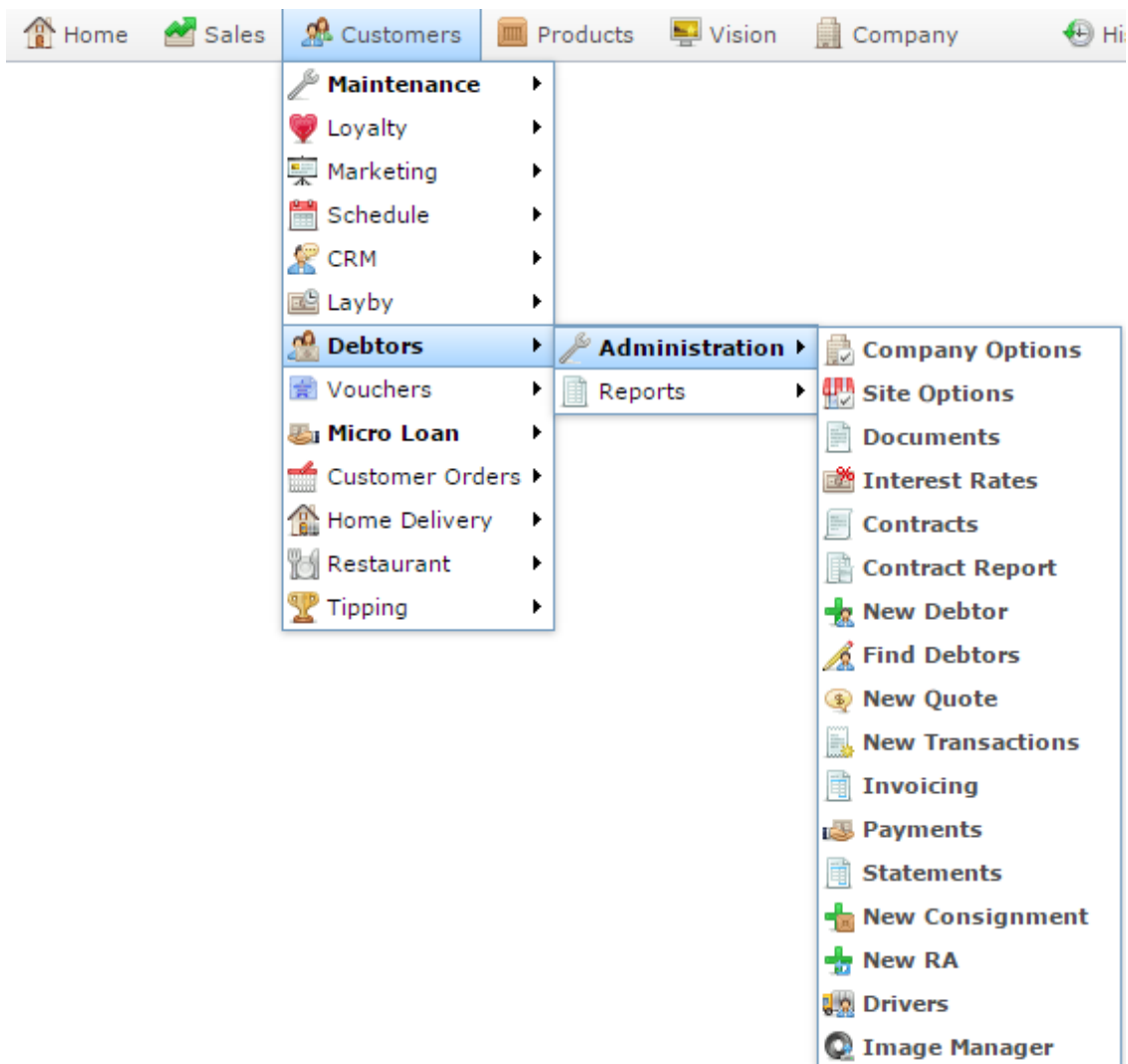
## Editing the price of an item in a quote

Edit an item's price to change the per-unit price you're offering for that item.

**Note:** You can only edit prices if the **Enable Price Edit** configuration is set to **True** in the Quotes area of Company Options. See *Configuring quotes for your company* on page 28.

To edit the price of an item in a quote:

1. Press  **Customers**.
2. Press **Debtors > Administration > New Quote**.



The Find Debtor screen is displayed.



The screenshot shows a web form titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is centered. There are five input fields stacked vertically, each with a label to its left: "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form.

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.

The Customer Quote screen is displayed.

The screenshot shows a web form titled "Customer Quote". It contains several fields and sections. At the top, "Customer: Customer,New" and "Code: 5000" are on the left, while "Available Credit: -\$1,243.46" and "Quote Total: \$128.50" are on the right. Below these, "Quote Number: 2" is in a drop-down menu, and "Quote Status: Pending" is displayed. There are three tabs: "Details" (selected), "Address", and "Items". Under the "Details" tab, there are fields for "Date: 4/08/2015", "Valid To: 3/09/2015" (in a drop-down), "Location: Chadstone" (in a drop-down), and "Price Level: Retail". At the bottom right, there are three buttons: "Print", "Convert", and "Delete".

4. Select the quote you want in the **Quote Number** drop-down field.
5. Press the Items tab.
6. Select the Item you want to edit the price of in the item grid.

Managing invoices, quotes and drivers

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,379.95  
Code: 5000 Quote Total: \$136.49  
Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price: \$0.00  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50
Sausage -	165	1	\$7.99	\$0.00	\$7.99

7. Press the **Price** field for the item.

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,379.95  
Code: 5000 Quote Total: \$136.49  
Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price: \$0.00  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50
Sausage -	165	1	\$7.99	\$0.00	\$7.99

8. Type the new price of the item.


9. Press .

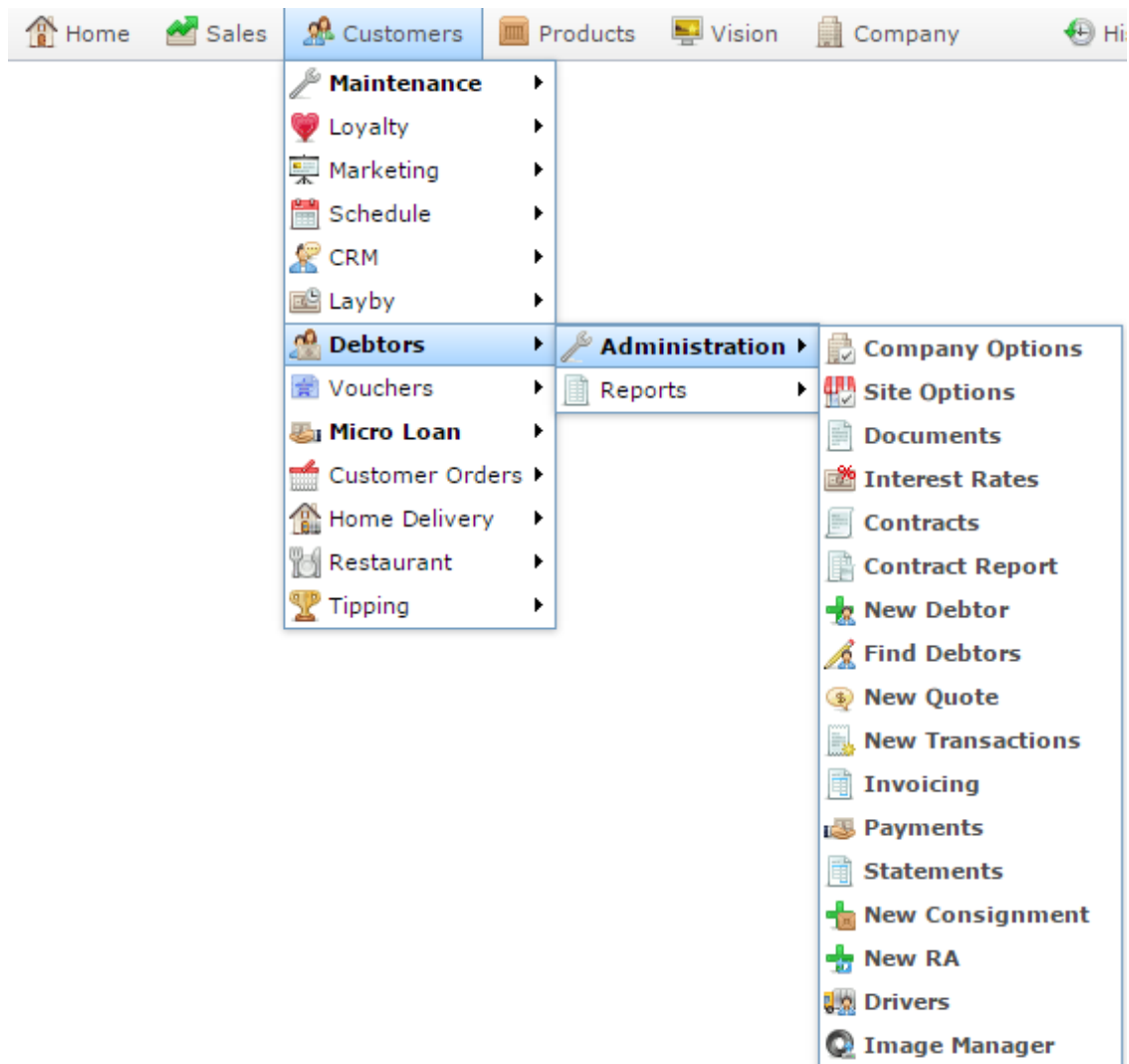
The item has been edited.

## Editing the quantity of an item in a quote

Edit an item's quantity to change the number of units of that item in the quote.

To edit the quantity of an item in a quote:

1. Press  Customers.
2. Press **Debtors > Administration > New Quote**.



The Find Debtor screen is displayed.

Managing invoices, quotes  
and drivers

The screenshot shows a web application window titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is centered. There are five input fields stacked vertically, each with a label to its left: "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form area.

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.

The Customer Quote screen is displayed.

The screenshot shows a web application window titled "Customer Quote". The main content area contains the following information: "Customer: Customer,New", "Code: 5000", "Quote Number: 2" (with a dropdown arrow), "Date: 4/08/2015", "Valid To: 3/09/2015" (with a dropdown arrow), "Location: Chadstone" (with a dropdown arrow), "Price Level: Retail", "Available Credit: -\$1,243.46", "Quote Total: \$128.50", and "Quote Status: Pending". Below the main content area, there are three tabs: "Details" (selected), "Address", and "Items". At the bottom right, there are three buttons: "Print", "Convert", and "Delete".

4. Select the quote you want in the **Quote Number** drop-down field.
5. Press the Items tab.
6. Select the Item you want to edit the quantity of in the item grid.

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,379.95  
Code: 5000 Quote Total: \$136.49  
Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price: \$0.00  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50
Sausage -	165	1	\$7.99	\$0.00	\$7.99

7. Press the **Quantity** field for the item.

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,379.95  
Code: 5000 Quote Total: \$136.49  
Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price: \$0.00  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50
Sausage -	165	1	\$7.99	\$0.00	\$7.99

8. Type the number of units of the item you want to include.


9. Press .

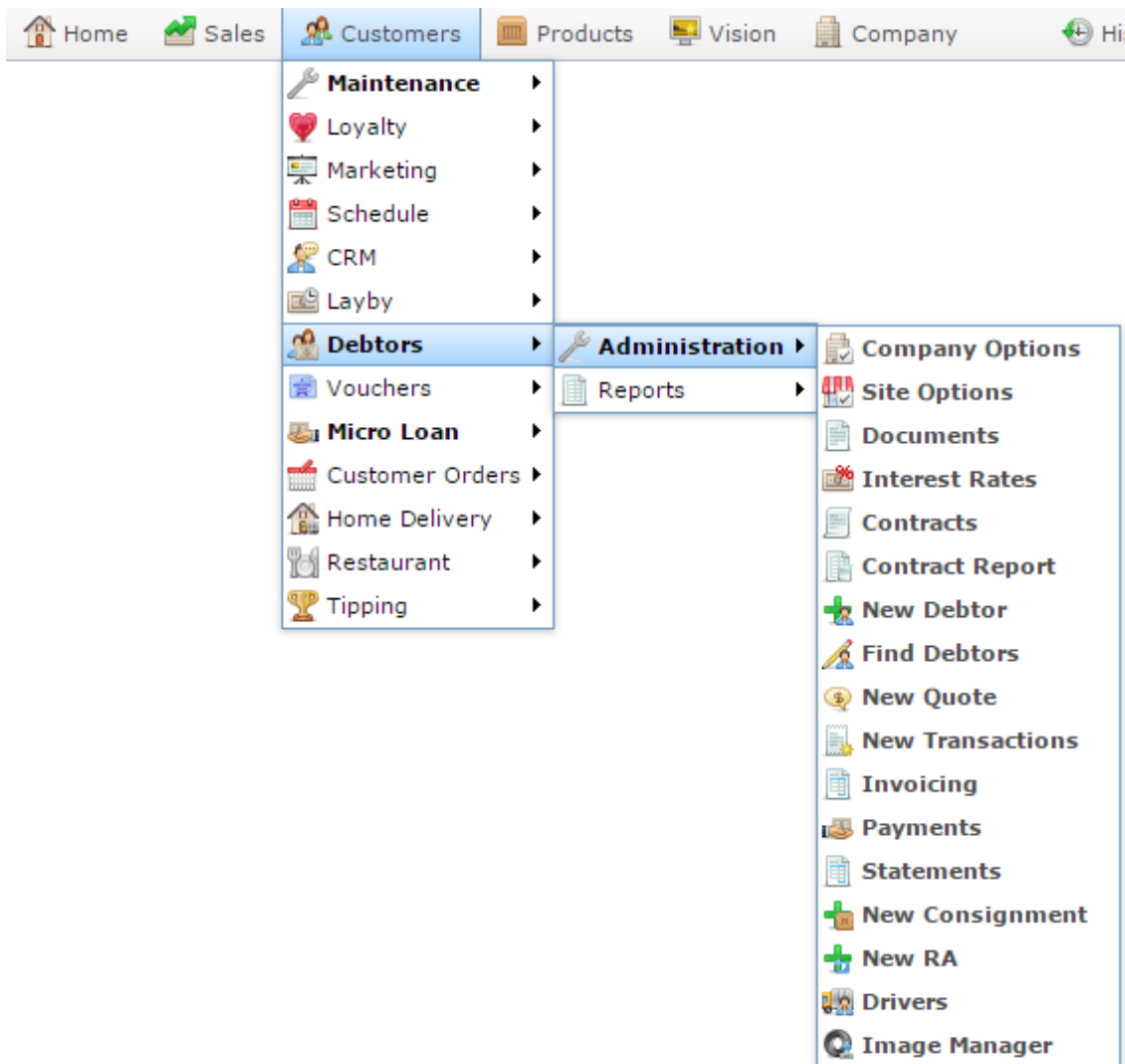
The item has been edited.

## Removing an item from a quote

Remove an item from a quote if you do not want to include it in the quote.

To remove an item from a quote:

1. Press  Customers.
2. Press **Debtors > Administration > New Quote**.



The Find Debtor screen is displayed.

The screenshot shows a web interface titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is centered. There are five input fields stacked vertically, each with a label to its left: "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form area.

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.

The Customer Quote screen is displayed.

The screenshot shows a web interface titled "Customer Quote". It displays customer information: "Customer: Customer,New", "Code: 5000", and "Quote Number: 2" (in a drop-down menu). On the right side, it shows "Available Credit: -\$1,243.46", "Quote Total: \$128.50", and "Quote Status: Pending". Below this, there are three tabs: "Details" (selected), "Address", and "Items". Under the "Details" tab, there are fields for "Date: 4/08/2015", "Valid To: 3/09/2015" (in a drop-down menu), "Location: Chadstone" (in a drop-down menu), and "Price Level: Retail". At the bottom right, there are three buttons: "Print", "Convert", and "Delete".

4. Select the quote you want in the **Quote Number** drop-down field.
5. Press the Items tab.
6. Select the Item you want to delete in the item grid.

Managing invoices, quotes  
and drivers

**Customer Quote**

Customer: Customer,New Available Credit: -\$1,379.95  
Code: 5000 Quote Total: \$136.49  
Quote Number: 2 Quote Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price: \$0.00  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50
Sausage -	165	1	\$7.99	\$0.00	\$7.99

7. Press .


The item has been removed.

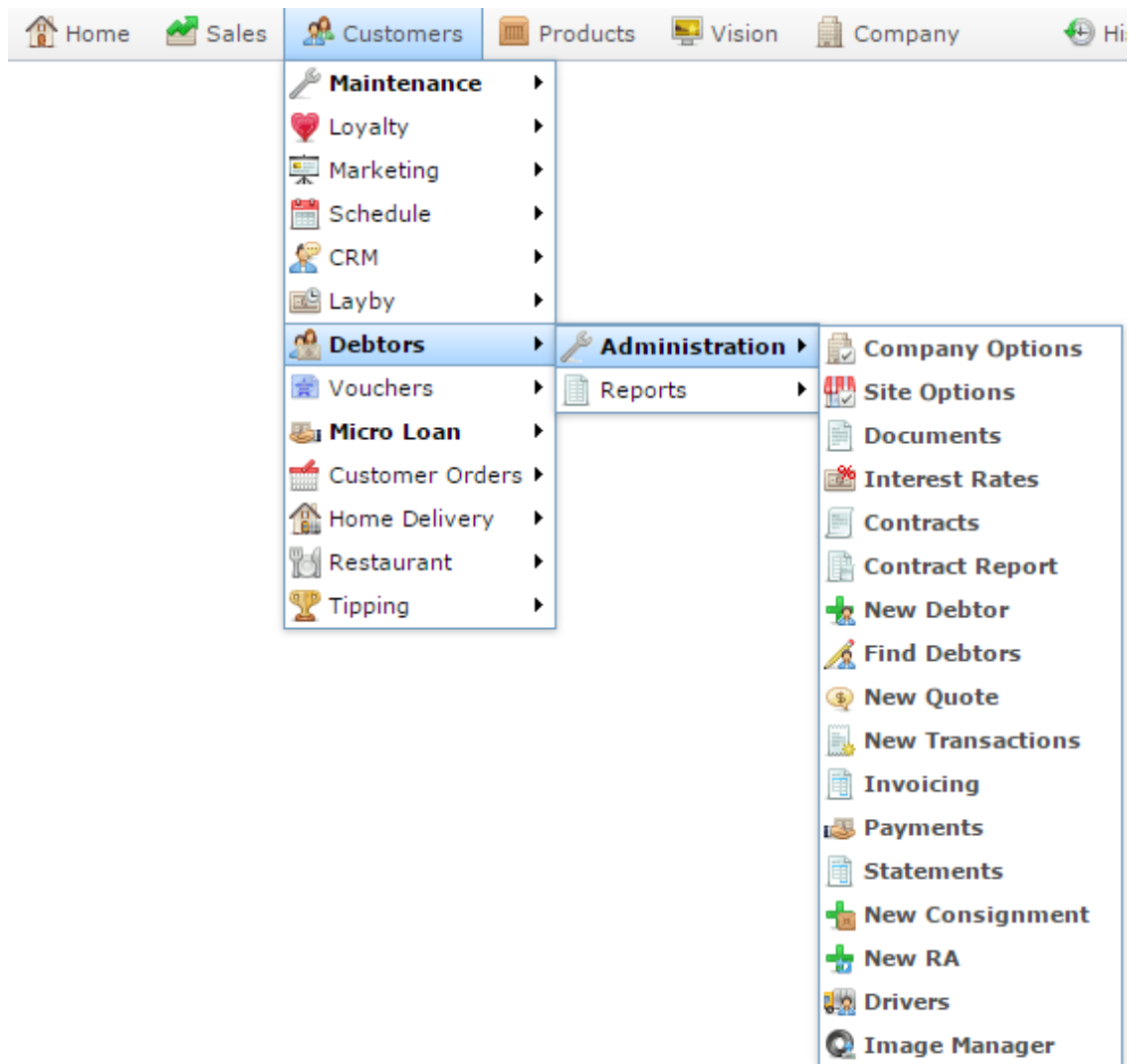


## Printing a customer quote

Print a customer quote to make a hard copy for the customer or your own records.

To print a customer quote:

1. Press  Customers.
2. Press **Debtors > Administration > New Quote**.



The Find Debtor screen is displayed.

Managing invoices, quotes and drivers

The screenshot shows a web interface titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is displayed. There are five input fields labeled "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form.

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.

The Customer Quote screen is displayed.

The screenshot shows a web interface titled "Customer Quote". It displays customer information: "Customer: Customer,New", "Code: 5000", and "Quote Number: 2" (in a drop-down menu). Financial details include "Available Credit: -\$1,243.46", "Quote Total: \$128.50", and "Quote Status: Pending". There are tabs for "Details", "Address", and "Items", with "Details" selected. Below the tabs, there are fields for "Date: 4/08/2015", "Valid To: 3/09/2015" (in a drop-down menu), "Location: Chadstone" (in a drop-down menu), and "Price Level: Retail". At the bottom right, there are buttons for "Print", "Convert", and "Delete".

4. Select the quote you want to print in the **Quote Number** drop-down field.

5. Press  **Print**.

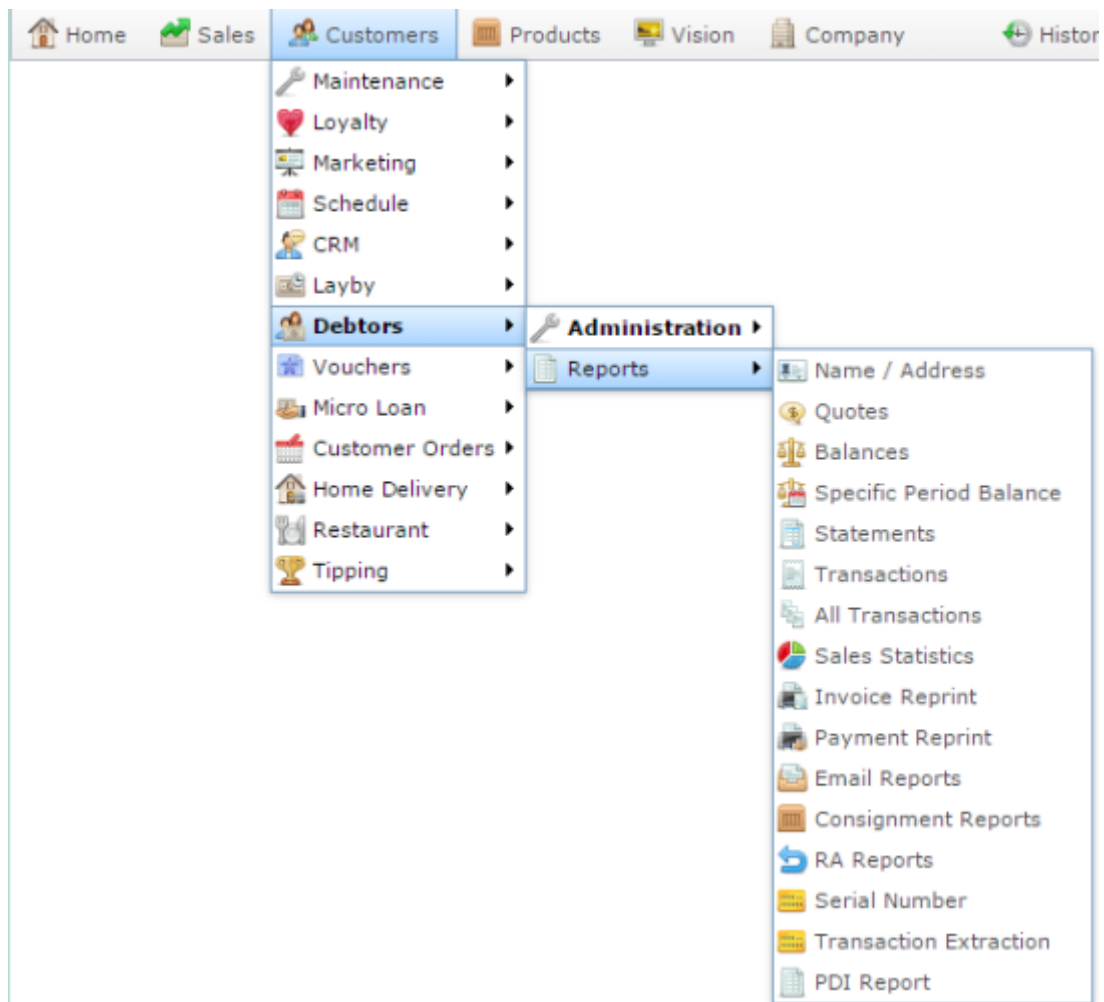
The quote is printed.

## Reprinting a customer quote

Reprint a quote if you want a copy of a quote after it has been converted.

To reprint a quote:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Report > Quotes**.



The Customer Quotes report is displayed.

### Customer Quote Report - All Customer Quote

Customer	Account	Site	Quote Number	Status	Quote Date	Expiry Date	Amount
Customer.N	5000	Chadstone	2	Converted	04-Aug-2015	03-Sep-2015	\$136.49
Total:							\$136.49

**Site**  
Chadstone

**By**  
Month

**Date**  
19/08/2015

**Type**  
All

Add to Favourites

3. Press the **Customer** field of the quote you want to reprint.

### Customer Quote Report - All Customer Quote

Customer	Account	Site	Quote Number	Status	Quote Date	Expiry Date	Amount
Customer.N	5000	Chadstone	2	Converted	04-Aug-2015	03-Sep-2015	\$136.49
Total:							\$136.49

**Site**  
Chadstone

**By**  
Month

**Date**  
19/08/2015

**Type**  
All

Add to Favourites


A popup menu is displayed.

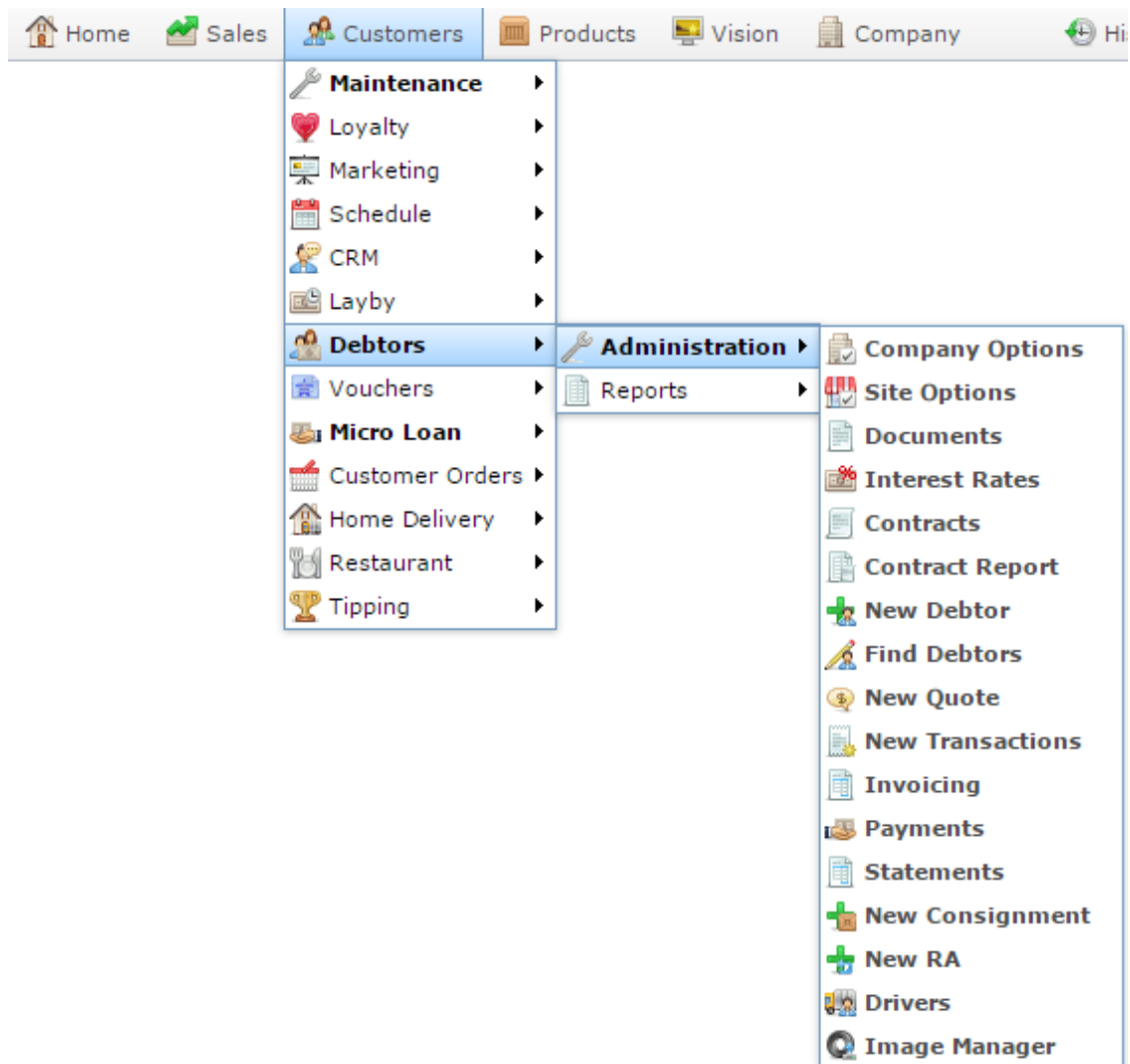
4. Press **Reprint Quote**.  
The quote is reprinted.

## Converting a customer quote to an invoice

Convert a customer quote to an invoice if the customer wants to complete the purchase and you need to invoice them for the exact items supplied.

To convert a customer quote:

1. Press  Customers.
2. Press **Debtors > Administration > New Quote**.



The Find Debtor screen is displayed.

Managing invoices, quotes  
and drivers

The screenshot shows a web application window titled "Find Debtor". At the top, there is a search bar with a dropdown menu currently set to "Custom". Below the search bar, there is a row of letters from A to Z. The main area of the window contains the text "Please choose a field to search on" followed by five input fields labeled "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the window.

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.

The Customer Quote screen is displayed.

The screenshot shows a web application window titled "Customer Quote". The window displays the following information: Customer: Customer,New; Available Credit: -\$1,243.46; Code: 5000; Quote Total: \$128.50; Quote Number: 2 (in a dropdown menu); Quote Status: Pending. Below this information, there are three tabs: "Details", "Address", and "Items". The "Details" tab is selected and shows: Date: 4/08/2015; Valid To: 3/09/2015 (in a dropdown menu); Location: Chadstone (in a dropdown menu); Price Level: Retail. At the bottom right of the window, there are three buttons: "Print", "Convert", and "Delete".

4. Select the quote you want to convert in the **Quote Number** drop-down field.

5. Press .


The quote is converted to an invoice and displayed in the Debtor Invoice screen.

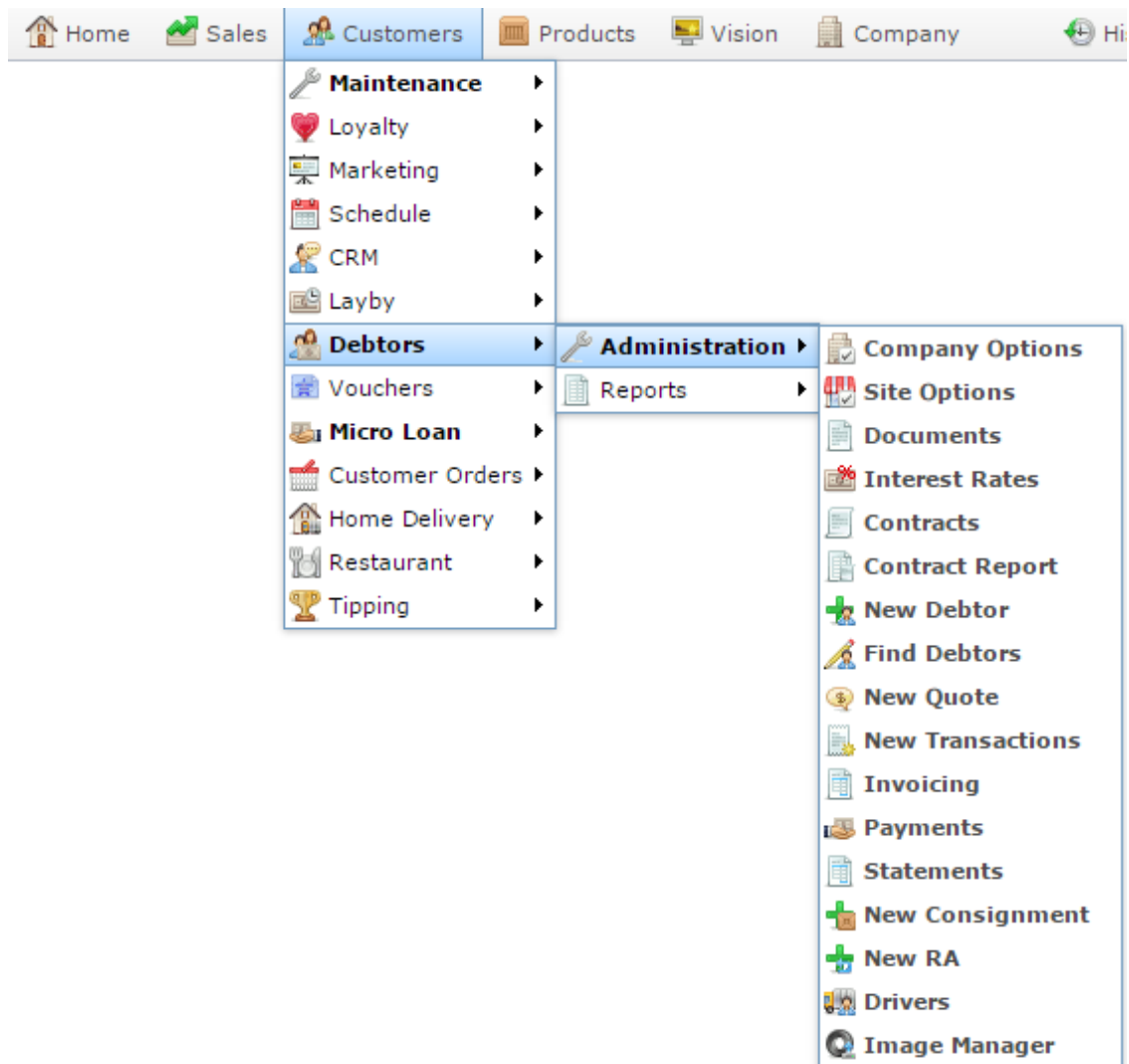
See *Invoice Maintenance screen* on page 268.

## Deleting a customer quote

Delete a customer quote if you want to remove it from the Portal.

To delete a customer quote:

1. Press  Customers.
2. Press **Debtors > Administration > New Quote**.



The Find Debtor screen is displayed.

Managing invoices, quotes  
and drivers

The screenshot shows a web application window titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is centered. There are five input fields stacked vertically, each with a label to its left: "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form area.

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.

The Customer Quote screen is displayed.

The screenshot shows a web application window titled "Customer Quote". The main content area contains the following information: "Customer: Customer,New", "Code: 5000", "Quote Number: 2" (with a dropdown arrow), "Date: 4/08/2015", "Valid To: 3/09/2015" (with a dropdown arrow), "Location: Chadstone" (with a dropdown arrow), and "Price Level: Retail". On the right side, it displays "Available Credit: -\$1,243.46", "Quote Total: \$128.50", and "Quote Status: Pending". At the bottom right, there are three buttons: "Print", "Convert", and "Delete".

4. Select the quote you want to delete in the **Quote Number** drop-down field.

5. Press  **Delete**.

The quote is deleted.




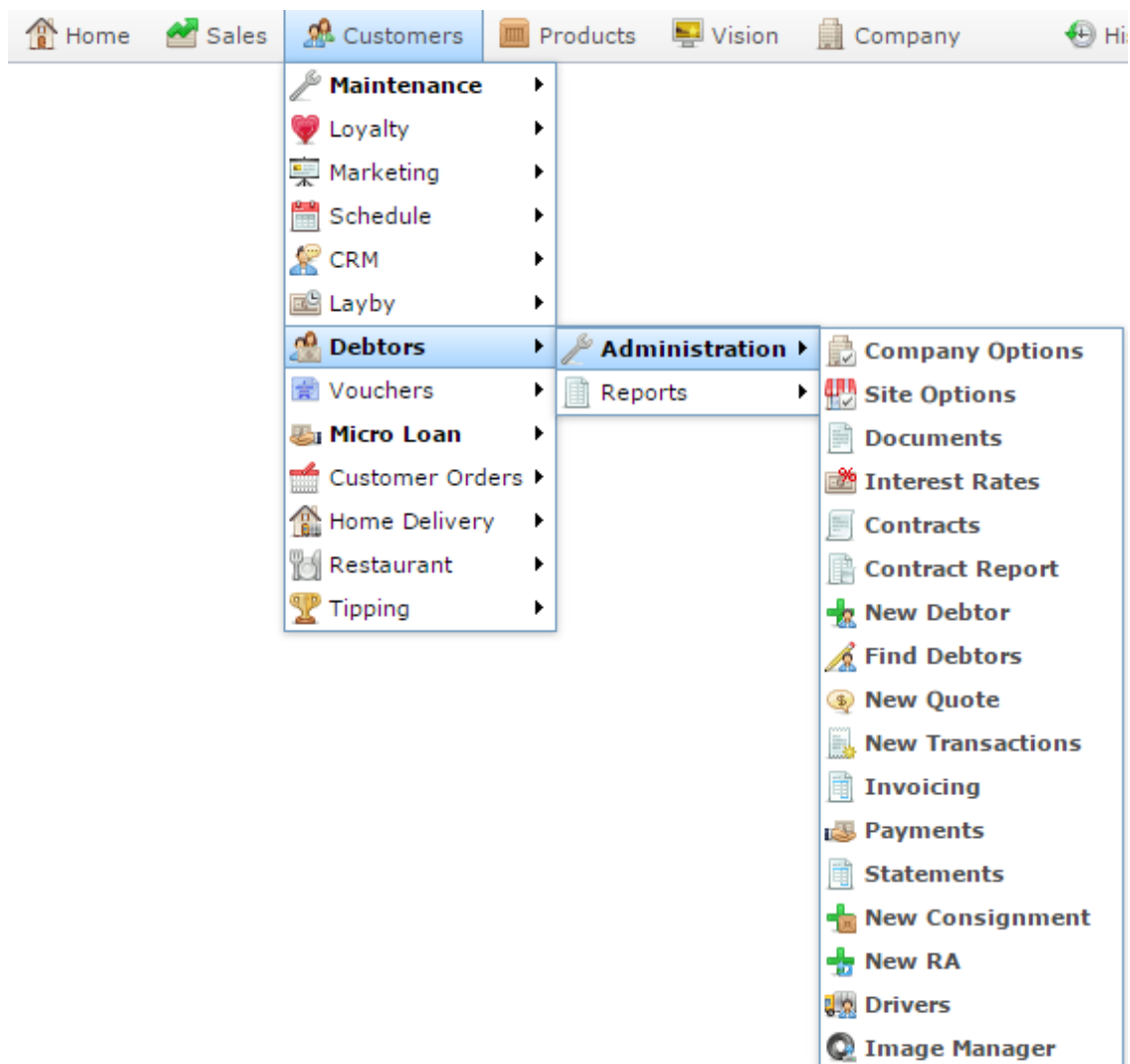
## Quotes Maintenance screen

Use the Quotes Maintenance screen to create a quote for a customer, recording their billing and shipping address, and the items and quantities.

## Opening the Customer Quote screen

To open the Customer Quote screen:

1. Press  Customers.
2. Press **Debtors > Administration > New Quote**.



The Find Debtor screen is displayed.

Managing invoices, quotes  
and drivers

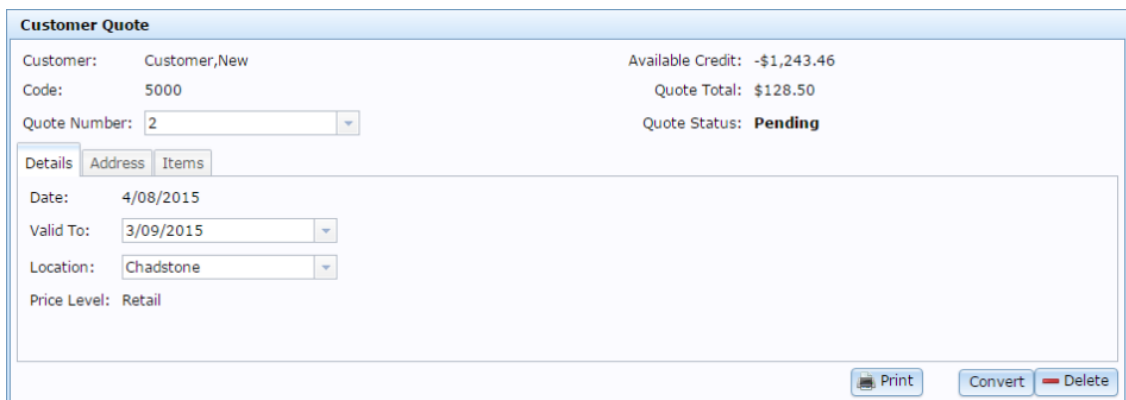


The 'Find Debtor' form features a header with the title 'Find Debtor'. Below the header is a navigation bar with 'Custom' selected and a row of letters from A to Z. The main area contains the instruction 'Please choose a field to search on' followed by five input fields labeled 'Name:', 'Debtor Number:', 'Customer Id:', 'Email:', and 'Mobile:'. A 'Search' button is located at the bottom right of the form.

3. Search for the customer or debtor.

See *Finding a debtor* on page 103.


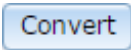
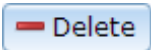
The Customer Quote screen is displayed.



The 'Customer Quote' form displays the following information: Customer: Customer,New; Code: 5000; Quote Number: 2 (dropdown); Date: 4/08/2015; Valid To: 3/09/2015 (dropdown); Location: Chadstone (dropdown); Price Level: Retail. On the right side, it shows Available Credit: -\$1,243.46; Quote Total: \$128.50; and Quote Status: Pending. At the bottom right, there are buttons for 'Print', 'Convert', and 'Delete'.

## Customer Quote screen key fields and buttons

### Common fields

Field	Description
<b>Customer</b>	Name of the customer the quote is for.
<b>Code</b>	Code identifying the customer.
<b>Quote Number</b>	Unique number identifying the quote. Select an open quote to view or edit, or select <b>New Quote</b> to create a new quote.
<b>Available Credit</b>	Amount of credit the customer currently has with your company.
<b>Quote Total</b>	Total price of the quote.
<b>Quote Status</b>	Status of the quote, either pending or converted.
 <b>Print</b>	Press to print this quote.
 <b>Convert</b>	Press to convert this quote into an invoice.
 <b>Delete</b>	Press to delete this quote.

### Details tab

Use this area to maintain the date the quote is valid to, and the site the quote is related to.

Managing invoices, quotes  
and drivers

**Customer Quote**  
Customer: Customer,New Available Credit: -\$1,243.46  
Code: 5000 Quote Total: \$128.50  
Quote Number: 2 Quote Status: **Pending**  
Details Address Items  
Date: 4/08/2015  
Valid To: 3/09/2015  
Location: Chadstone  
Price Level: Retail  
Print Convert Delete

Field	Description
<b>Date</b>	The date this quote was created.
<b>Valid To</b>	The date this quote is valid to.
<b>Location</b>	Site the quote relates to.
<b>Price Level</b>	Price level this customer is eligible for.

**Note:** The price change cannot be edited within the quote.

## Address tab

Use this tab to define the billing and shipping address of the customer.

**Customer Quote**

Customer: Customer,New      Available Credit: -\$1,243.46  
 Code: 5000      Quote Total: \$128.50  
 Quote Number:       Quote Status: **Pending**

Details   **Address**   Items

<i>Shipping Address</i>	<i>Billing Address</i>
Address: <input type="text" value="8 Holloway Drive"/>	Address: <input type="text" value="8 Holloway Drive"/>
<input type="text" value="Fieldstone"/>	<input type="text" value="Fieldstone"/>
<input type="text"/>	<input type="text"/>
Post Code: <input type="text" value="43,0"/>	Post Code: <input type="text" value="4,31"/>
Loyalty #: <input type="text"/>	
Phone: <input type="text" value="89652487"/>	
Mobile: <input type="text" value="0429886548"/>	
Fax: <input type="text"/>	
Email: <input type="text" value="Jenny@acmewyler."/>	
Comment: <input type="text"/>	

<b>Field</b>	<b>Description</b>
<b>Shipping Address</b>	Address the customer has nominated to receive the goods or services.
<b>Post code</b>	Post code for the shipping address.
<b>Loyalty #</b>	Loyalty number of the customer, if applicable.
<b>Phone</b>	Phone number of the customer.
<b>Mobile</b>	Mobile number of the customer.

---

<b>Field</b>	<b>Description</b>
<b>Fax</b>	Fax number of the customer.
<b>Email</b>	Email address of the customer.
<b>Comment</b>	Add a comment regarding the quote.
<b>Billing Address</b>	Address the customer has nominated to receive invoices and statements.
<b>Post code</b>	Post code for the billing address.

---

## Items tab

Use this tab to add items to the quote.

**Customer Quote**

Customer: Customer,New      Available Credit: -\$1,243.46  
 Code: 5000      Quote Total: \$128.50  
 Quote Number:       Quote Status: **Pending**

Details   Address   **Items**

Item Code:         

Description:  
 Unit Price:  
 Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	50	\$2.57	\$0.00	\$128.50

### Field

### Description

#### Item Code

Search for items to add to the quote.

See *Finding an item with a search field*.

#### Description

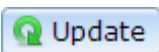
Description of the selected item.

#### Unit Price

Unit price of the selected item.

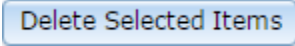
#### Stock On Hand

Number of units in stock at the selected site.



Press to save any changes to the item grid.

---

Field	Description
	Press to remove the selected items from the quote.

---

### Item grid

Use the grid to modify the quantity of items offered in the quote.

---

Field	Description
<b>Description</b>	Description of the item.
<b>Item</b>	Unique code identifying the item.
<b>Quantity</b>	Number of units included in the quote.
<b>Price</b>	Price the items are offered for in the quote.
<b>Discount</b>	Flat-rate discount offered to the customer on each unit of the item.
<b>Total</b>	Total cost for this quantity of the item.

---



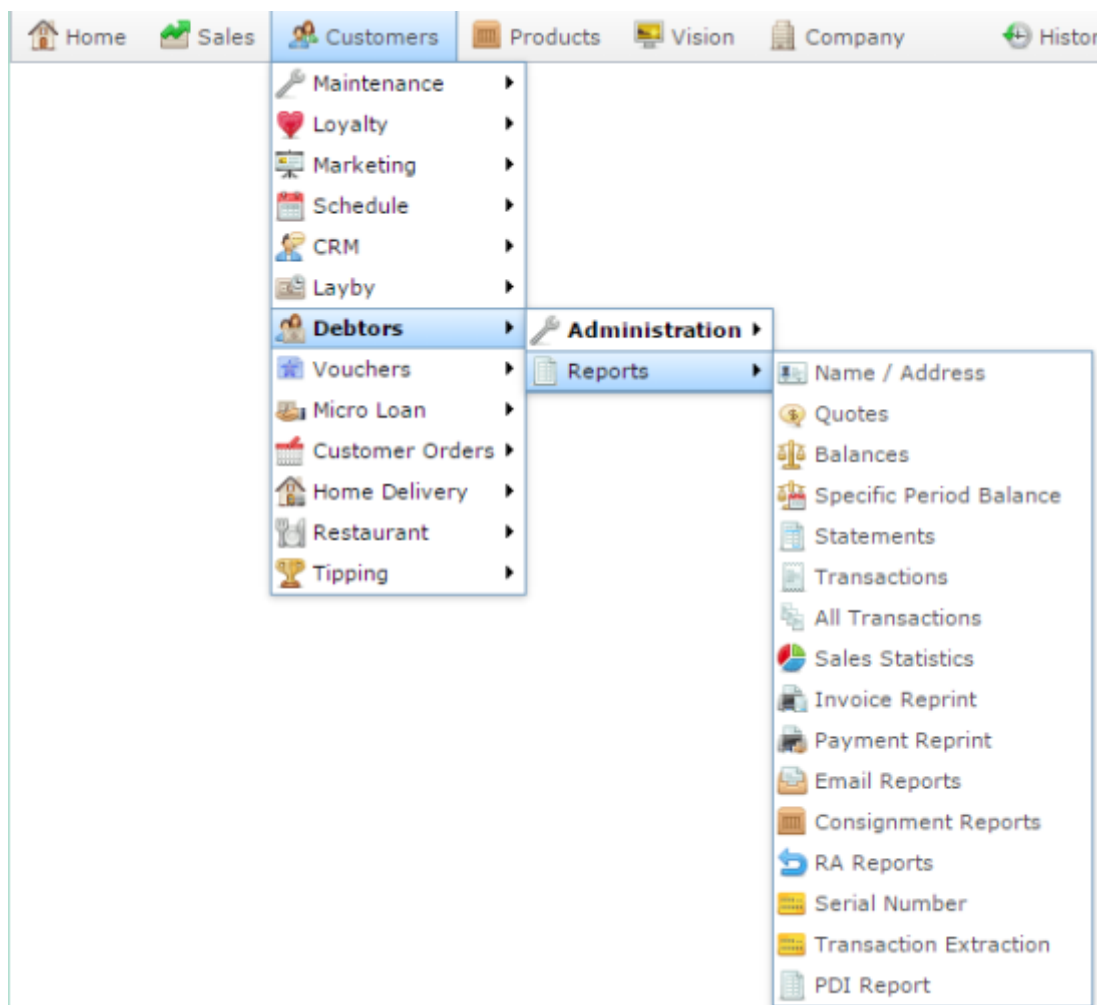
## Customer Quote report

Use the Customer Quote report to view and reprint customer quotes.

### Opening the Customer Quote report

To open the Customer Quote report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > Quotes**.



The Customer Quote report is displayed.

### Customer Quote Report - All Customer Quote

Customer	Account	Site	Quote Number	Status	Quote Date	Expiry Date	Amount
<u>Customer</u>	5000	Chadstone	2	Converted	04-Aug-2015	03-Sep-2015	\$136.49
<b>Total:</b>							\$136.49

**Site**

Chadstone >

**By**

Month >

**Date**

19/08/2015

**Type**

All >

Add to Favourites

## Customer Quote report key fields

### Filters area

Use this area to filter the results shown in the report.

Field	Description										
<div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; display: inline-block;">Add to Favourites</div>	Press to add this report to your Portal favourites for easier access.										
<b>Site / Sites</b>	Select the site or sites to report on.										
<b>By</b>	Select to display the report for a specific day, week or month.										
<b>Date / Date From and Date To / As of / Start Date and End Date</b>	Select the date or date period to report on.										
<b>Type</b>	Select the type of quote to report on: <table border="0" style="margin-left: 20px;"> <tr> <td style="padding-right: 10px;"><b>Pending</b></td> <td>Display quotes that have not yet been converted into invoices.</td> </tr> <tr> <td colspan="2"><hr/></td> </tr> <tr> <td style="padding-right: 10px;"><b>Finalised</b></td> <td>Display quotes that have been converted into invoices.</td> </tr> <tr> <td colspan="2"><hr/></td> </tr> <tr> <td style="padding-right: 10px;"><b>All</b></td> <td>Display all quotes.</td> </tr> </table>	<b>Pending</b>	Display quotes that have not yet been converted into invoices.	<hr/>		<b>Finalised</b>	Display quotes that have been converted into invoices.	<hr/>		<b>All</b>	Display all quotes.
<b>Pending</b>	Display quotes that have not yet been converted into invoices.										
<hr/>											
<b>Finalised</b>	Display quotes that have been converted into invoices.										
<hr/>											
<b>All</b>	Display all quotes.										

## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

<b>Field</b>	<b>Description</b>
<b>Site / Description</b>	The name of the relevant site.
<b>Name / Customer / Customer Name / Debtor</b>	Name of the debtor or customer.
<b>Debtor Code/ Customer Code / Number / Account</b>	Unique code identifying the debtor.
<b>Date period</b>	Display the total cost of this item purchased from this supplier during this period.
<b>Quote Number</b>	Unique code identifying the quote.

---


Field	Description
<b>Status</b>	Status of the quote:  <b>Pending</b> Quote has not been converted into an invoice. <hr/> <b>Converted</b> Quote has been converted into an invoice.
<b>Quote Date</b>	Date the quote was created.
<b>Expiry Date</b>	Date the quote is no longer valid.
<b>Amount</b>	Total amount of all items included in the quote.

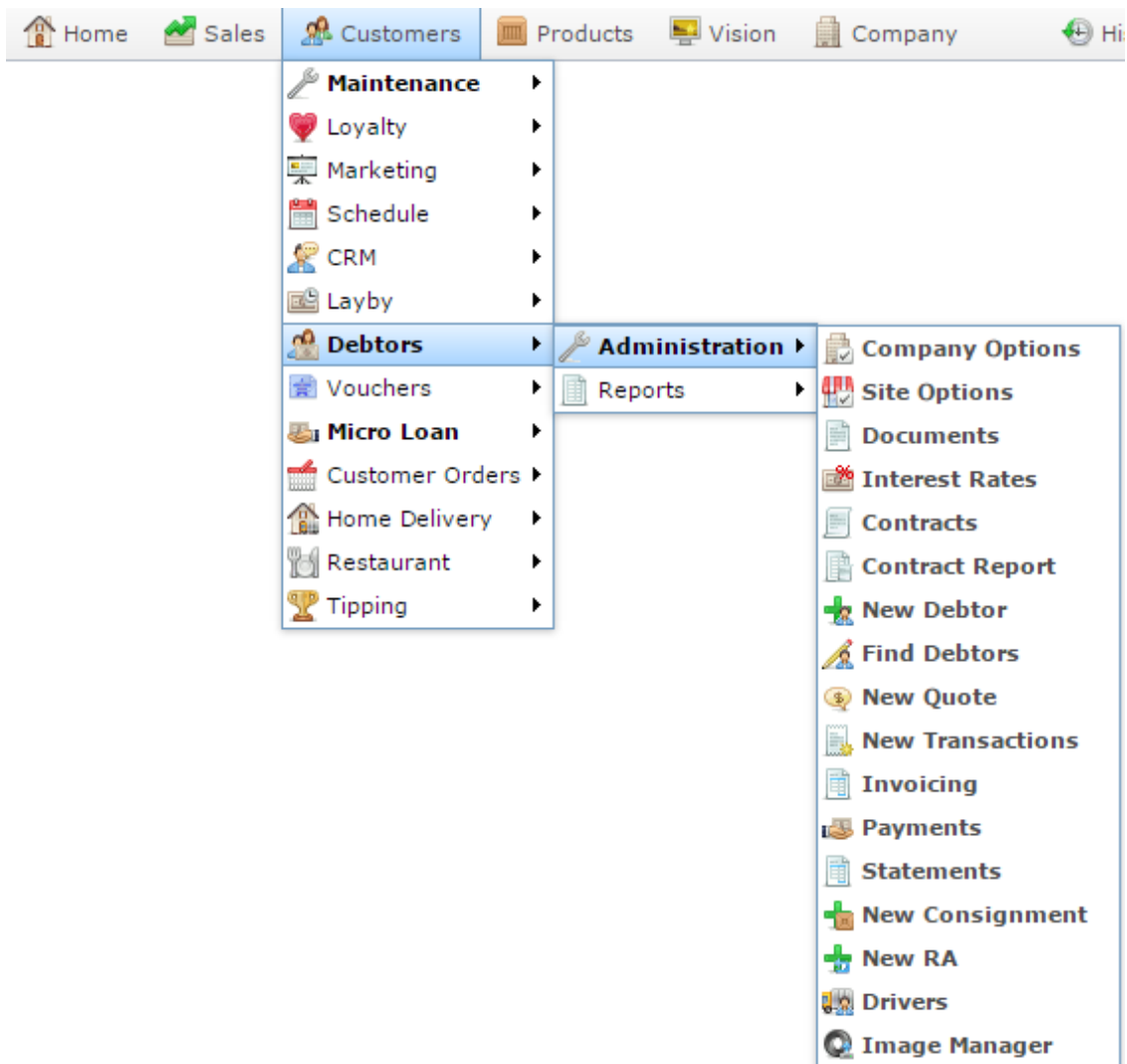
---

## Creating a new invoice

Create a new invoice to request payment from a customer for your goods or services.

To create a new invoice:

1. Press  Customers.
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.

**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address Items

Site: Chadstone  
Date: 19/08/2015  
Due: 19/08/2015  
Delivery: 19/08/2015  
Driver: Debbie Burnes  
Purchase Order:   
Customer Order: None  
Freight (Inc): 0  
Price Level: 5  
Comment:

**Note:** The Portal opens any existing pending invoice for this customer. Select **New Invoice** in the **Invoice Number** drop-down field to create a new invoice.

4. Select the site the invoice applies to in the **Location** drop-down field.

**Note:** You cannot change the location of a invoice later.

5. Select the date the invoice is due in the **Due** drop-down field.
6. Select the date to deliver the goods or services in the **Delivery** drop-down field.
7. Select the driver to deliver the goods or services in the **Driver** drop-down field.

**Note:** You must have created drivers for this field to be populated. See *Driver Maintenance screen* on page 188.

8. If the customer has provided a purchase order number with their request, type it into the **Purchase Order** field.
9. If this invoice relates to an existing customer order, select the customer order from the **Customer Order** drop-down field.

**Note:** This field is only populated if there are open customer orders for this customer.

10. Type the cost of the freight that you want to be added to the invoice in the **Freight** field.
11. Press the Address tab.
12. Type the customer's billing and shipping address.

**Note:** If you have recorded the customer's addresses previously, the Portal will automatically fill these fields for you. See *Debtor Maintenance screen* on page 122.

13. Press the Items tab.
14. Add items to the invoice.  
See *Adding items to invoices* on page 240.

15. Press .

The invoice is created.




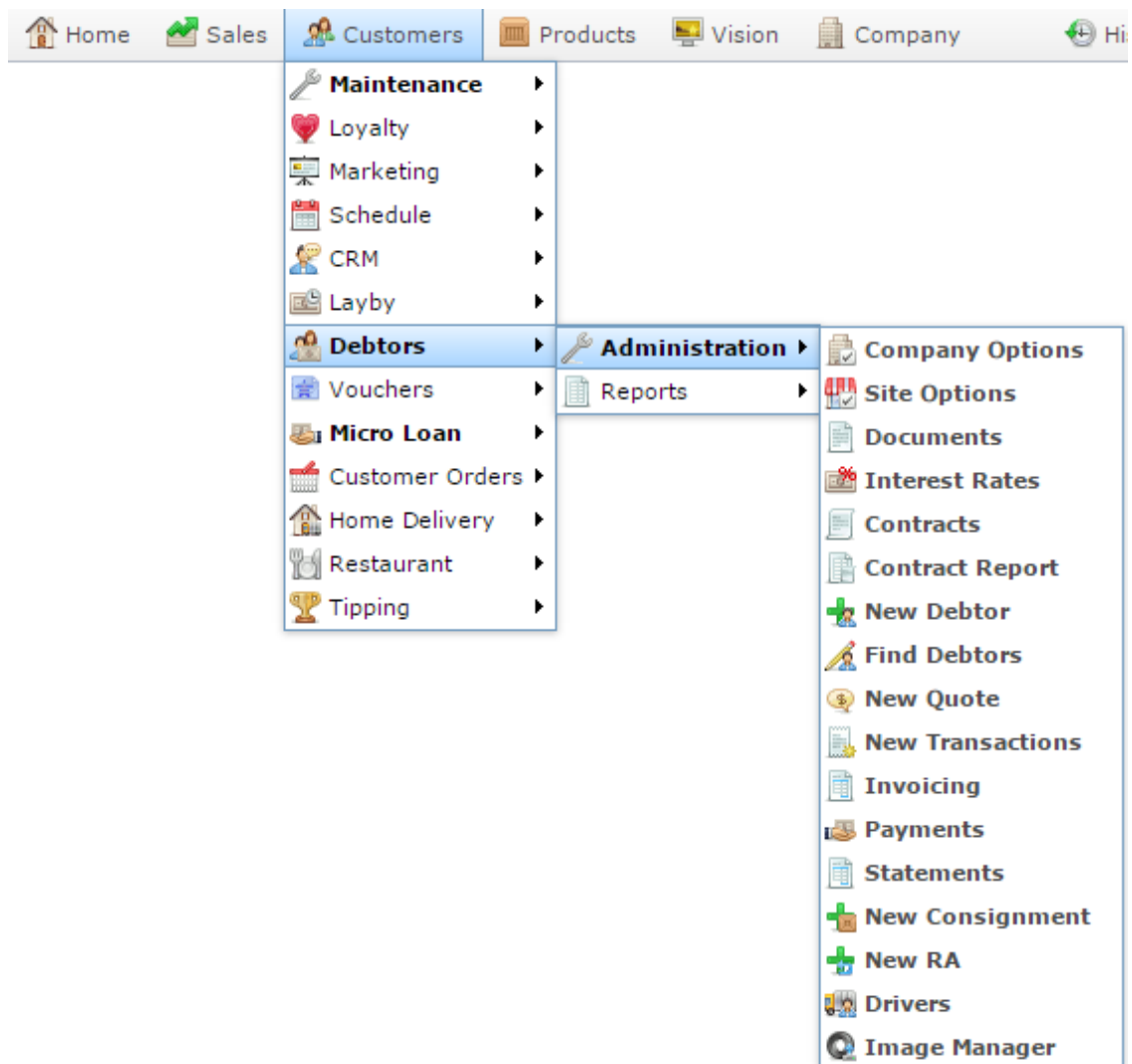
## Editing a customer invoice

Edit a customer invoice to change the valid-date, address or add items.

**Note:** You cannot change the site of the invoice.

To edit a customer invoice:

1. Press  Customers.
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.

Managing invoices, quotes and drivers

The screenshot shows a web interface titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is displayed. There are five input fields labeled "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form area.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.

The screenshot shows a web interface titled "Debtor Invoice (Debtor Contracts Enabled)". It displays customer information: "Customer: Appleseeds", "Code: 5000", "Invoice Number: 2", "Available Credit: \$9,834.58", "Invoice Total: \$0.00", and "Invoice Status: Pending". Below this, there are three tabs: "Details" (selected), "Address", and "Items". The "Details" tab contains several fields: "Site" (Chadstone), "Date" (19/08/2015), "Due" (19/08/2015), "Delivery" (19/08/2015), "Driver" (Debbie Burnes), "Purchase Order" (empty), "Customer Order" (None), "Freight (Inc)" (0), "Price Level" (5), and "Comment" (empty). At the bottom right, there are three buttons: "Print", "Finalise", and "Delete".

4. Select the invoice you want to edit in the **Invoice Number** drop-down field.
5. Edit the fields required.  
See *Invoice Maintenance screen* on page 268.
6. Press the Items tab.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00


7. Press .

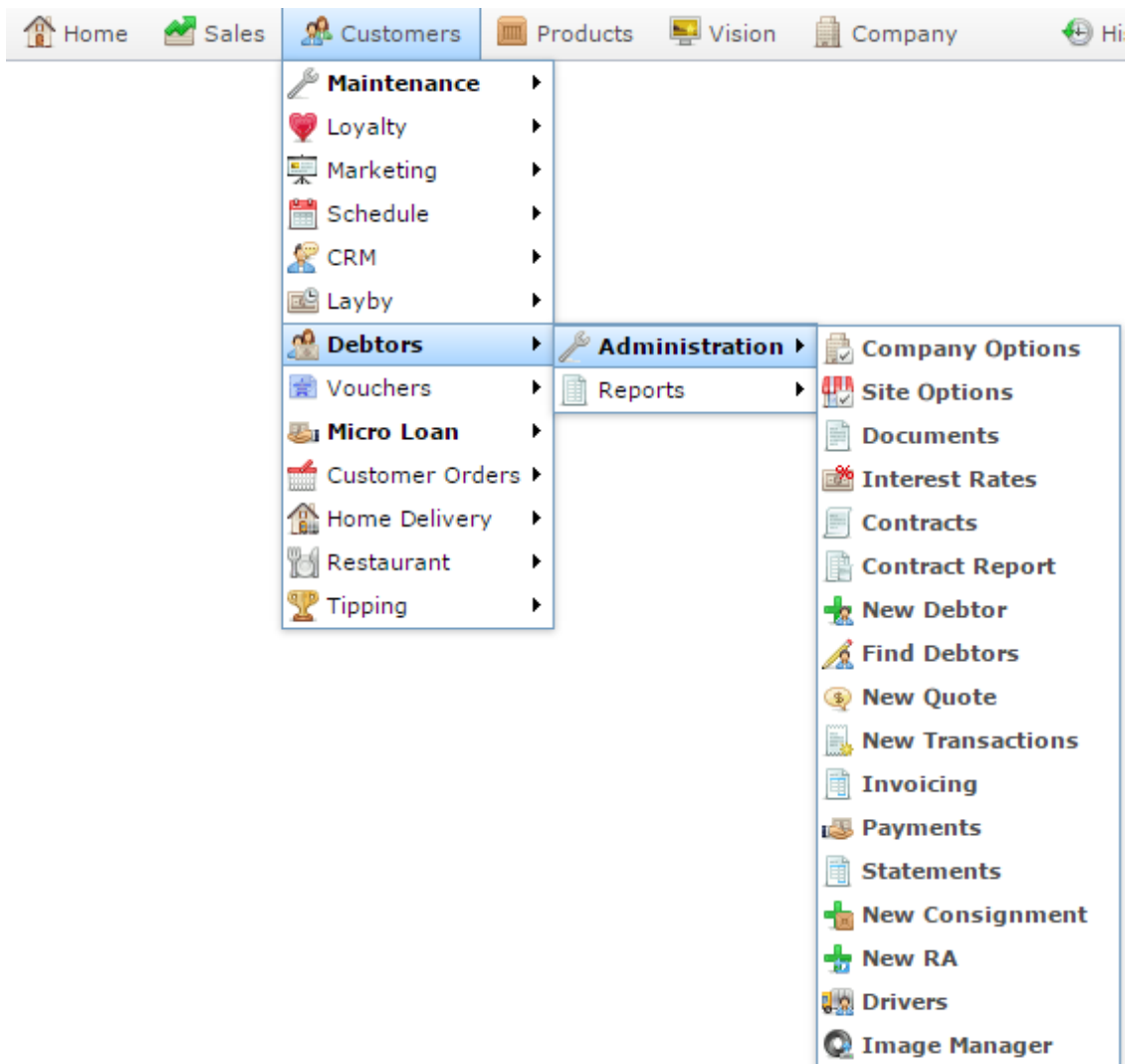
The changes are saved.

## Adding items to invoices

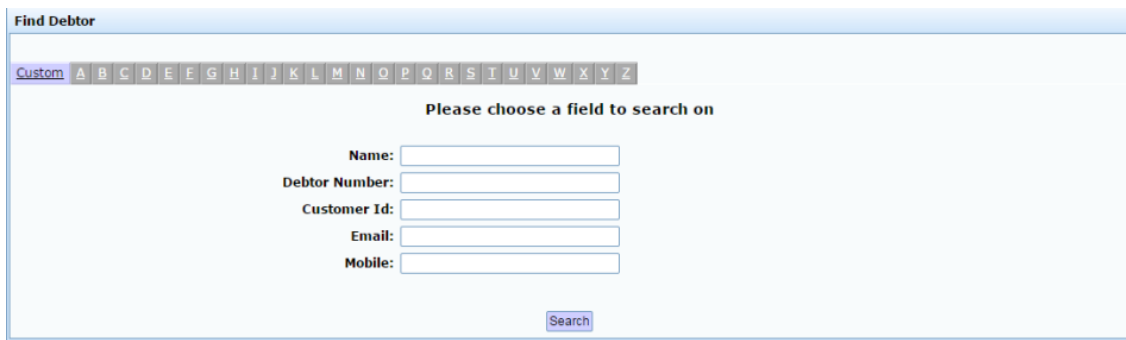
Add items to invoices to include a specific quantity of that item in the invoice.

To add an item to an invoice:

1. Press  Customers.
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.

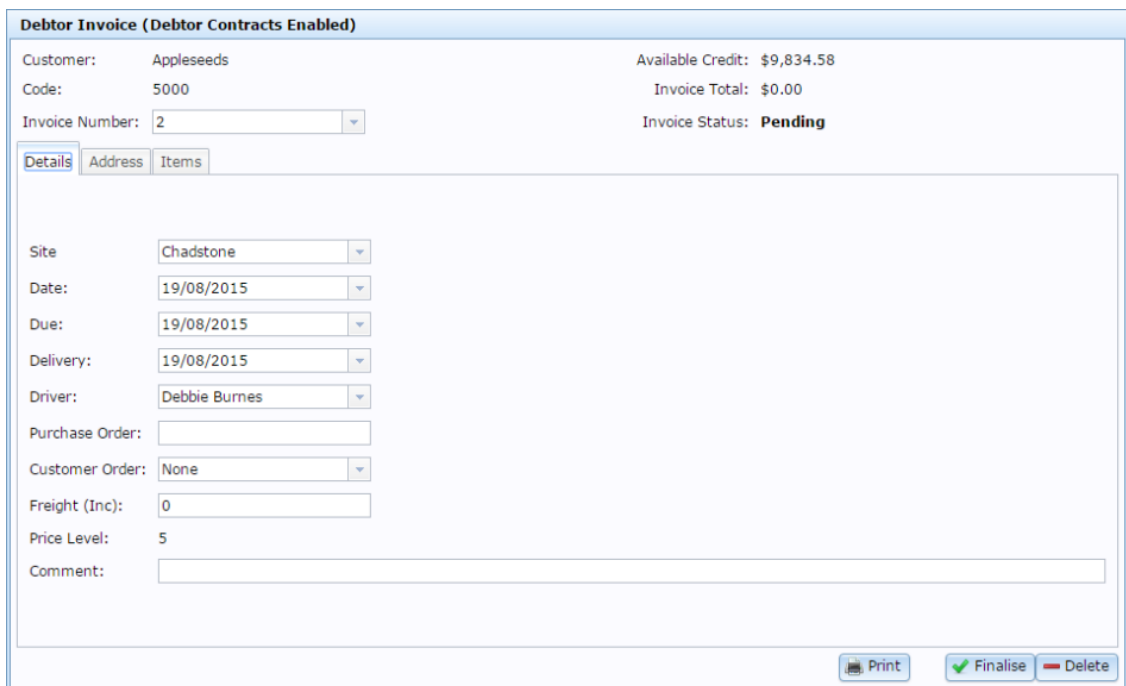


The 'Find Debtor' form features a header with a 'Custom' tab and a row of alphabet buttons (A-Z). Below this, a prompt reads 'Please choose a field to search on'. Five search criteria are listed with corresponding input fields: Name, Debtor Number, Customer Id, Email, and Mobile. A 'Search' button is positioned at the bottom right of the form area.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.



The 'Debtor Invoice (Debtor Contracts Enabled)' screen displays customer and invoice information. Customer details include 'Appleseeds' and code '5000'. Invoice details show 'Invoice Number: 2' and 'Invoice Status: Pending'. A tabbed interface at the bottom has 'Details', 'Address', and 'Items' tabs. The 'Details' tab is active, showing fields for Site (Chadstone), Date (19/08/2015), Due (19/08/2015), Delivery (19/08/2015), Driver (Debbie Burnes), Purchase Order, Customer Order (None), Freight (Inc) (0), Price Level (5), and a Comment field. Action buttons for 'Print', 'Finalise', and 'Delete' are located at the bottom right.

4. Select the invoice you want in the **Invoice Number** drop-down field.
5. Press the Items tab.

The Items tab is displayed.

Managing invoices, quotes and drivers

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00

6. Search for the item to add in the **Item Code** field.

See *Finding an item with a search field*.

7. Press .

The item is added to the item grid.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00
Pork Steaks	369	1	\$0.00	\$0.00	\$0.00

8. Press the **Quantity** field for the item.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00
Pork Steaks	369	1	\$0.00	\$0.00	\$0.00

9. Type the number of units of the item you want to include.


10. Press .

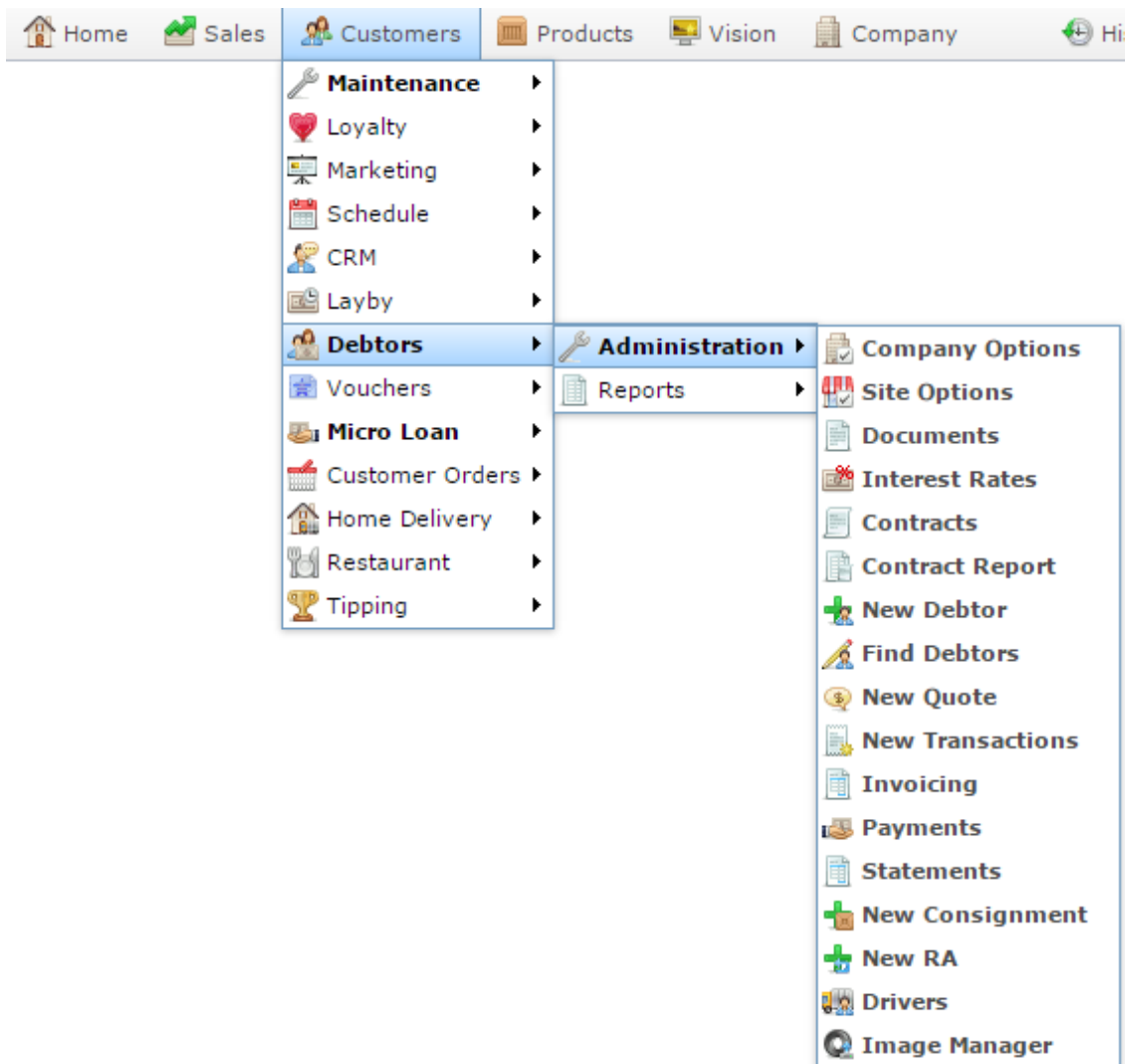
The item has been added to the invoice.

## Editing the discount of an item in an invoice

Edit an item's discount to change discount offered for each unit of that item.

To edit the discount of an item in an invoice:

1. Press  Customers .
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.



The screenshot shows a web interface titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is displayed. There are five input fields labeled "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.

The screenshot shows a web interface titled "Debtor Invoice (Debtor Contracts Enabled)". It displays customer information: "Customer: Appleseeds", "Code: 5000", "Invoice Number: 2", "Available Credit: \$9,834.58", "Invoice Total: \$0.00", and "Invoice Status: Pending". There are three tabs: "Details" (selected), "Address", and "Items". The "Details" tab shows fields for "Site" (Chadstone), "Date" (19/08/2015), "Due" (19/08/2015), "Delivery" (19/08/2015), "Driver" (Debbie Burnes), "Purchase Order", "Customer Order" (None), "Freight (Inc)" (0), "Price Level" (5), and "Comment". At the bottom right, there are three buttons: "Print", "Finalise", and "Delete".

4. Select the invoice you want in the **Invoice Number** drop-down field.
5. Press the Items tab.

The items tab is displayed.

Managing invoices, quotes and drivers

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00

6. Select the item you want to edit the discount of in the item grid.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00
Pork Steaks	369	1	\$0.00	\$0.00	\$0.00

7. Press the **Discount** field for the item.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20		\$0.00	\$0.00
Pork Steaks	369	1		\$0.00	\$0.00

8. Type the dollar amount discount you want to offer per unit for this item. For example, to offer a \$2 per item discount, type **2**.

**Note:** You cannot offer a percentage discount here.

9. Press .


The item has been edited.

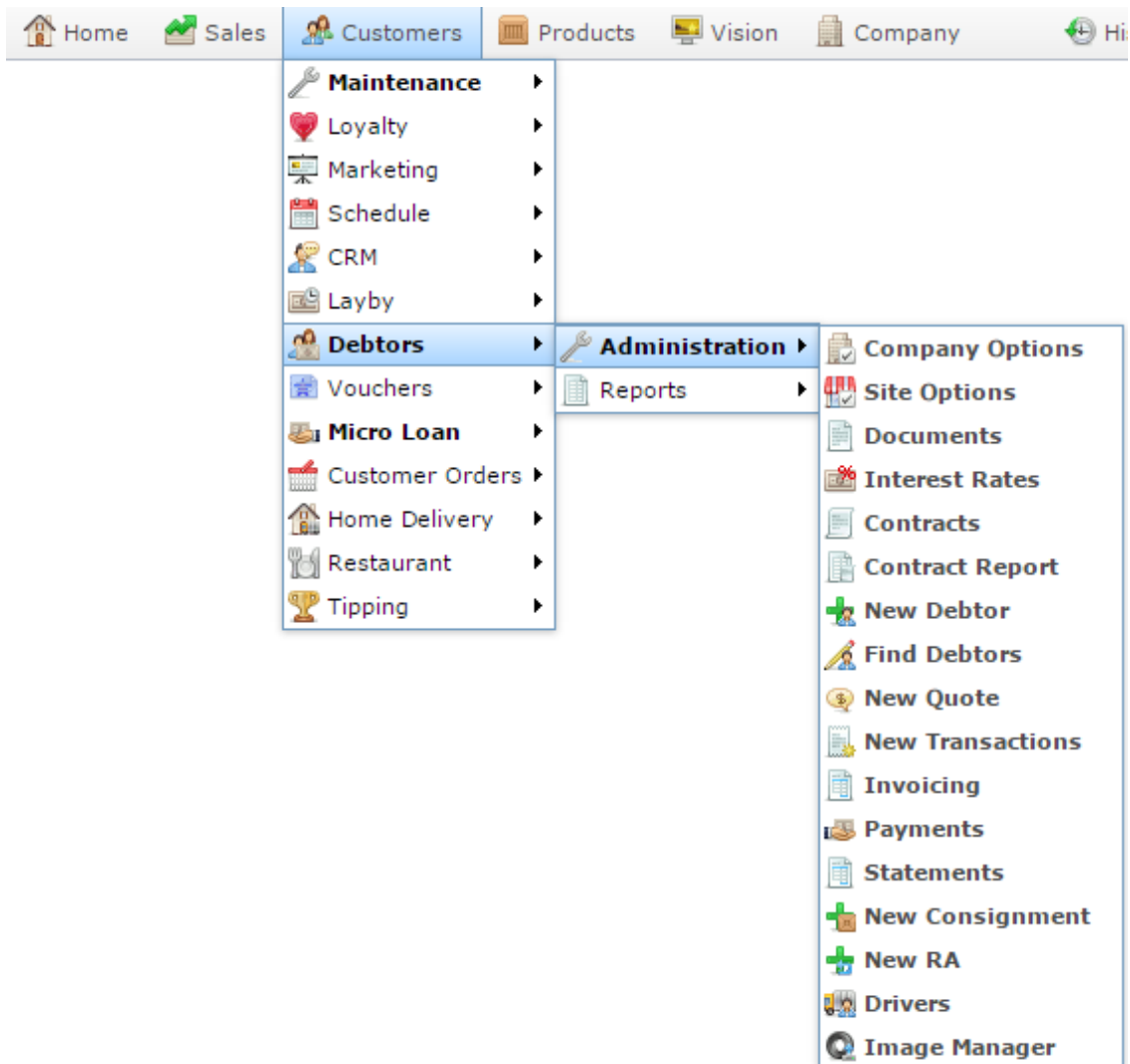
## Editing the price of item in invoices

Edit an item's price to change the per-unit price of an item in the invoice.

**Note:** You can only edit prices if the **Enable Price Edit** configuration is set to **True** in the Debtors area of Company Options. See *Configuring debtors for your company* on page 20.

To edit the price of an item in an invoice:

1. Press  Customers.
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.

The screenshot shows a web interface titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is displayed. There are five input fields labeled "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form area.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.

The screenshot shows a web interface titled "Debtor Invoice (Debtor Contracts Enabled)". It displays customer information: "Customer: Appleseeds", "Code: 5000", "Invoice Number: 2", "Available Credit: \$9,834.58", "Invoice Total: \$0.00", and "Invoice Status: Pending". Below this, there are three tabs: "Details" (selected), "Address", and "Items". The "Details" tab shows various fields: "Site: Chadstone", "Date: 19/08/2015", "Due: 19/08/2015", "Delivery: 19/08/2015", "Driver: Debbie Burnes", "Purchase Order:", "Customer Order: None", "Freight (Inc): 0", "Price Level: 5", and "Comment:". At the bottom right, there are three buttons: "Print", "Finalise", and "Delete".

4. Select the invoice you want in the **Invoice Number** drop-down field.
5. Press the Items tab.

The items tab is displayed.

Managing invoices, quotes and drivers

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00

6. Select the item you want to edit the price of in the item grid.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00
Pork Steaks	369	1	\$0.00	\$0.00	\$0.00

7. Press the **Price** field for the item.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00
Pork Steaks	369	1	\$0.00	\$0.00	\$0.00

8. Type the new price of the item.


9. Press .

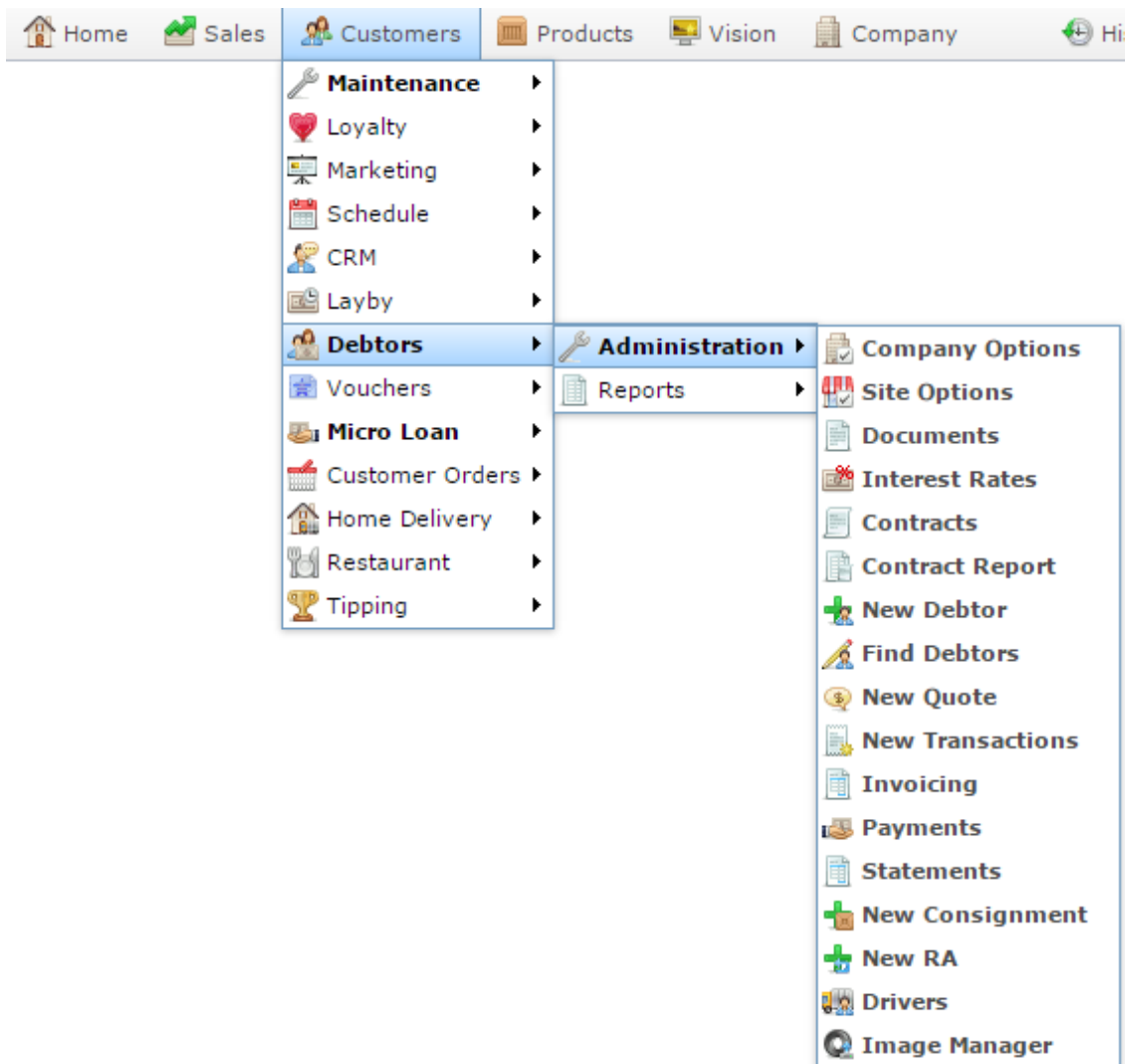
The item has been edited.

## Editing the quantity of an item in an invoice

Edit an item's quantity to change the number of units of that item in the invoice.

To edit the quantity of an item in an invoice:

1. Press  Customers.
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.



The screenshot shows a web interface titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is displayed. There are five input fields labeled "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form area.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.

The screenshot shows a web interface titled "Debtor Invoice (Debtor Contracts Enabled)". It displays customer information: "Customer: Appleseeds", "Code: 5000", "Invoice Number: 2", "Available Credit: \$9,834.58", "Invoice Total: \$0.00", and "Invoice Status: Pending". There are three tabs: "Details" (selected), "Address", and "Items". The "Details" tab shows fields for "Site" (Chadstone), "Date" (19/08/2015), "Due" (19/08/2015), "Delivery" (19/08/2015), "Driver" (Debbie Burnes), "Purchase Order", "Customer Order" (None), "Freight (Inc)" (0), "Price Level" (5), and "Comment". At the bottom right, there are three buttons: "Print", "Finalise", and "Delete".

4. Select the invoice you want in the **Invoice Number** drop-down field.
5. Press the Items tab.

The Items tab is displayed.

Managing invoices, quotes and drivers

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00

6. Select the item you want to edit the quantity of in the item grid.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00
Pork Steaks	369	1	\$0.00	\$0.00	\$0.00

7. Press the **Quantity** field for the item.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00
Pork Steaks	369	1	\$0.00	\$0.00	\$0.00

8. Type the number of units of the item you want to include.


9. Press .

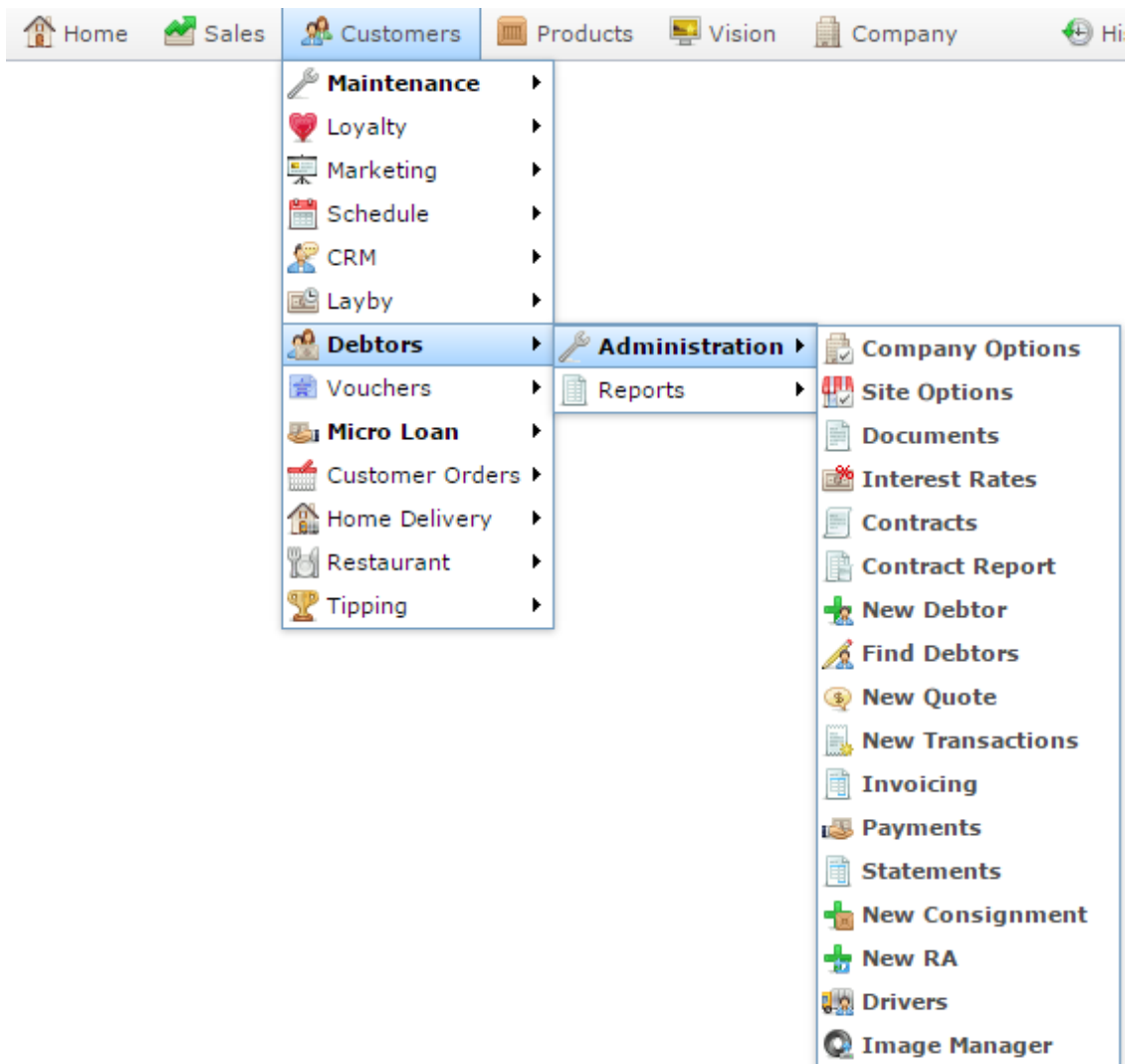
The item has been edited.

## Removing an item from an invoice

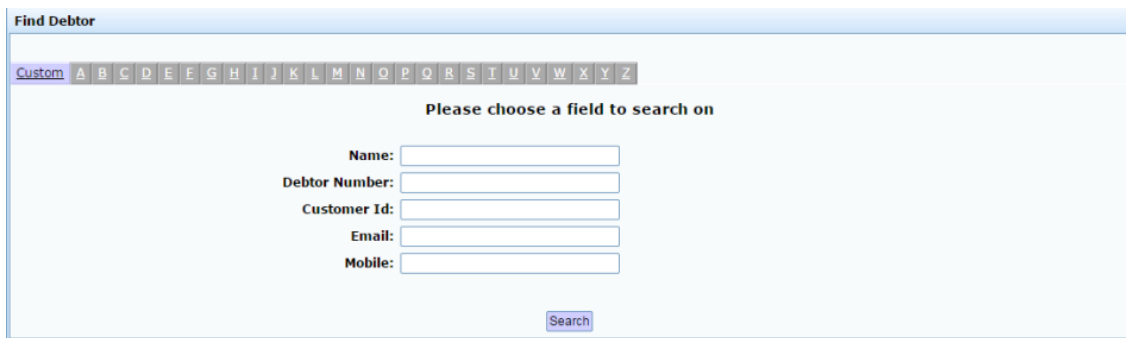
Remove an item from an invoice if you do not want to include it in the invoice.

To remove an item from an invoice:

1. Press  Customers.
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.

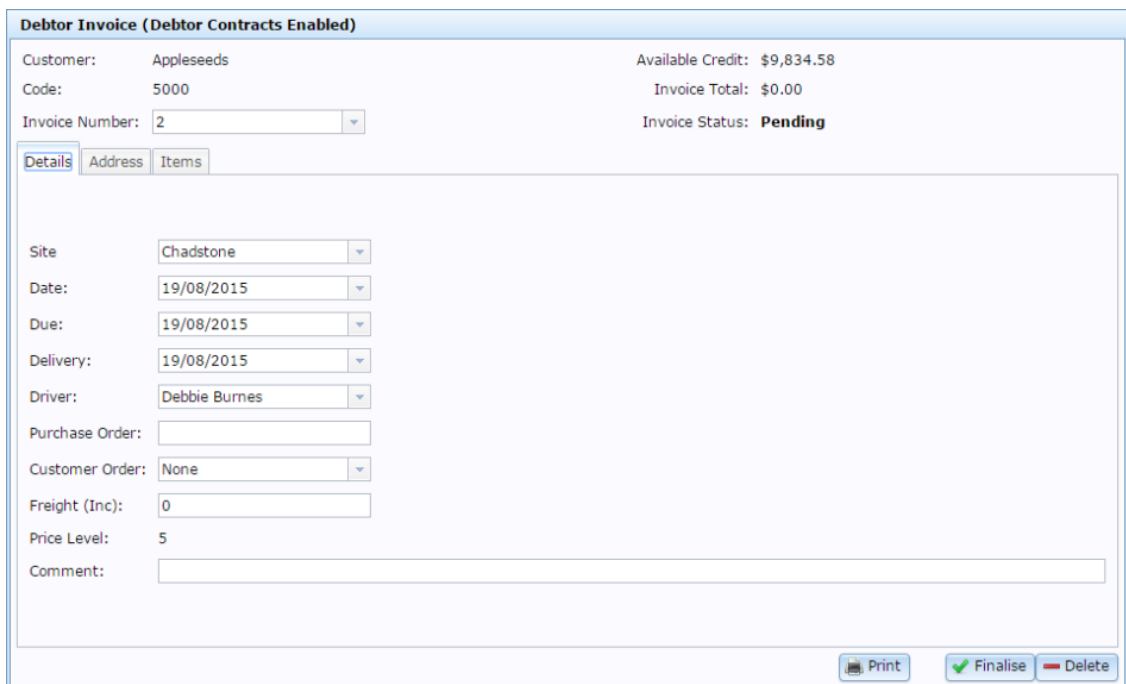


The 'Find Debtor' form features a header with a 'Custom' tab and a row of alphabet buttons (A-Z). Below this, a prompt reads 'Please choose a field to search on'. Five search criteria are listed with corresponding input fields: Name, Debtor Number, Customer Id, Email, and Mobile. A 'Search' button is positioned at the bottom center.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.



The 'Debtor Invoice (Debtor Contracts Enabled)' screen displays customer information: Appleseeds, Code 5000, and Invoice Number 2. It also shows financial details: Available Credit of \$9,834.58, Invoice Total of \$0.00, and an Invoice Status of Pending. A tabbed interface includes 'Details', 'Address', and 'Items'. The 'Details' tab is active, showing fields for Site (Chadstone), Date (19/08/2015), Due (19/08/2015), Delivery (19/08/2015), Driver (Debbie Burnes), Purchase Order, Customer Order (None), Freight (Inc) (0), Price Level (5), and a Comment field. At the bottom right, there are buttons for 'Print', 'Finalise', and 'Delete'.

4. Select the invoice you want in the **invoice Number** drop-down field.
5. Press the Items tab.

The Items tab is displayed.

Managing invoices, quotes and drivers

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00

6. Select the item you want to delete in the item grid.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00
Pork Steaks	369	1	\$0.00	\$0.00	\$0.00


7. Press .

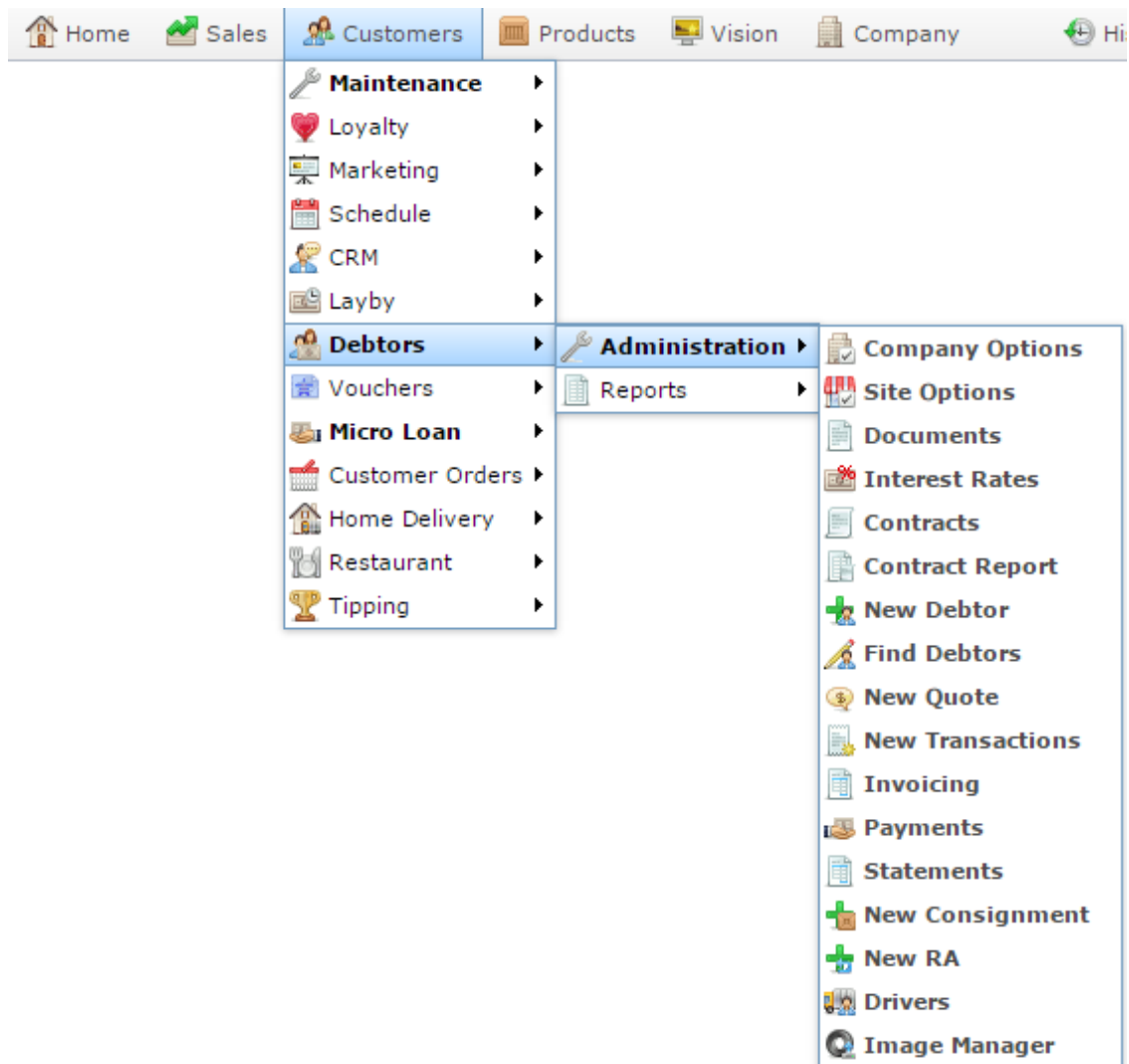
The item has been deleted.

## Printing an invoice

Print an invoice to make a hard copy for the customer or your own records.

To print an invoice:

1. Press  Customers.
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.

Managing invoices, quotes and drivers

The screenshot shows a web interface titled "Find Debtor". At the top, there is a navigation bar with "Custom" selected and a row of letters from A to Z. Below this, the text "Please choose a field to search on" is displayed. There are five input fields labeled "Name:", "Debtor Number:", "Customer Id:", "Email:", and "Mobile:". A "Search" button is located at the bottom right of the form.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.

The screenshot shows a web interface titled "Debtor Invoice (Debtor Contracts Enabled)". It displays customer information: "Customer: Appleseeds", "Code: 5000", "Invoice Number: 2", "Available Credit: \$9,834.58", "Invoice Total: \$0.00", and "Invoice Status: Pending". There are three tabs: "Details" (selected), "Address", and "Items". The "Details" tab shows fields for "Site" (Chadstone), "Date" (19/08/2015), "Due" (19/08/2015), "Delivery" (19/08/2015), "Driver" (Debbie Burnes), "Purchase Order", "Customer Order" (None), "Freight (Inc)" (0), "Price Level" (5), and "Comment". At the bottom right, there are three buttons: "Print", "Finalise", and "Delete".

4. Select the invoice you want to print in the **Invoice Number** drop-down field.

5. Press  **Print**.


The invoice is printed.

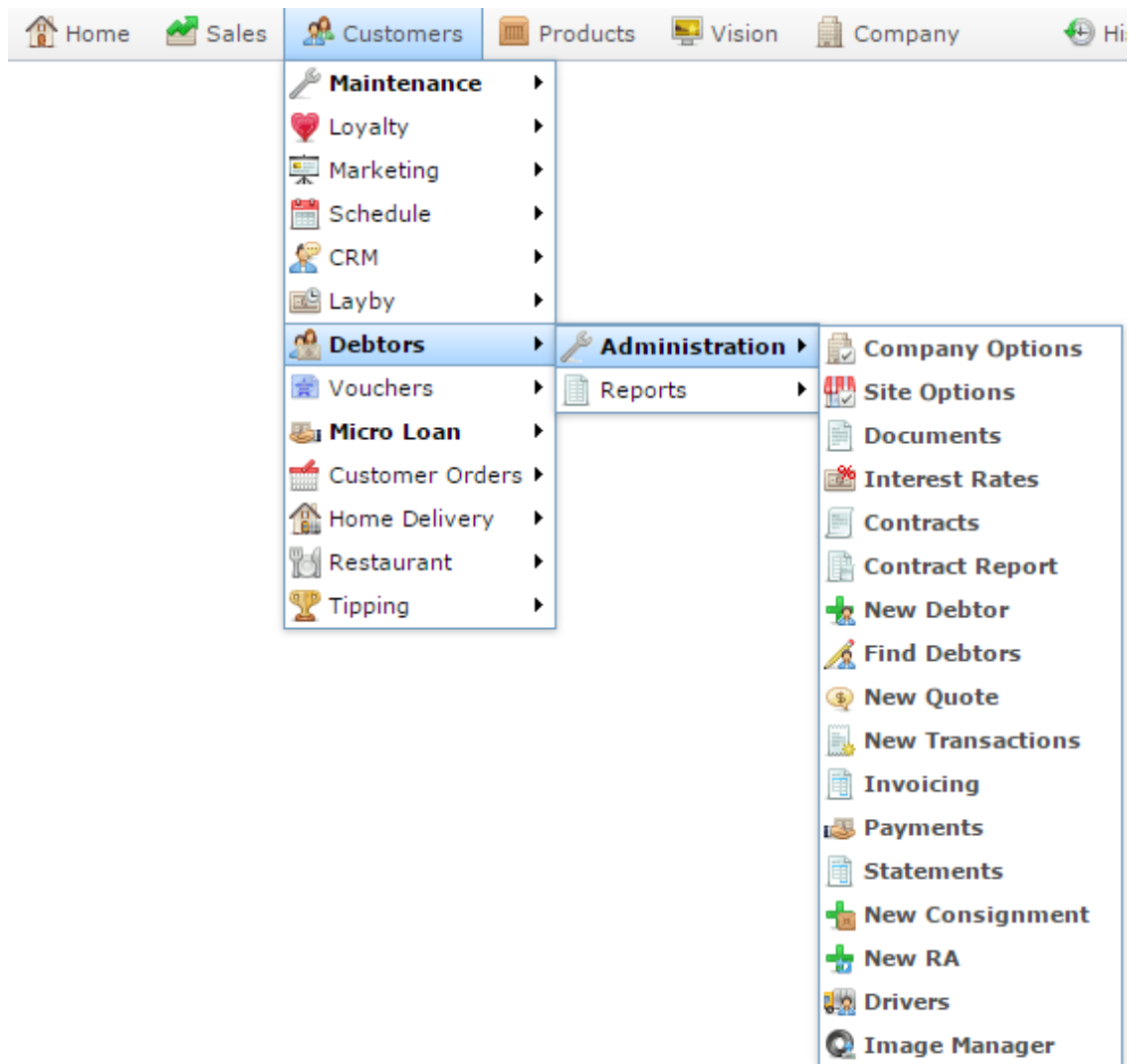


## Finalising an invoice

Finalise an invoice when you're ready to send it to the debtor.

To finalise an invoice:

1. Press  Customers.
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.

Managing invoices, quotes  
and drivers

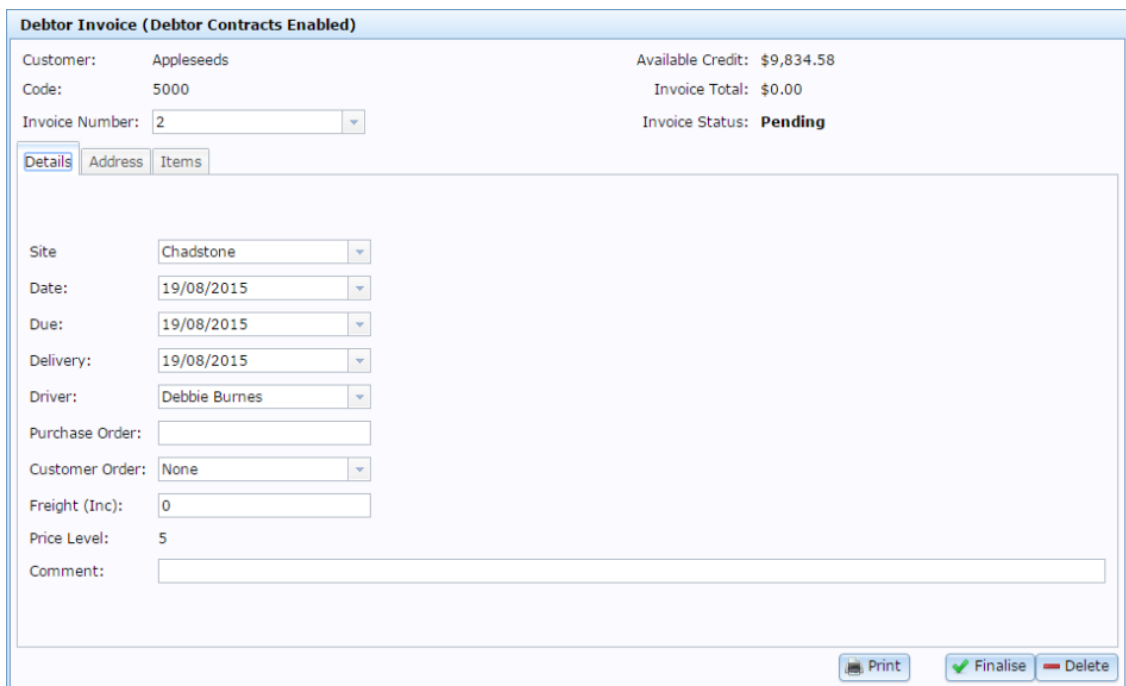


The 'Find Debtor' form features a header with the title 'Find Debtor'. Below the header is a row of tabs labeled 'Custom' followed by letters A through Z. The main content area contains the instruction 'Please choose a field to search on' and five input fields: 'Name:', 'Debtor Number:', 'Customer Id:', 'Email:', and 'Mobile:'. A 'Search' button is located at the bottom right of the form.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.



The 'Debtor Invoice (Debtor Contracts Enabled)' screen displays the following information:

- Customer: Appleseeds
- Code: 5000
- Invoice Number: 2 (dropdown)
- Available Credit: \$9,834.58
- Invoice Total: \$0.00
- Invoice Status: Pending

Below this information are three tabs: 'Details' (selected), 'Address', and 'Items'. The 'Details' tab contains the following fields:

- Site: Chadstone (dropdown)
- Date: 19/08/2015 (dropdown)
- Due: 19/08/2015 (dropdown)
- Delivery: 19/08/2015 (dropdown)
- Driver: Debbie Burnes (dropdown)
- Purchase Order: (text input)
- Customer Order: None (dropdown)
- Freight (Inc): 0 (text input)
- Price Level: 5 (text input)
- Comment: (text input)

At the bottom right of the screen are three buttons: 'Print', 'Finalise' (with a green checkmark icon), and 'Delete' (with a red minus icon).

4. Select the invoice you want to finalise in the **Invoice Number** drop-down field.

5. Press .

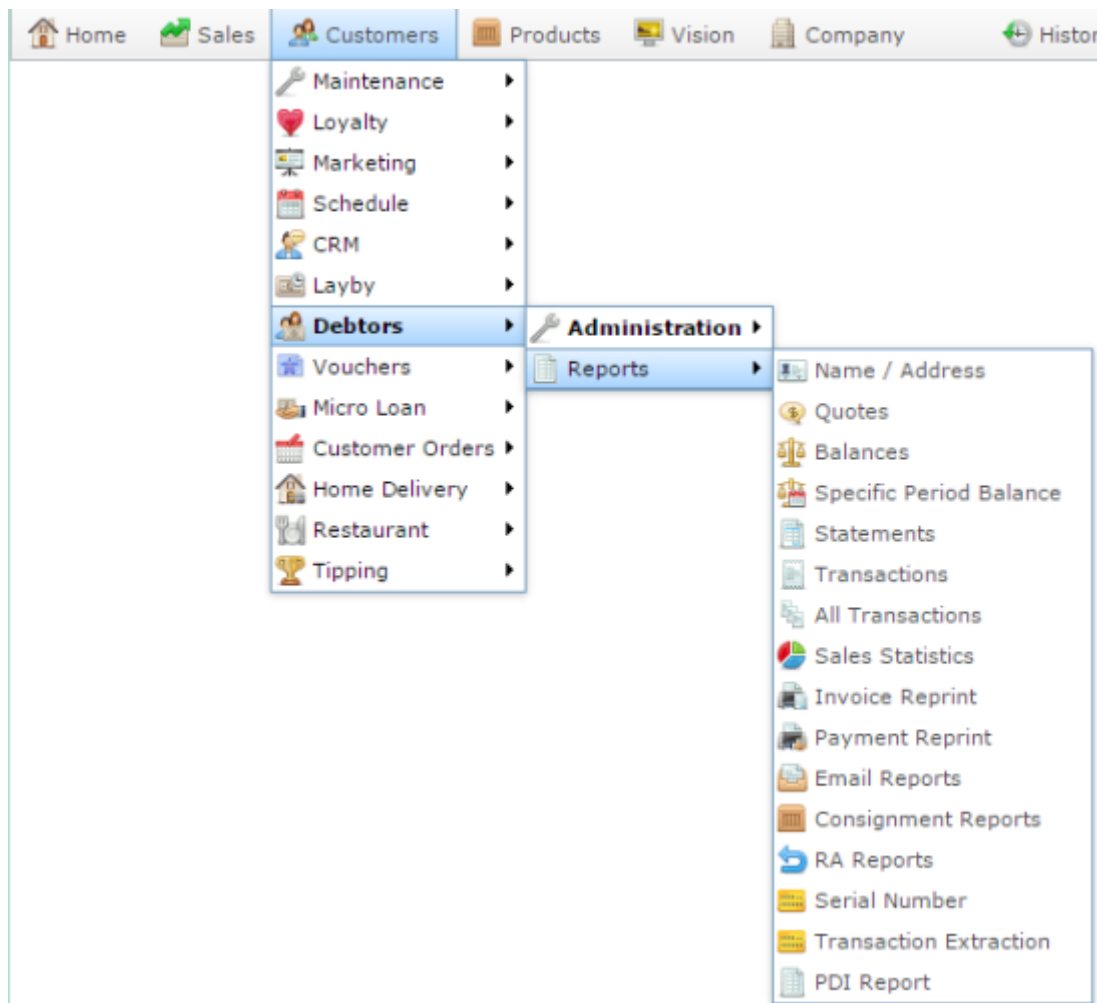
The invoice is finalised.

## Reprinting a finalised invoice

Reprint an invoice if you want a hard copy for your records, or to send the customer another copy.

To reprint an invoice:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > Invoice Reprint**.



The Customer Invoice report is displayed.

### Account Customer Invoice Report - All Invoices

Invoice	Customer	Monday 17-Aug-2015	Tuesday 18-Aug-2015	Wednesday 19-Aug-2015	Thursday 20-Aug-2015	Friday 21-Aug-2015	Saturday 22-Aug-2015	Sunday 23-Aug-2015	Total
2	Applesee			\$0.00					\$0.00
3	Applesee			\$136.49					\$136.49
<b>Total:</b>				<b>\$136.49</b>					<b>\$136.49</b>

**Site**  
Chadstone

**By**  
Day

**Type**  
All

**Date**  
19/08/2015

Add to Favourites

3. Press the Invoice field of the invoice you want to reprint.

### Account Customer Invoice Report - All Invoices

Invoice	Customer	Monday 17-Aug-2015	Tuesday 18-Aug-2015	Wednesday 19-Aug-2015	Thursday 20-Aug-2015	Friday 21-Aug-2015	Saturday 22-Aug-2015	Sunday 23-Aug-2015	Total
2	Applesee			\$0.00					\$0.00
3	Applesee			\$136.49					\$136.49
<b>Total:</b>				<b>\$136.49</b>					<b>\$136.49</b>

**Site**  
Chadstone

**By**  
Day

**Type**  
All

**Date**  
19/08/2015

Add to Favourites

A popup menu is displayed.

### Account Customer Invoice Report - All Invoices

Invoice	Customer	Monday 17-Aug-2015	Tuesday 18-Aug-2015	Wednesday 19-Aug-2015	Thursday 20-Aug-2015	Friday 21-Aug-2015	Saturday 22-Aug-2015	Sunday 23-Aug-2015	Total
2	Applesee			\$0.00					\$0.00
				\$136.49					\$136.49
				\$136.49					\$136.49

- Edit Customer
- Print Invoice
- Edit Invoice
- Export GSM 2015-08-19

**Site**  
Chadstone

**By**  
Day

**Type**  
All

**Date**  
19/08/2015

Add to Favourites


4. Press **Print Invoice**.

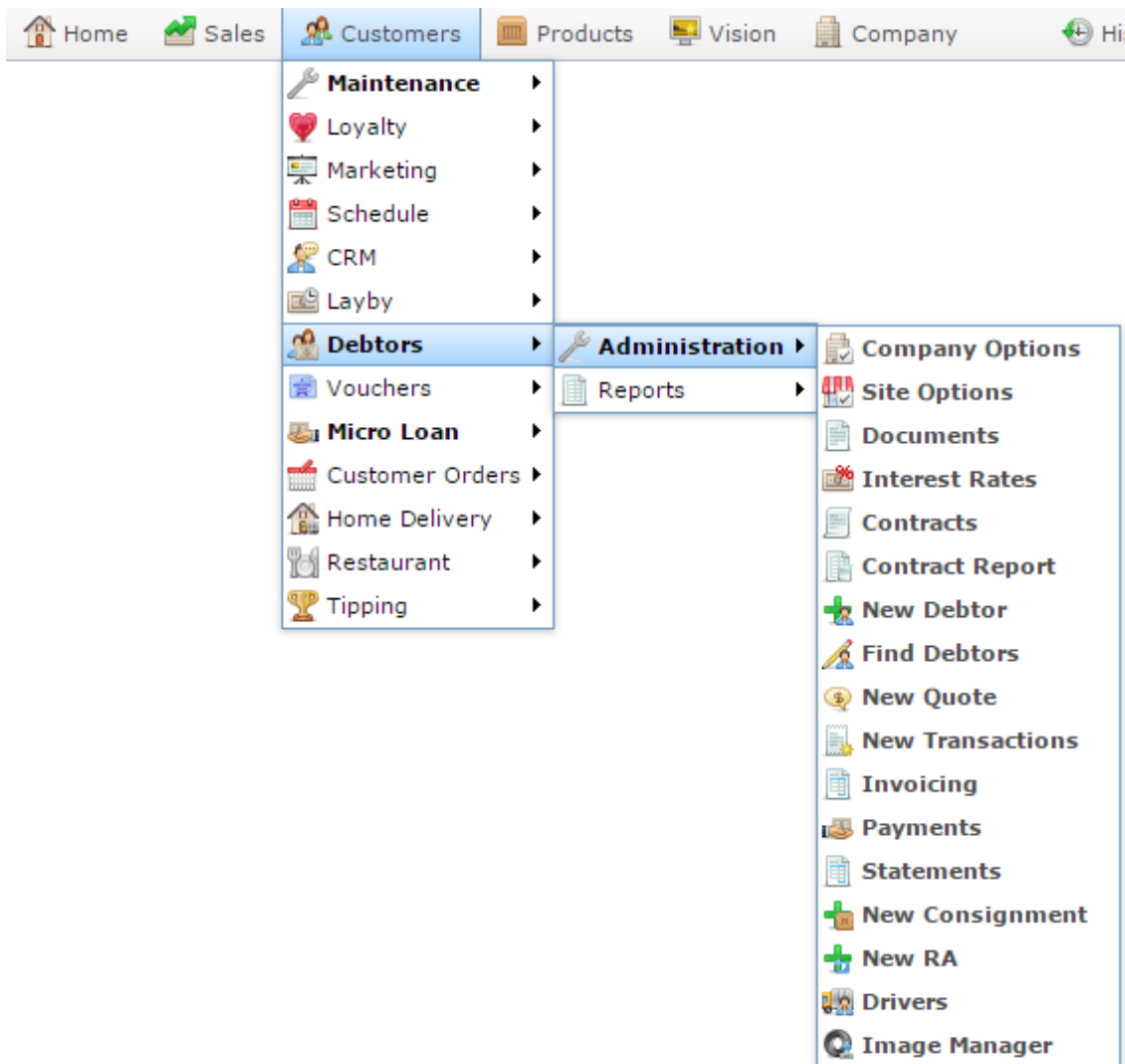
The invoice is printed.

## Deleting an invoice

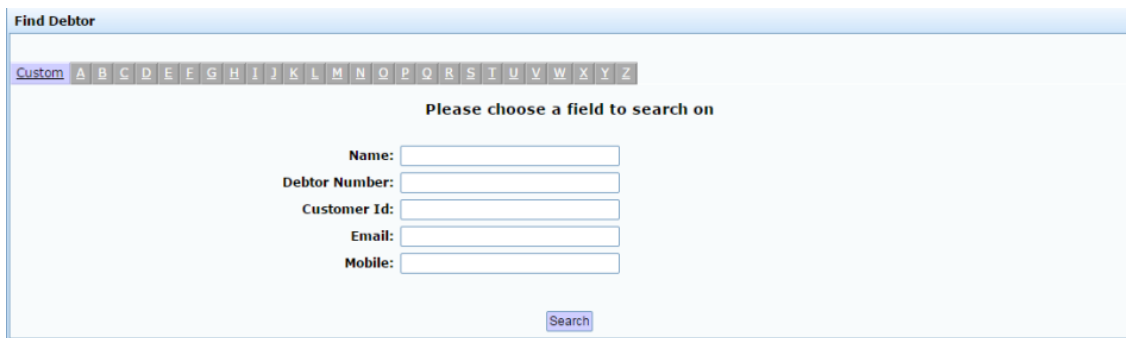
Delete a customer invoice if you want to remove it from the Portal.

To delete a customer invoice:

1. Press  **Customers**.
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.

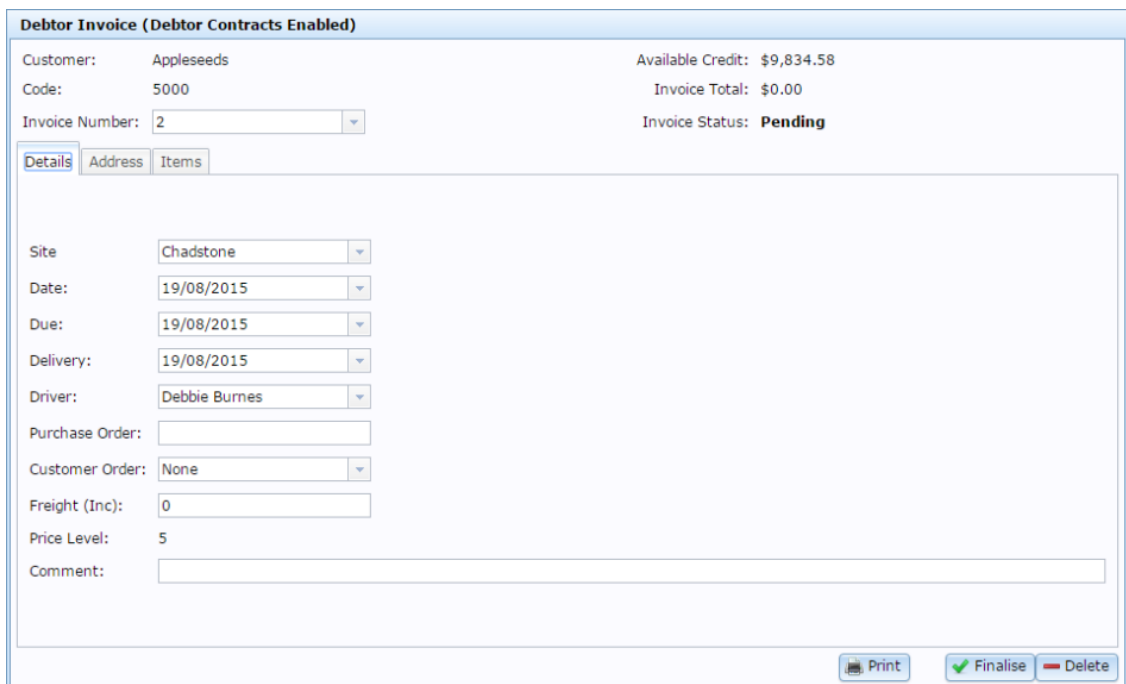


The 'Find Debtor' form features a header with the title 'Find Debtor'. Below the header is a navigation bar with 'Custom' selected and a row of letters from A to Z. The main content area is titled 'Please choose a field to search on' and contains five input fields: 'Name:', 'Debtor Number:', 'Customer Id:', 'Email:', and 'Mobile:'. A 'Search' button is located at the bottom right of the form.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.



The 'Debtor Invoice (Debtor Contracts Enabled)' screen displays customer and invoice information. Customer details include 'Appleseeds' and 'Code: 5000'. Invoice details include 'Invoice Number: 2' and 'Invoice Status: Pending'. Summary statistics show 'Available Credit: \$9,834.58' and 'Invoice Total: \$0.00'. A tabbed interface shows 'Details' selected, with other tabs for 'Address' and 'Items'. The 'Details' section contains several fields: 'Site' (Chadstone), 'Date' (19/08/2015), 'Due' (19/08/2015), 'Delivery' (19/08/2015), 'Driver' (Debbie Burnes), 'Purchase Order', 'Customer Order' (None), 'Freight (Inc)' (0), 'Price Level' (5), and 'Comment'. At the bottom right, there are three buttons: 'Print', 'Finalise', and 'Delete'.

4. Select the invoice you want to delete in the **Invoice Number** drop-down field.

5. Press .


The invoice is deleted.

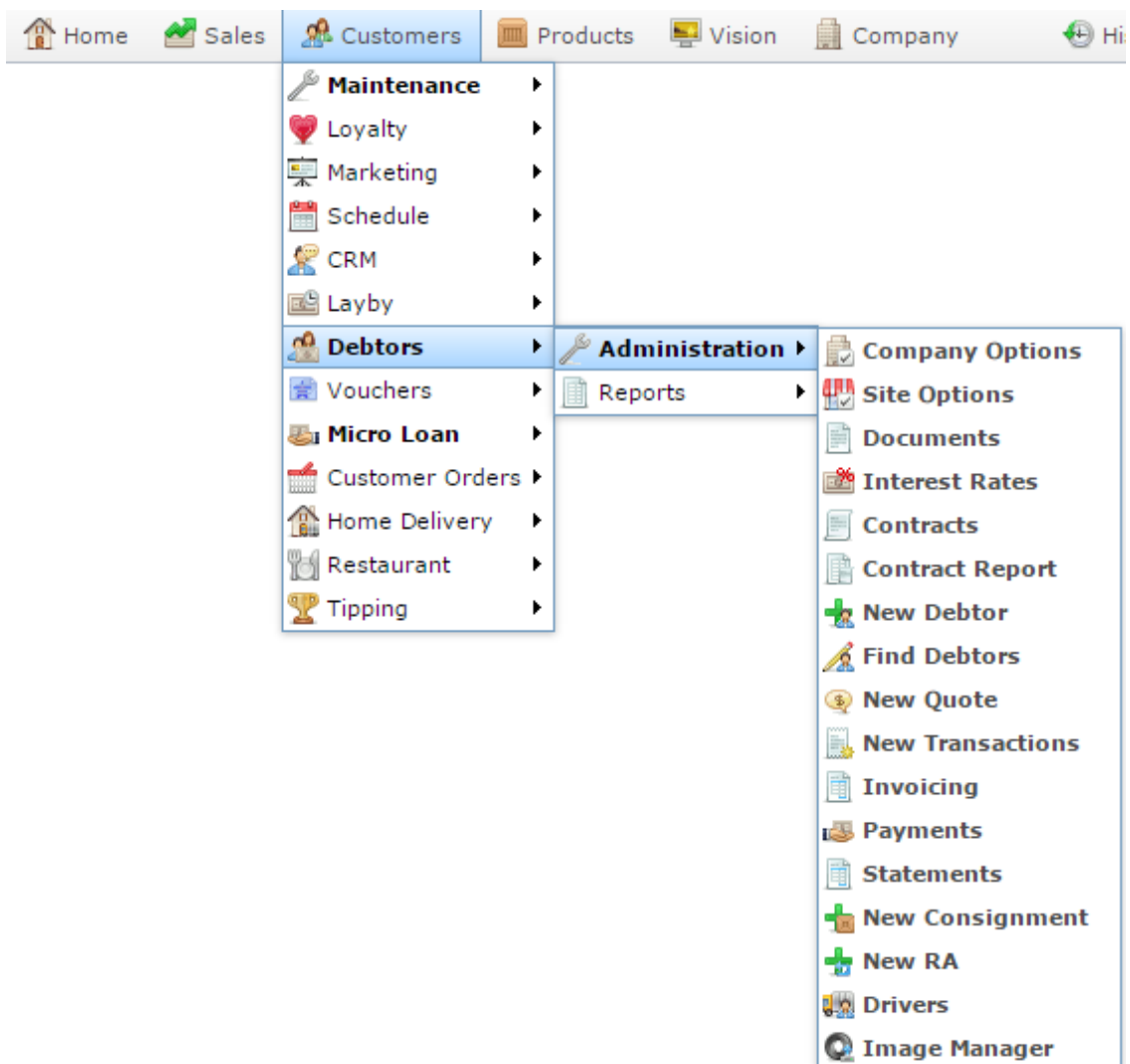
## Invoice Maintenance screen

Use the Invoice Maintenance screen to create an invoice for a customer, recording their billing and shipping address, and the items and quantities.

## Opening the Debtor Invoice screen

To open the Debtor Invoice screen:

1. Press  Customers .
2. Press **Debtors > Administration > Invoicing**.



The Find Debtor screen is displayed.



**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Invoice screen is displayed.

**Debtor Invoice (Debtor Contracts Enabled)**


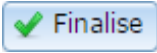

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address Items

Site: Chadstone  
Date: 19/08/2015  
Due: 19/08/2015  
Delivery: 19/08/2015  
Driver: Debbie Burnes  
Purchase Order:   
Customer Order: None  
Freight (Inc): 0  
Price Level: 5  
Comment:

## Debtor Invoice screen key fields and buttons

### Common fields

Field	Description
<b>Customer</b>	Name of the customer the Invoice is for.
<b>Code</b>	Code identifying the customer.
<b>Invoice Number</b>	Unique number identifying the invoice. Select an open invoice to view or edit, or select <b>New Invoice</b> to create a new invoice.
<b>Available Credit</b>	Amount of credit the customer currently has with your company.
<b>Invoice Total</b>	Total price of the invoice.
<b>Invoice Status</b>	Status of the invoice, either Pending or Finalised. <div style="border: 1px solid #4a7ebb; background-color: #d9e1f2; padding: 5px; margin-top: 10px;"><b>Note:</b> Finalised invoices cannot be edited.</div>
 <b>Print</b>	Press to print this invoice.
 <b>Finalise</b>	Press to finalise this invoice and send it to the customer.
 <b>Delete</b>	Press to delete this invoice.

### Details tab

Use this area to maintain the date the invoice is valid to, and the site the Invoice is related to.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds	Available Credit: \$9,834.58
Code: 5000	Invoice Total: \$0.00
Invoice Number: <input type="text" value="2"/>	Invoice Status: <b>Pending</b>

Details
Address
Items

Site:	<input type="text" value="Chadstone"/>
Date:	<input type="text" value="19/08/2015"/>
Due:	<input type="text" value="19/08/2015"/>
Delivery:	<input type="text" value="19/08/2015"/>
Driver:	<input type="text" value="Debbie Burnes"/>
Purchase Order:	<input type="text"/>
Customer Order:	<input type="text" value="None"/>
Freight (Inc):	<input type="text" value="0"/>
Price Level:	<input type="text" value="5"/>
Comment:	<input type="text"/>

<b>Field</b>	<b>Description</b>
<b>Site</b>	Select the site the invoice relates to.
<b>Date</b>	Select the date this invoice was created.
<b>Due</b>	Select the date this invoice must be paid by.
<b>Delivery</b>	Select the date the order is to be delivered.
<b>Driver</b>	Select the driver to deliver the order.

Field	Description
<b>Purchase Order</b>	Type the customer's purchase order number, for their records.  <div data-bbox="496 461 1394 591" style="border: 1px solid #0056b3; background-color: #d9e1f2; padding: 5px;"><b>Note:</b> This the debtor's purchase order number, and may be supplied by the Point of Sale, PDI system or manually.</div>
<b>Customer Order</b>	Select the customer order this invoice relates to.  <div data-bbox="496 716 1394 846" style="border: 1px solid #0056b3; background-color: #d9e1f2; padding: 5px;"><b>Note:</b> This field only contains open customer orders for this customer.</div>
<b>Freight (Inc)</b>	Type the freight cost to include in the invoice.
<b>Price Level</b>	Price level this customer is eligible for.  <div data-bbox="496 1093 1394 1189" style="border: 1px solid #0056b3; background-color: #d9e1f2; padding: 5px;"><b>Note:</b> The price change cannot be edited within the invoice.</div>
<b>Comment</b>	Add a comment to the invoice.  <div data-bbox="496 1314 1394 1444" style="border: 1px solid #0056b3; background-color: #d9e1f2; padding: 5px;"><b>Note:</b> These are internal comments only, and not visible to the debtor.</div>

## Address tab

Use this tab to define the billing and shipping address of the customer.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds	Available Credit: \$9,834.58
Code: 5000	Invoice Total: \$0.00
Invoice Number: <input type="text" value="2"/>	Invoice Status: <b>Pending</b>

---

<p><b>Shipping Address</b></p> <p>Address: <input type="text" value="1 Appleseed Way"/>  <input type="text" value="Orchard Grove"/>  <input type="text" value="Victoria"/>            Post Code: <input type="text" value="34,4"/></p>	<p><b>Billing Address</b></p> <p>Address: <input type="text" value="1 Appleseed Way"/>  <input type="text" value="Orchard Grove"/>  <input type="text" value="Victoria"/>            Post Code: <input type="text" value="34,4"/></p>
--	---

Field	Description
<b>Shipping Address</b>	Address the customer has nominated to receive the goods or services.
<b>Post code</b>	Post code for the shipping address.
<b>Billing Address</b>	Address the customer has nominated to receive invoices and statements.
<b>Post code</b>	Post code for the billing address.

## Items tab

Use this tab to add items to the invoice.

**Debtor Invoice (Debtor Contracts Enabled)**

Customer: Appleseeds Available Credit: \$9,834.58  
Code: 5000 Invoice Total: \$0.00  
Invoice Number: 2 Invoice Status: **Pending**

Details Address **Items**

Item Code:

Description:  
Unit Price:  
Stock On Hand:

Description	Item	Quantity	Price	Discount	Total
Banana Muffin	300	20	\$0.00	\$0.00	\$0.00

---

### Field

### Description

---

#### Item Code

Search for items to add to the invoice.  
See *Finding an item with a search field*.

---

#### Description

Description of the selected item.

---

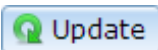
#### Unit Price

Unit price of the selected item.

---

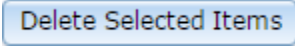
#### Stock On Hand

Number of units in stock at the selected site.



Press to save any changes to the item grid.

---

Field	Description
	Press to remove the selected items from the invoice.

---

### Item grid

Use the grid to modify the quantity of items offered in the invoice.

---

Field	Description
<b>Description</b>	Description of the item.
<b>Item</b>	Unique code identifying the item.
<b>Quantity</b>	Number of units included in the invoice.
<b>Price</b>	Price the items are offered for in the invoice.
<b>Discount</b>	Flat-rate discount offered to the customer on each unit of the item.
<b>Total</b>	Total cost for this quantity of the item.

---

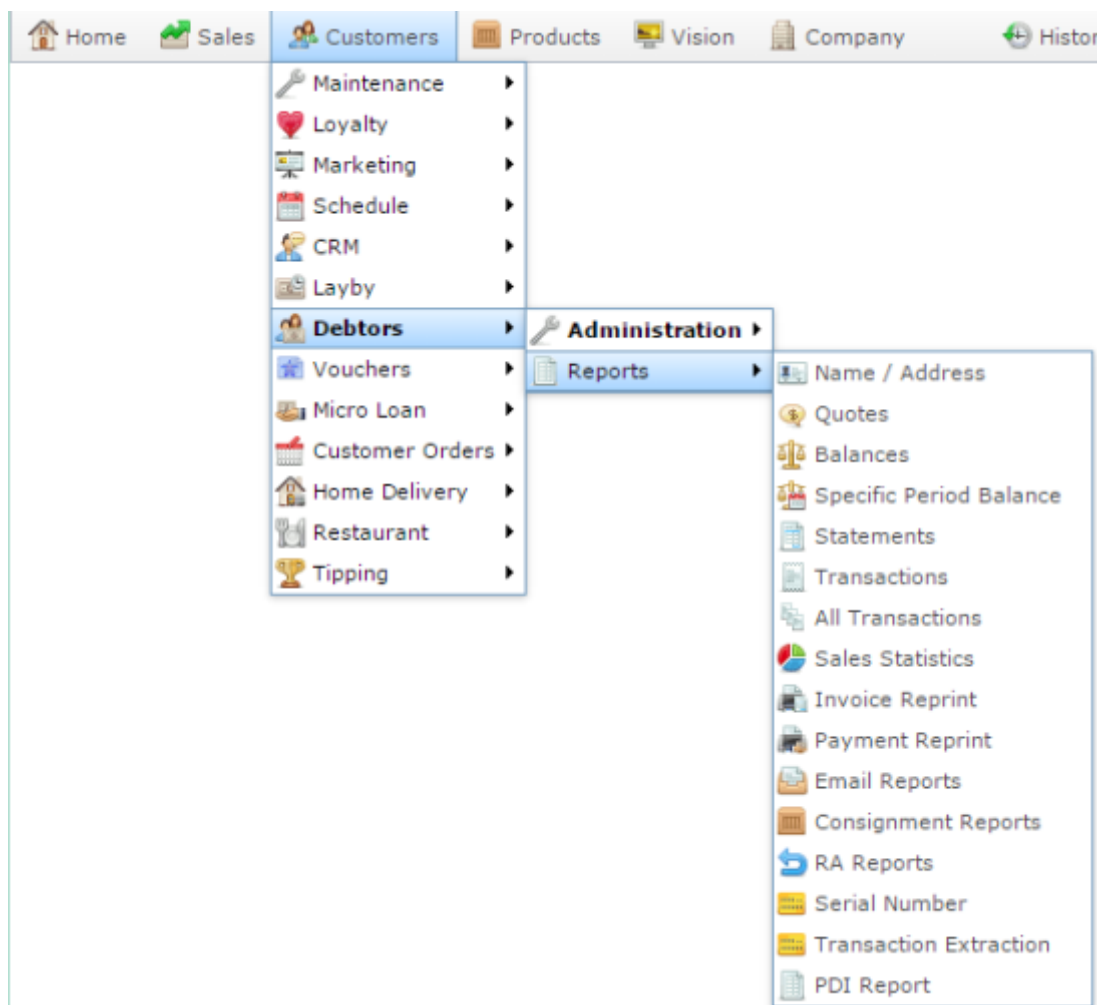
## Customer Invoice report

Use the Customer Invoice report to print, edit or export customer invoices.

### Opening the Customer Invoice report

To open the Customer Invoice report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > Invoice Reprint**.



The Customer Invoice report is displayed.



### Account Customer Invoice Report - All Invoices

Invoice	Customer	Monday 17-Aug- 2015	Tuesday 18-Aug- 2015	Wednesday 19-Aug- 2015	Thursday 20-Aug- 2015	Friday 21-Aug- 2015	Saturday 22-Aug- 2015	Sunday 23-Aug- 2015	Total
2	Applesee			\$0.00					\$0.00
3	Applesee			\$136.49					\$136.49
<b>Total:</b>				<b>\$136.49</b>					<b>\$136.49</b>

Site

Chadstone >

By

Day >

Type

All >

Date

19/08/2015

Add to Favourites

## Customer Invoice report key fields

### Filters area

Use this area to filter the results shown in the report.

---

Field	Description						
<input type="button" value="Add to Favourites"/>	Press to add this report to your Portal favourites for easier access.						
<b>Site / Sites</b>	Select the site or sites to report on.						
<b>By</b>	Select to display the report for a specific day, week or month.						
<b>Date / Date From and Date To / As of / Start Date and End Date</b>	Select the date or date period to report on.						
<b>Type</b>	Select the type of invoice to report on:  <table><tbody><tr><td><b>All</b></td><td>Display all invoices.</td></tr><tr><td><b>Pending</b></td><td>Display invoice that have not yet been finalised.</td></tr><tr><td><b>Finalised</b></td><td>Display invoices that have been finalised.</td></tr></tbody></table>	<b>All</b>	Display all invoices.	<b>Pending</b>	Display invoice that have not yet been finalised.	<b>Finalised</b>	Display invoices that have been finalised.
<b>All</b>	Display all invoices.						
<b>Pending</b>	Display invoice that have not yet been finalised.						
<b>Finalised</b>	Display invoices that have been finalised.						

---

## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
<b>Invoice</b>	Unique code identifying the invoice.
<b>Name / Customer / Customer Name / Debtor</b>	Name of the debtor or customer.
<b>Day Week End Month End</b>	Total dollar amount of stock invoiced to this customer on the selected day, week or month.
<b>Total</b>	Total dollar amount of stock invoiced to this customer for the displayed period.

## Managing transactions, payments and statements

You can track all payments, invoices, credit and debit adjustments relating to a debtor, create and send statements to remind them of payments due, and allocate payments to invoices either manually or automatically. The Portal also provides a wide variety of reports to view debtor transactions, balances, invoices, payments and sales statistics.

### Also see:

- *Debtor Transaction screen* on page 338.
- *Debtor Payments screen* on page 342.
- *Debtor Statements screen* on page 349.
- *Debtor All Transactions report* on page 353.
- *Debtor Balances report* on page 359.
- *Debtor Balance Totals report* on page 363
- *Debtor Transaction report* on page 370.
- *Customer Invoice report* on page 276.
- *Payment Reprint report* on page 375.
- *Sales Statistics report* on page 380.
- *Transaction Extraction report* on page 387.

### What you can do:

- *Creating an invoice via the transaction screen* on page 282.
- *Creating a debtor invoice via the debtor payments screen* on page 284.
- *Creating a debtor credit adjustment via the transaction screen* on page 287.
- *Creating a debtor credit adjustment via the debtor payments screen* on page 289.
- *Creating a debtor debit adjustment via the transaction screen* on page 294.
- *Creating a debtor debit adjustment via the debtor payments screen* on page 296.
- *Creating a debtor credit note via the transaction screen* on page 292.
- *Creating a debtor credit note via the debtor payments screen* on page 299.
- *Creating a debtor payment via the transaction screen* on page 303.
- *Creating a debtor payment via the debtor payments screen* on page 305.
- *Creating a debtor payment refund via the transaction screen* on page 308.
- *Creating a debtor payment refund via the debtor payments screen* on page 310.
- *Marking a debtor invoice as paid* on page 313.

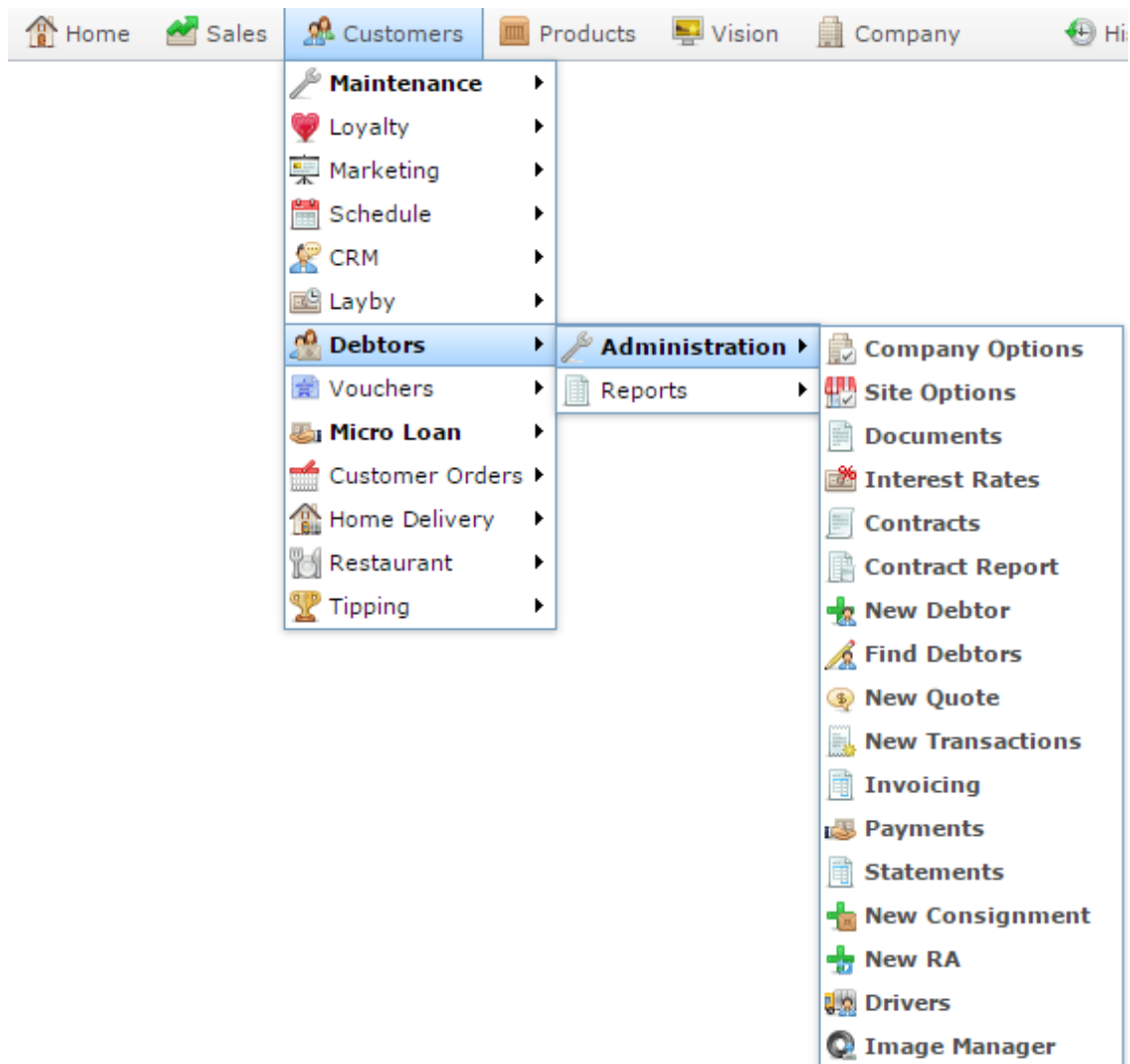
- *Allocating payments to invoices* on page 317.
- *Automatically allocating payments to invoices* on page 322.
- *Creating a statement of all open transactions* on page 330.
- *Creating a statement for a period* on page 325.
- *Creating a statement for a specific customer* on page 335.

## Creating an invoice via the transaction screen

Create an invoice transaction if you need to record an invoice that has not been itemised in the Portal.

To create an invoice transaction:

1. Press  Customers.
2. Press **Debtors > Administration > New Transactions.**



The Find Debtor screen is displayed.

The 'Find Debtor' form features a search bar with a 'Custom' dropdown and a row of letters from A to Z. Below this, it prompts the user to 'Please choose a field to search on' and provides five input fields: Name, Debtor Number, Customer Id, Email, and Mobile. A 'Search' button is located at the bottom right of the form.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Transaction screen is displayed.

The 'Debtor Transactions' form displays the following fields: Debtor Number (5000), Name (Appleseeds), Type (Select One), Amount (\$0.00), Inclusive Tax (\$0.00), Description, Current Balance (\$258.42), Available Credit (\$9,741.58), Date (19/08/2015), User (bob), and Site (Chadstone). A 'Finalise' button with a green checkmark is at the bottom right.

4. Select **Invoice** in the **Type** drop-down field.

This screenshot is identical to the previous one, but the 'Type' drop-down menu is highlighted with a yellow border, indicating the step where the user should select 'Invoice'.

5. Type the amount in the **Amount** field.
6. Type the tax included in the amount in the **Inclusive Tax** field.
7. Add any required comment or description in the **Description** field.
8. Select the site in the **Site** drop-down field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

9. Press .


The invoice is created.

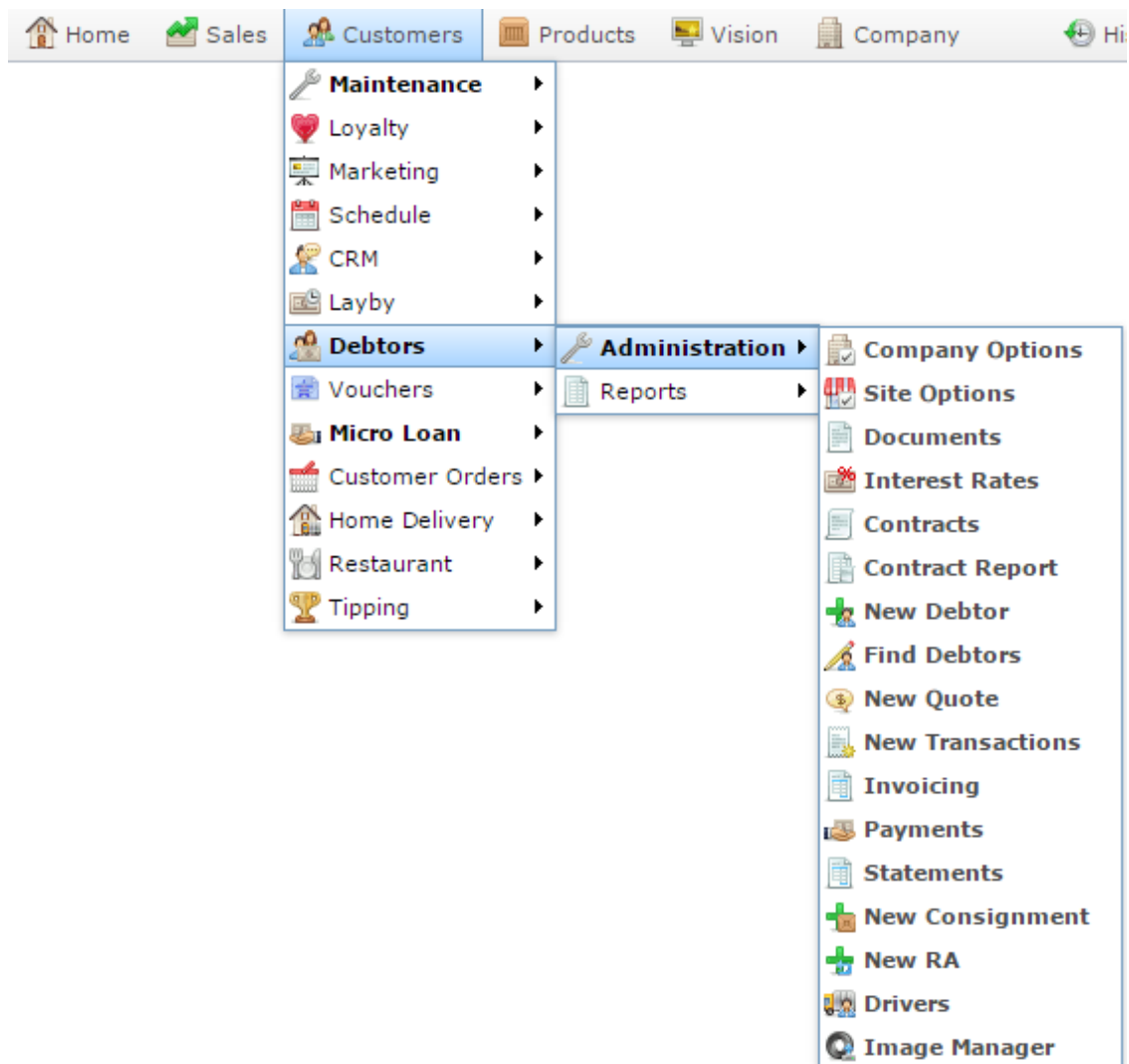
## Creating a debtor invoice via the debtor payments screen

Create an invoice if you need to record a non-itemised invoice for the debtor.

**Note:** You must have the **Allow Transaction Tab** configuration set to **True** in order to use the Transaction tab of the Debtor Payments screen. See *Configuring debtors for your company* on page 20. If this tab is unavailable, you must use the Debtor Transaction screen. See *Creating an invoice via the transaction screen* on page 282.

To create an invoice:

1. Press  Customers.
2. Press **Debtors > Administration > Payments**.



The Find Debtor screen is displayed.



**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Payments screen is displayed.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds Outstanding: \$258.42  
 Code: 5000 Payment Total: \$0.00  
 Site: Chadstone

Details Transactions

Payment Date: 19/08/2015  
 Payment Id / Cheque:   
 Amount Paid:   
 Payment Type: Cash  
 Payment Sub Type: Cash  
 Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

4. Select the site you want to create a transaction for in the **Site** drop-down field.

5. Press the Transactions tab.

The Transactions tab is displayed.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
Code: 5000      Payment Total: \$0.00  
Site: Chadstone

Details   Transactions

Select Transaction Type: Payment      Date: 19/08/2015

Amount: \$0.00      GST: \$0.00      Total: \$0.00

GST Inclusive

GST Level: 0% (Rate 0)

Description

6. Select **Invoice** in the **Select Transaction Type** drop-down field.
7. Type the amount in the **Amount** field.
8. If the amount includes government taxes such as Goods and Services Tax (GST), select the **GST Inclusive** field.

**Note:** If this is a GST-free transaction, you can ignore this field.

9. Select the level of GST in the **GST Level** field.
10. Check that the **Total** is correct. If not, adjust the **GST Inclusive** and **GST Level** fields.
11. Add any required comment or description in the **Description** field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

12. Press .

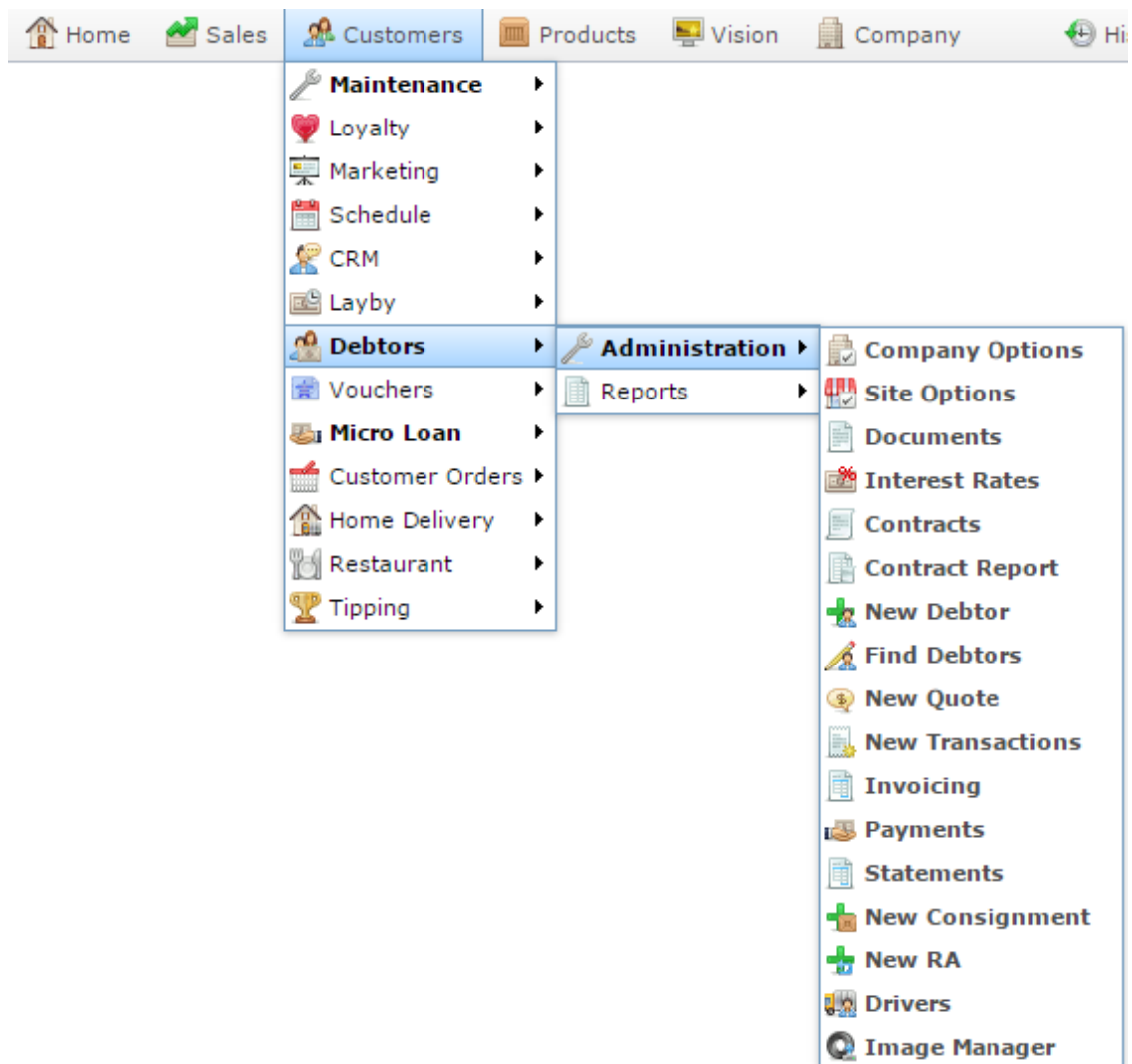
The invoice is created.

## Creating a debtor credit adjustment via the transaction screen

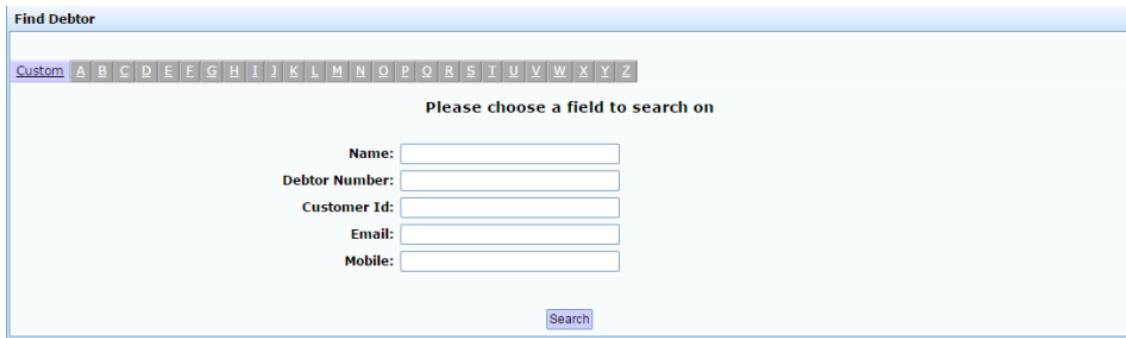
Create a credit adjustment if you need to decrease the amount that the debtor owes you.

To create a credit adjustment:

1. Press  Customers .
2. Press **Debtors > Administration > New Transactions.**



The Find Debtor screen is displayed.

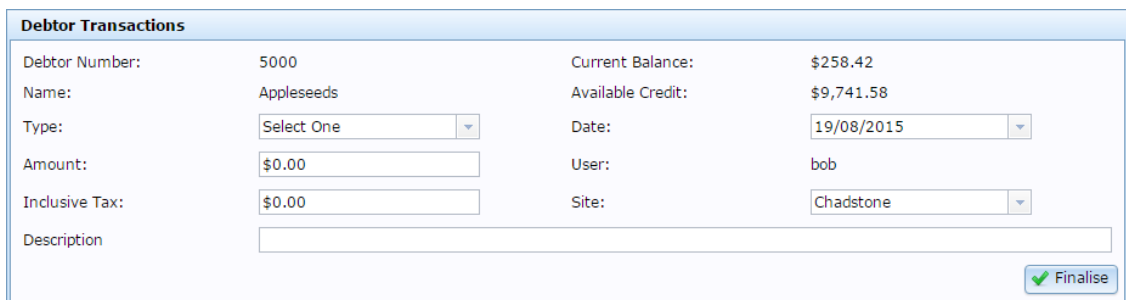


The 'Find Debtor' form features a search bar with a 'Custom' dropdown and a row of letters from A to Z. Below this, it prompts the user to 'Please choose a field to search on' and provides five input fields: Name, Debtor Number, Customer Id, Email, and Mobile. A 'Search' button is located at the bottom right of the form.

3. Search for the debtor.

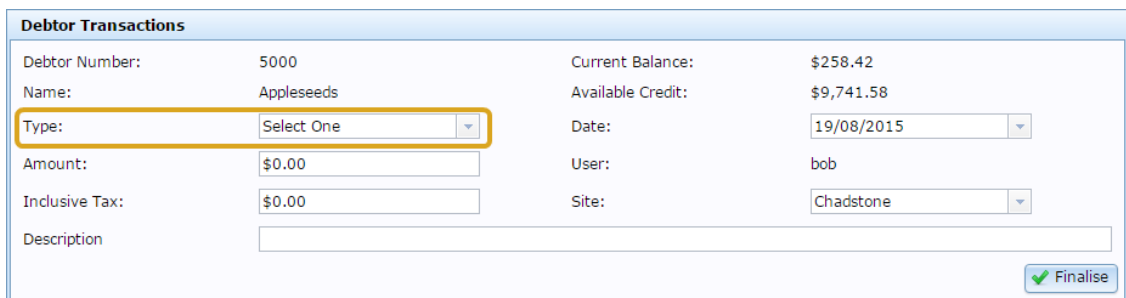
See *Finding a debtor* on page 103.

The Debtor Transaction screen is displayed.



The 'Debtor Transactions' form displays the following information: Debtor Number: 5000, Name: Appleseeds, Current Balance: \$258.42, Available Credit: \$9,741.58, Type: Select One, Date: 19/08/2015, Amount: \$0.00, User: bob, Inclusive Tax: \$0.00, Site: Chadstone, and a Description field. A 'Finalise' button with a green checkmark is at the bottom right.

4. Select **Credit Adjustment** in the **Select Transaction Type** drop-down field.



This screenshot shows the 'Debtor Transactions' form with the 'Type' dropdown menu highlighted by a yellow border. The form contains the same data as the previous screenshot.

5. Type the amount in the **Amount** field.
6. Type the tax included in the amount in the **Inclusive Tax** field.
7. Add any required comment or description in the **Description** field.
8. Select the site in the **Site** drop-down field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

9. Press .


The credit adjustment is created.

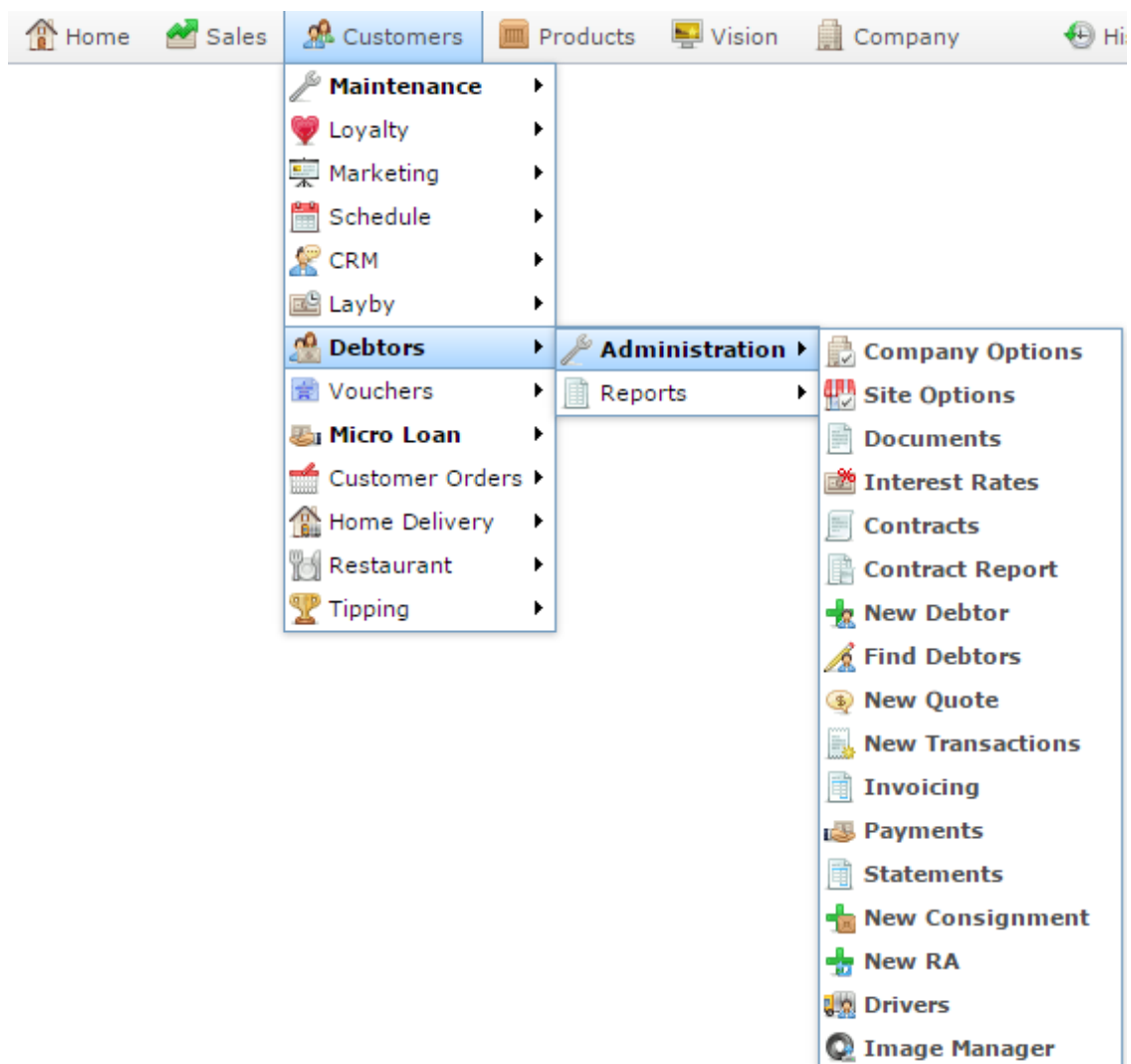
## Creating a debtor credit adjustment via the debtor payments screen

Create a credit adjustment if you need to decrease the amount that the debtor owes you.

**Note:** You must have the **Allow Transaction Tab** configuration set to **True** in order to use the Transaction tab of the Debtor Payments screen. See *Configuring debtors for your company* on page 20. If this tab is unavailable, you must use the Debtor Transaction screen. See *Creating a debtor credit adjustment via the transaction screen* on page 287.

To create a credit adjustment:

1. Press  Customers .
2. Press **Debtors > Administration > Payments**.



Managing transactions,  
payments and statements

The Find Debtor screen is displayed.

Find Debtor

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

Search

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Payments screen is displayed.

Debtor Payments - Appleseeds

Debtor: Appleseeds Outstanding: \$258.42  
Code: 5000 Payment Total: \$0.00  
Site: Chadstone

Details Transactions

Payment Date: 19/08/2015

Payment Id / Cheque:

Amount Paid:

Payment Type: Cash

Payment Sub Type: Cash

Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

Auto Assign Payments Pay Selected

4. Select the site you want to create a transaction for in the **Site** drop-down field.

5. Press the Transactions tab.

The Transactions tab is displayed.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
Code: 5000      Payment Total: \$0.00  
Site: Chadstone

Details   Transactions

Select Transaction Type: Payment      Date: 19/08/2015

Amount: \$0.00      GST: \$0.00      Total: \$0.00

GST Inclusive

GST Level: 0% (Rate 0)

Description

6. Select **Credit Adjustment** in the **Select Transaction Type** drop-down field.
7. Type the amount in the **Amount** field.
8. If the amount includes government taxes such as Goods and Services Tax (GST), select the **GST Inclusive** field.

**Note:** If this is a GST-free transaction, you can ignore this field.

9. Select the level of GST in the **GST Level** field.
10. Check that the **Total** is correct. If not, adjust the **GST Inclusive** and **GST Level** fields.
11. Add any required comment or description in the **Description** field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

12. Press .

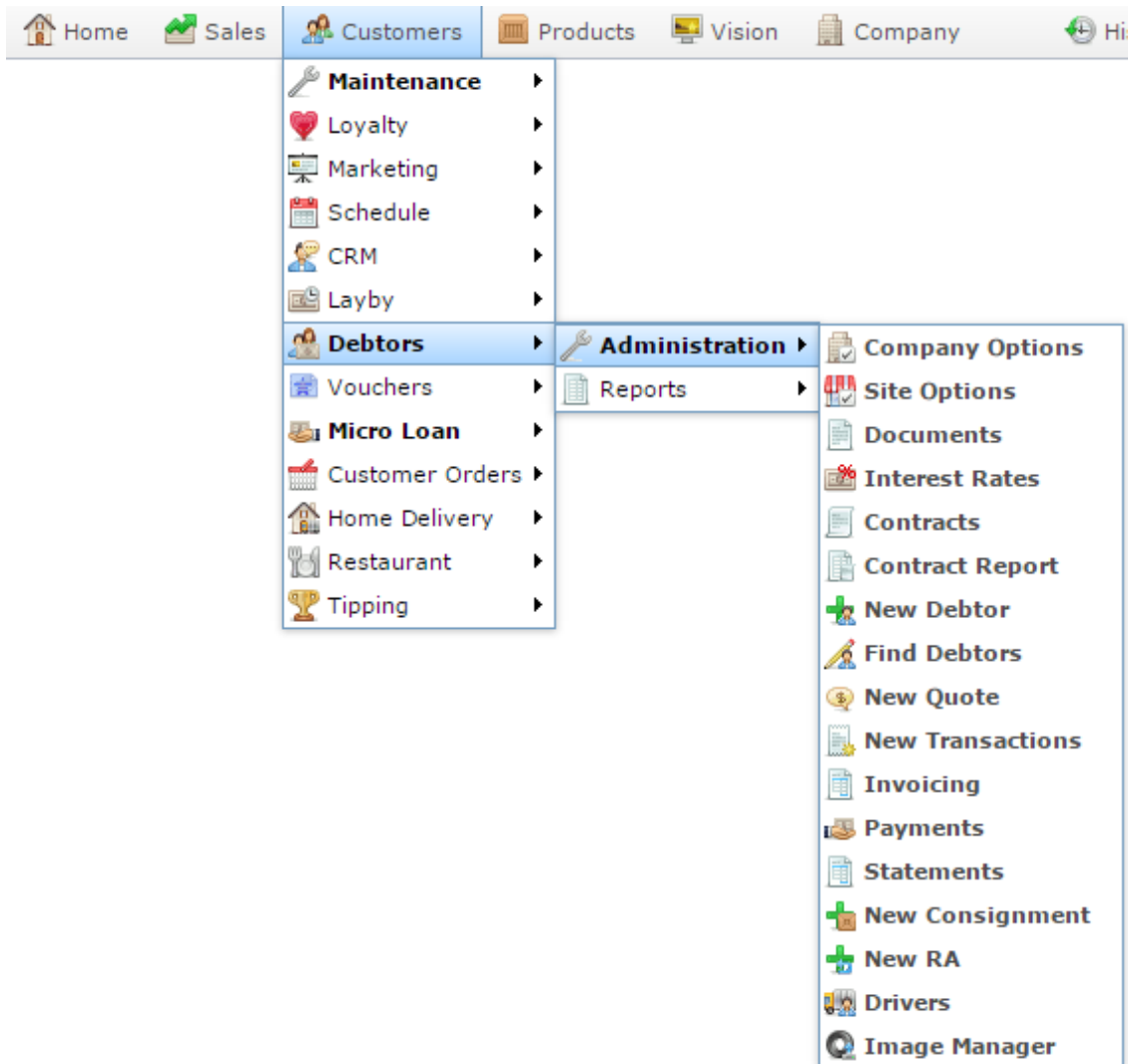
The credit adjustment is created.

## Creating a debtor credit note via the transaction screen

Create a credit note if you need to hold a payment refund in reserve for the debtor to use on their next purchase, instead of refunding them the amount in full.

To create a credit note:

1. Press  Customers.
2. Press **Debtors > Administration > New Transactions.**



The Find Debtor screen is displayed.



**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Transaction screen is displayed.

**Debtor Transactions**

Debtor Number:	5000	Current Balance:	\$258.42
Name:	Appleseeds	Available Credit:	\$9,741.58
Type:	Select One	Date:	19/08/2015
Amount:	\$0.00	User:	bob
Inclusive Tax:	\$0.00	Site:	Chadstone
Description:	<input type="text"/>		

4. Select **Credit Note** in the **Select Transaction Type** drop-down field.

**Debtor Transactions**

Debtor Number:	5000	Current Balance:	\$258.42
Name:	Appleseeds	Available Credit:	\$9,741.58
Type:	Select One	Date:	19/08/2015
Amount:	\$0.00	User:	bob
Inclusive Tax:	\$0.00	Site:	Chadstone
Description:	<input type="text"/>		

5. Type the amount in the **Amount** field.
6. Type the tax included in the amount in the **Inclusive Tax** field.
7. Add any required comment or description in the **Description** field.
8. Select the site in the **Site** drop-down field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

9. Press .

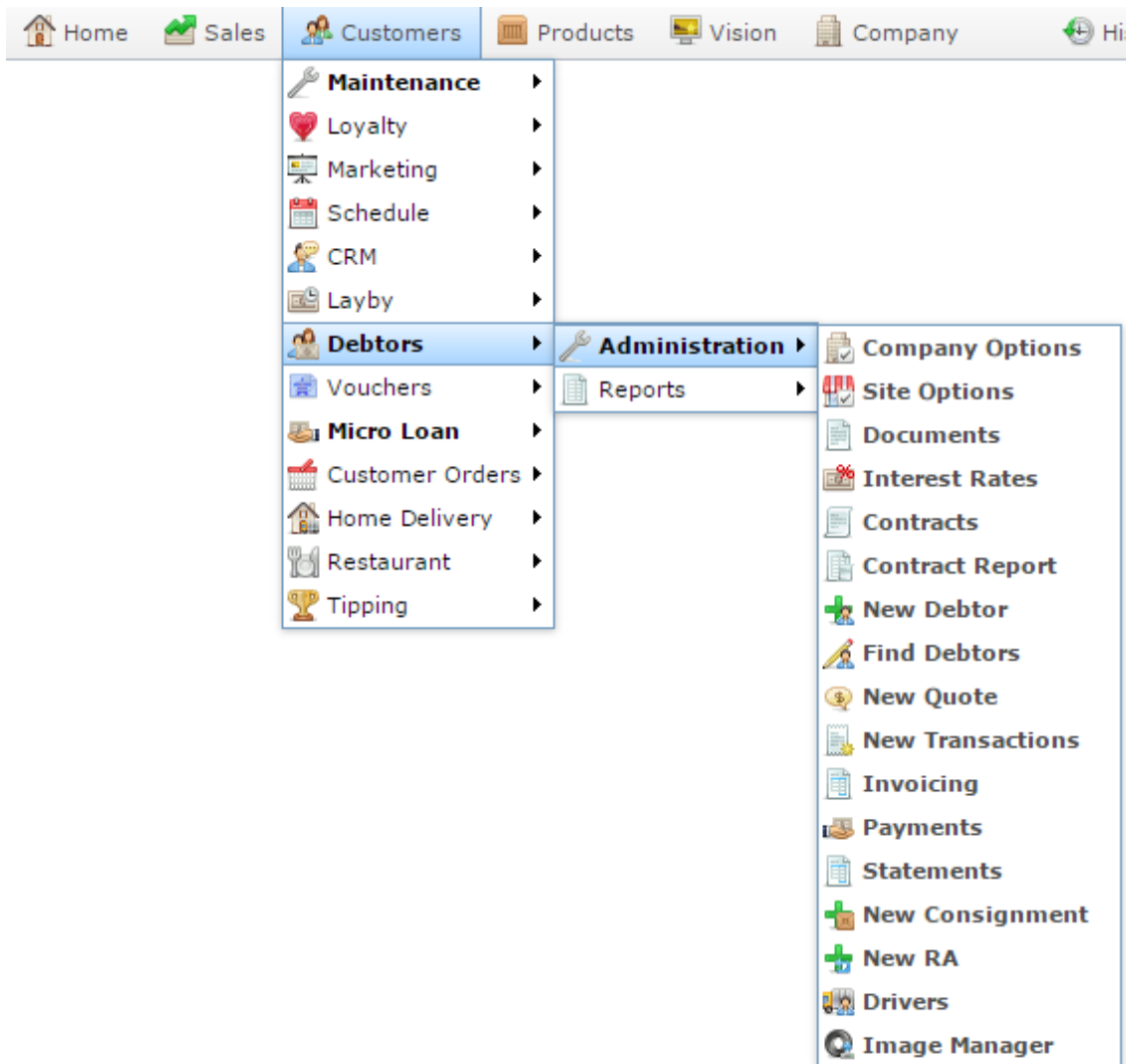
The credit note is created.

## Creating a debtor debit adjustment via the transaction screen

Create a debit adjustment if you need to increase the amount that the debtor owes you.

To create a debit adjustment:

1. Press  Customers .
2. Press **Debtors > Administration > New Transactions.**



The Find Debtor screen is displayed.

The 'Find Debtor' form features a header with a 'Custom' tab and an alphabetical index (A-Z). Below this, it prompts the user to 'Please choose a field to search on' and provides five input fields: Name, Debtor Number, Customer Id, Email, and Mobile. A 'Search' button is located at the bottom right of the form.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Transaction screen is displayed.

The 'Debtor Transactions' form displays the following information: Debtor Number: 5000, Name: Appleseeds, Type: Select One, Amount: \$0.00, Inclusive Tax: \$0.00, Description: (empty). On the right side, it shows Current Balance: \$258.42, Available Credit: \$9,741.58, Date: 19/08/2015, User: bob, and Site: Chadstone. A 'Finalise' button with a green checkmark is at the bottom right.

4. Select **Debit Adjustment** in the **Select Transaction Type** drop-down field.

This screenshot is identical to the previous one, but the 'Type' drop-down menu is highlighted with a yellow border, indicating the step where the user should select 'Debit Adjustment'.

5. Type the amount in the **Amount** field.
6. Type the tax included in the amount in the **Inclusive Tax** field.
7. Add any required comment or description in the **Description** field.
8. Select the site in the **Site** drop-down field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

9. Press .


The debit adjustment is created.

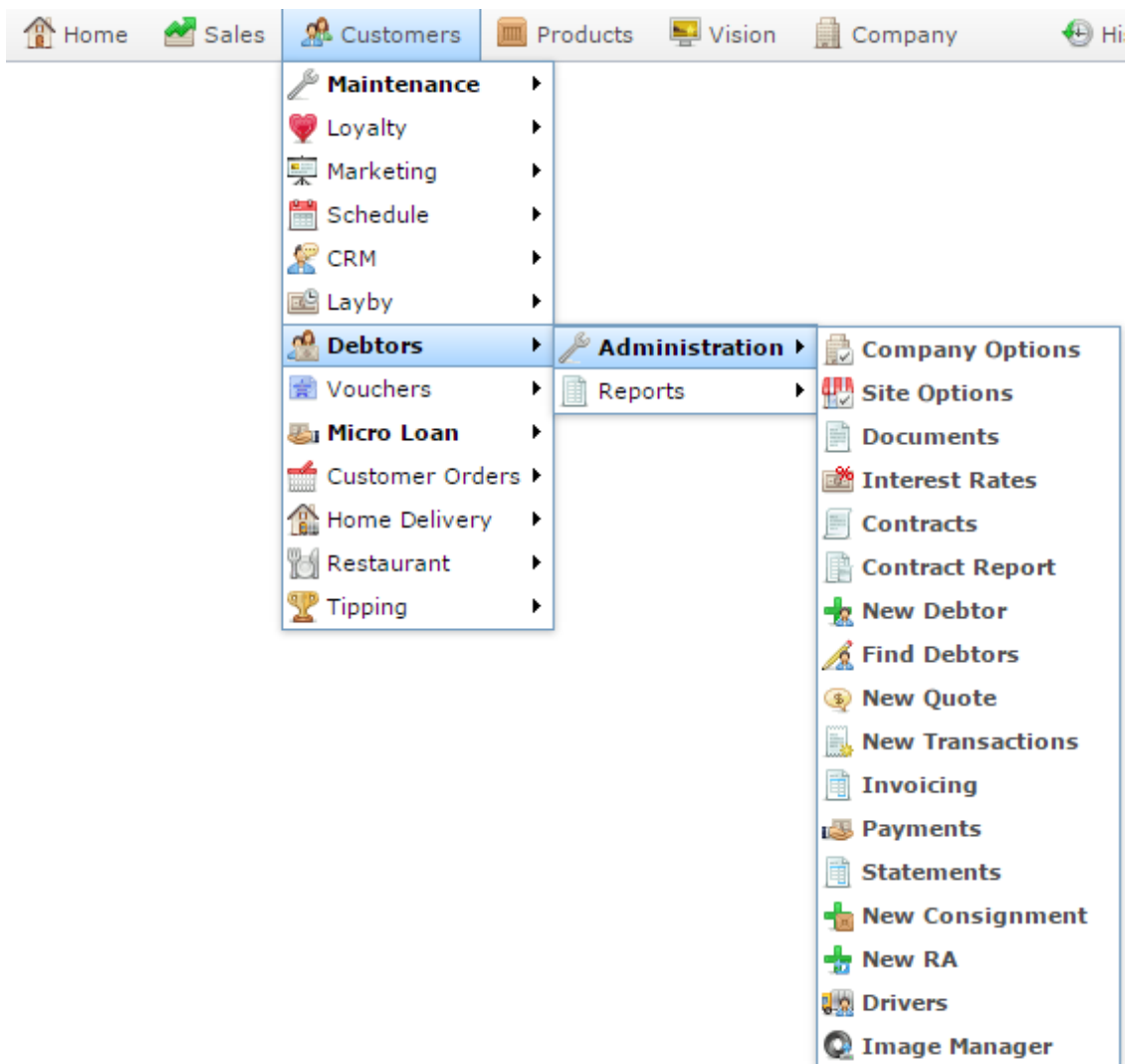
## Creating a debtor debit adjustment via the debtor payments screen

Create a debit adjustment if you need to increase the amount that the debtor owes you.

**Note:** You must have the **Allow Transaction Tab** configuration set to **True** in order to use the Transaction tab of the Debtor Payments screen. See *Configuring debtors for your company* on page 20. If this tab is unavailable, you must use the Debtor Transaction screen. See *Creating a debtor debit adjustment via the transaction screen* on page 294.

To create a debit adjustment:

1. Press  Customers.
2. Press **Debtors > Administration > Payments**.



The Find Debtor screen is displayed.

Find Debtor

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

Search

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Payments screen is displayed.

Debtor Payments - Appleseeds

Debtor: Appleseeds Outstanding: \$258.42  
Code: 5000 Payment Total: \$0.00  
Site: Chadstone

Details Transactions

Payment Date: 19/08/2015

Payment Id / Cheque:

Amount Paid:

Payment Type: Cash

Payment Sub Type: Cash

Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

Auto Assign Payments Pay Selected

4. Select the site you want to create a transaction for in the **Site** drop-down field.
5. Press the Transactions tab.

The Transactions tab is displayed.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
Code: 5000      Payment Total: \$0.00  
Site: Chadstone

Details    **Transactions**

Select Transaction Type: Payment    Date: 19/08/2015

Amount: \$0.00    GST: \$0.00    Total: \$0.00

GST Inclusive

GST Level: 0% (Rate 0)

Description

6. Select **Debit Adjustment** in the **Select Transaction Type** drop-down field.
7. Type the amount in the **Amount** field.
8. If the amount includes government taxes such as Goods and Services Tax (GST), select the **GST Inclusive** field.

**Note:** If this is a GST-free transaction, you can ignore this field.

9. Select the level of GST in the **GST Level** field.
10. Check that the **Total** is correct. If not, adjust the **GST Inclusive** and **GST Level** fields.
11. Add any required comment or description in the **Description** field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

12. Press .


The debit adjustment is created.

## Creating a debtor credit note via the debtor payments screen

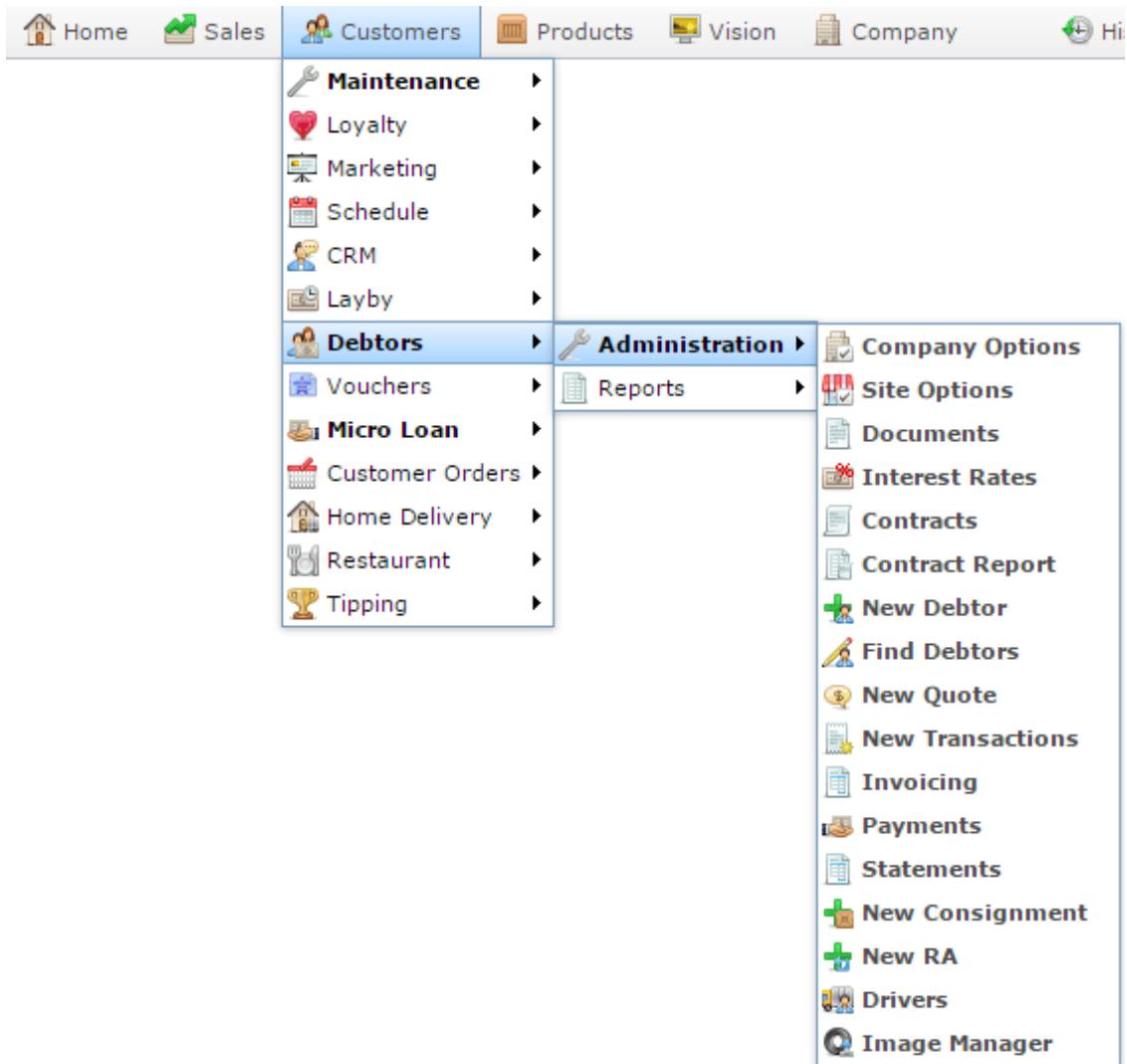
Create a credit note if you need to hold a payment refund in reserve for the debtor to use on their next purchase, instead of refunding them the amount in full.

**Note:** You must have the **Allow Transaction Tab** configuration set to **True** in order to use the Transaction tab of the Debtor Payments screen. See *Configuring debtors for your company* on page 20. If this tab is unavailable, you must use the Debtor Transaction screen. See *Creating a debtor credit note via the transaction screen* on page 292.

To create a credit note:

1. Press  **Customers**.
2. Press **Debtors > Administration > Payments**.

Managing transactions,  
payments and statements



The Find Debtor screen is displayed.

A screenshot of the 'Find Debtor' search screen. At the top, there is a search bar with a 'Custom' dropdown and a grid of letters from A to Z. Below this, the text 'Please choose a field to search on' is displayed. There are five input fields labeled: Name, Debtor Number, Customer Id, Email, and Mobile. A 'Search' button is located at the bottom right of the form.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Payments screen is displayed.



**Debtor Payments - Appleseeds**

Debtor: Appleseeds Outstanding: \$258.42  
 Code: 5000 Payment Total: \$0.00  
 Site: Chadstone

Details Transactions

Payment Date: 19/08/2015  
 Payment Id / Cheque:  
 Amount Paid:  
 Payment Type: Cash  
 Payment Sub Type: Cash  
 Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

Auto Assign Payments Pay Selected

- Select the site you want to create a transaction for in the **Site** drop-down field.
- Press the Transactions tab.

The Transactions tab is displayed.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds Outstanding: \$258.42  
 Code: 5000 Payment Total: \$0.00  
 Site: Chadstone

Details Transactions

Select Transaction Type: Payment Date: 19/08/2015  
 Amount: \$0.00 GST: \$0.00 Total: \$0.00  
 GST Inclusive  
 GST Level: 0% (Rate 0)  
 Description:

Finalise

- Select **Credit Note** in the **Select Transaction Type** drop-down field.

7. Type the amount in the **Amount** field.
8. If the amount includes government taxes such as Goods and Services Tax (GST), select the **GST Inclusive** field.

**Note:** If this is a GST-free transaction, you can ignore this field.

9. Select the level of GST in the **GST Level** field.
10. Check that the **Total** is correct. If not, adjust the **GST Inclusive** and **GST Level** fields.
11. Add any required comment or description in the **Description** field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

12. Press .

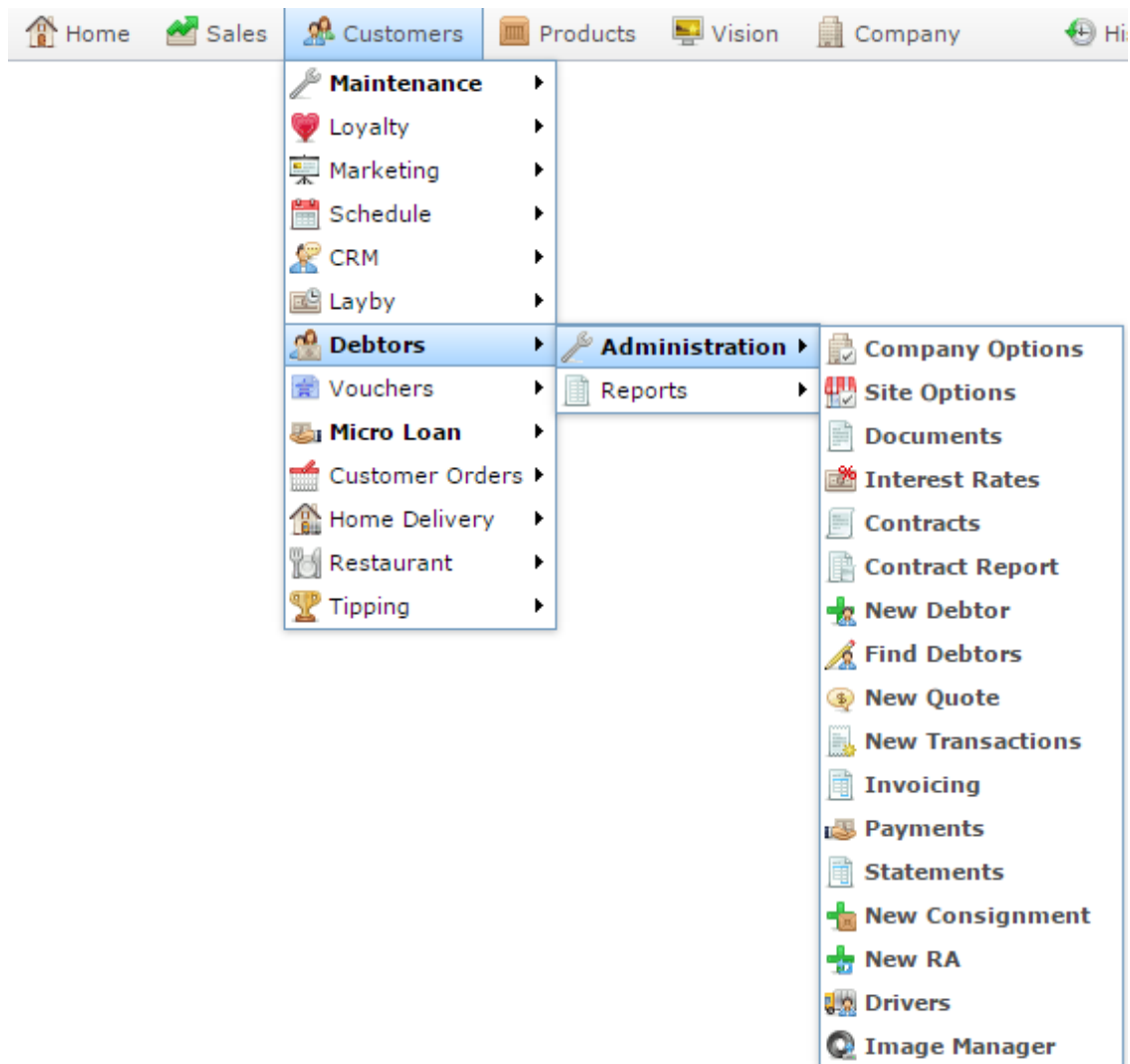
The credit note is created.

## Creating a debtor payment via the transaction screen

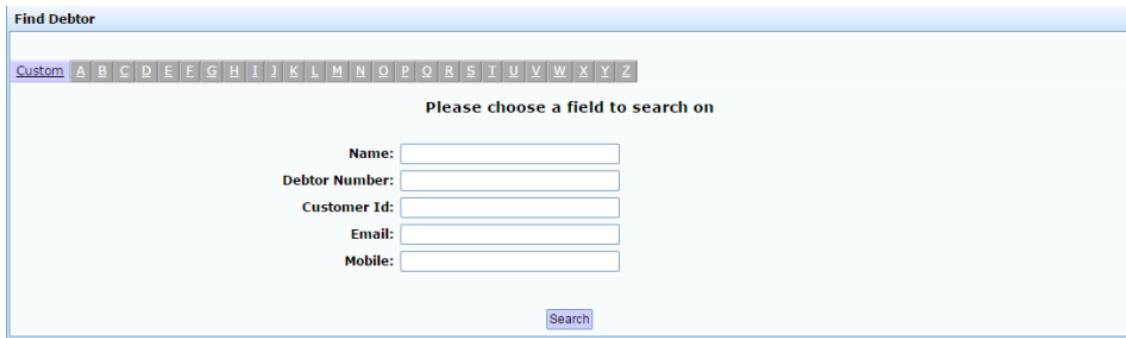
Create a payment transaction if you need to record a payment that has not been itemised in the Portal.

To create a payment transaction:

1. Press  Customers.
2. Press **Debtors > Administration > New Transactions.**



The Find Debtor screen is displayed.

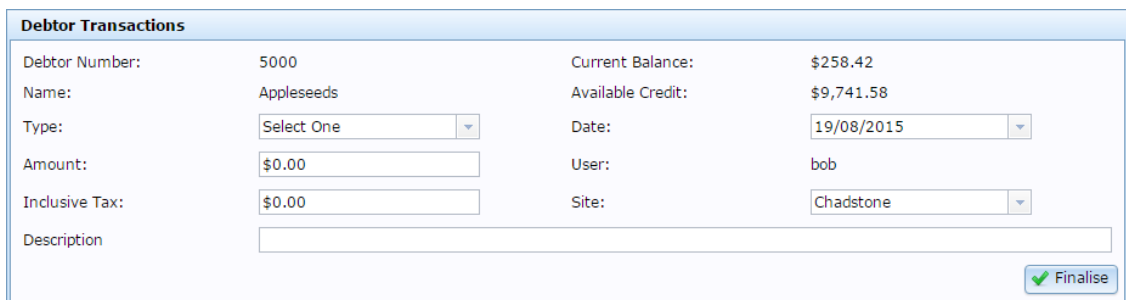


The 'Find Debtor' form features a search bar with a 'Custom' dropdown and a row of letters from A to Z. Below this, it prompts the user to 'Please choose a field to search on' and provides five input fields: Name, Debtor Number, Customer Id, Email, and Mobile. A 'Search' button is located at the bottom right of the form.

3. Search for the debtor.

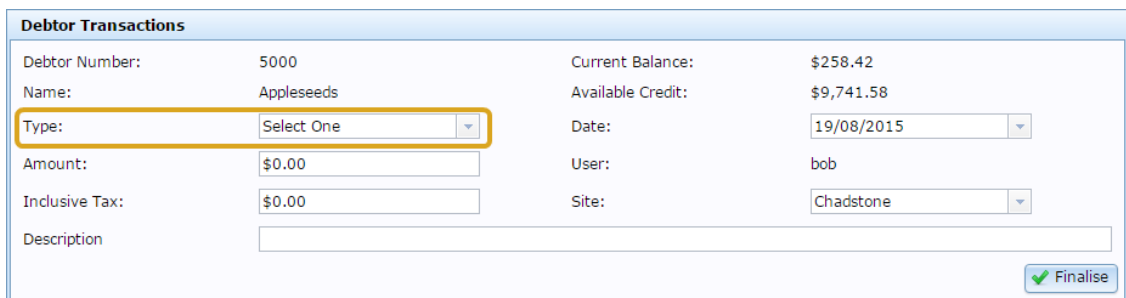
See *Finding a debtor* on page 103.

The Debtor Transaction screen is displayed.



The 'Debtor Transactions' form displays the following information: Debtor Number: 5000, Name: Appleseeds, Current Balance: \$258.42, Available Credit: \$9,741.58, Type: Select One, Date: 19/08/2015, Amount: \$0.00, User: bob, Inclusive Tax: \$0.00, Site: Chadstone, and a Description field. A 'Finalise' button with a green checkmark is at the bottom right.

4. Select **Payment** in the **Select Transaction Type** drop-down field.



This screenshot is identical to the previous one, but the 'Type' dropdown menu is highlighted with a yellow border, indicating the step of selecting a transaction type.

5. Type the amount in the **Amount** field.
6. Type the tax included in the amount in the **Inclusive Tax** field.
7. Add any required comment or description in the **Description** field.
8. Select the site in the **Site** drop-down field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

9. Press .


The payment is created.

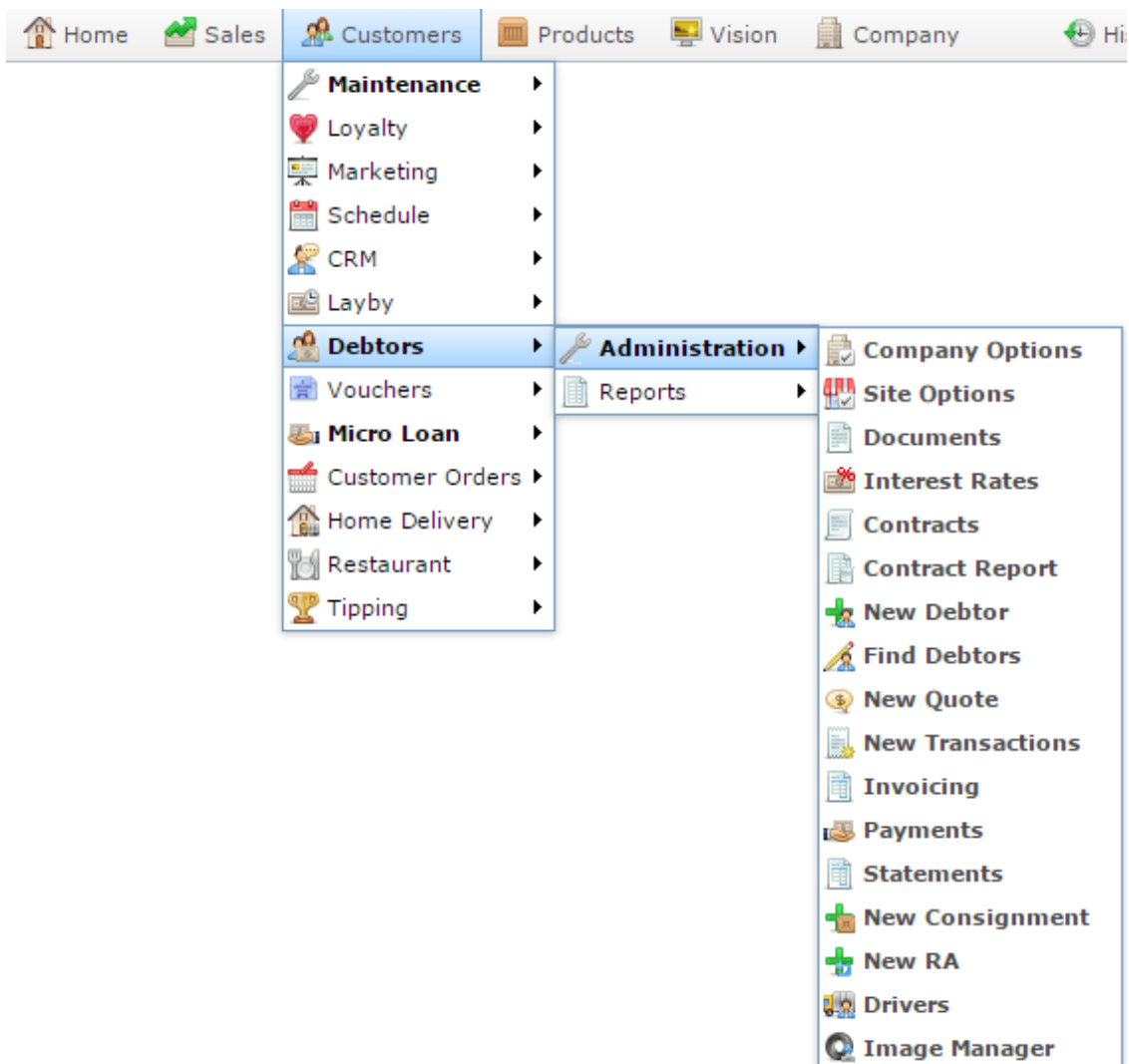
## Creating a debtor payment via the debtor payments screen

Create a payment if you need to record a payment made by a debtor.

**Note:** You must have the **Allow Transaction Tab** configuration set to **True** in order to use the Transaction tab of the Debtor Payments screen. See *Configuring debtors for your company* on page 20. If this tab is unavailable, you must use the Debtor Transaction screen. See *Creating a debtor payment via the transaction screen* on page 303.

To create a payment:

1. Press  Customers.
2. Press **Debtors > Administration > Payments**.



Managing transactions,  
payments and statements

The Find Debtor screen is displayed.

Find Debtor

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

Search

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Payments screen is displayed.

Debtor Payments - Appleseeds

Debtor: Appleseeds Outstanding: \$258.42  
Code: 5000 Payment Total: \$0.00  
Site: Chadstone

Details Transactions

Payment Date: 19/08/2015

Payment Id / Cheque:

Amount Paid:

Payment Type: Cash

Payment Sub Type: Cash

Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

Auto Assign Payments Pay Selected

4. Select the site you want to create a transaction for in the **Site** drop-down field.

5. Press the Transactions tab.

The Transactions tab is displayed.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
Code: 5000      Payment Total: \$0.00  
Site: Chadstone

Details   Transactions

Select Transaction Type: Payment      Date: 19/08/2015

Amount: \$0.00      GST: \$0.00      Total: \$0.00

GST Inclusive

GST Level: 0% (Rate 0)

Description

6. Select **Payment** in the **Select Transaction Type** drop-down field.
7. Type the amount in the **Amount** field.
8. If the amount includes government taxes such as Goods and Services Tax (GST), select the **GST Inclusive** field.

**Note:** If this is a GST-free transaction, you can ignore this field.

9. Select the level of GST in the **GST Level** field.
10. Check that the **Total** is correct. If not, adjust the **GST Inclusive** and **GST Level** fields.
11. Add any required comment or description in the **Description** field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

12. Press .

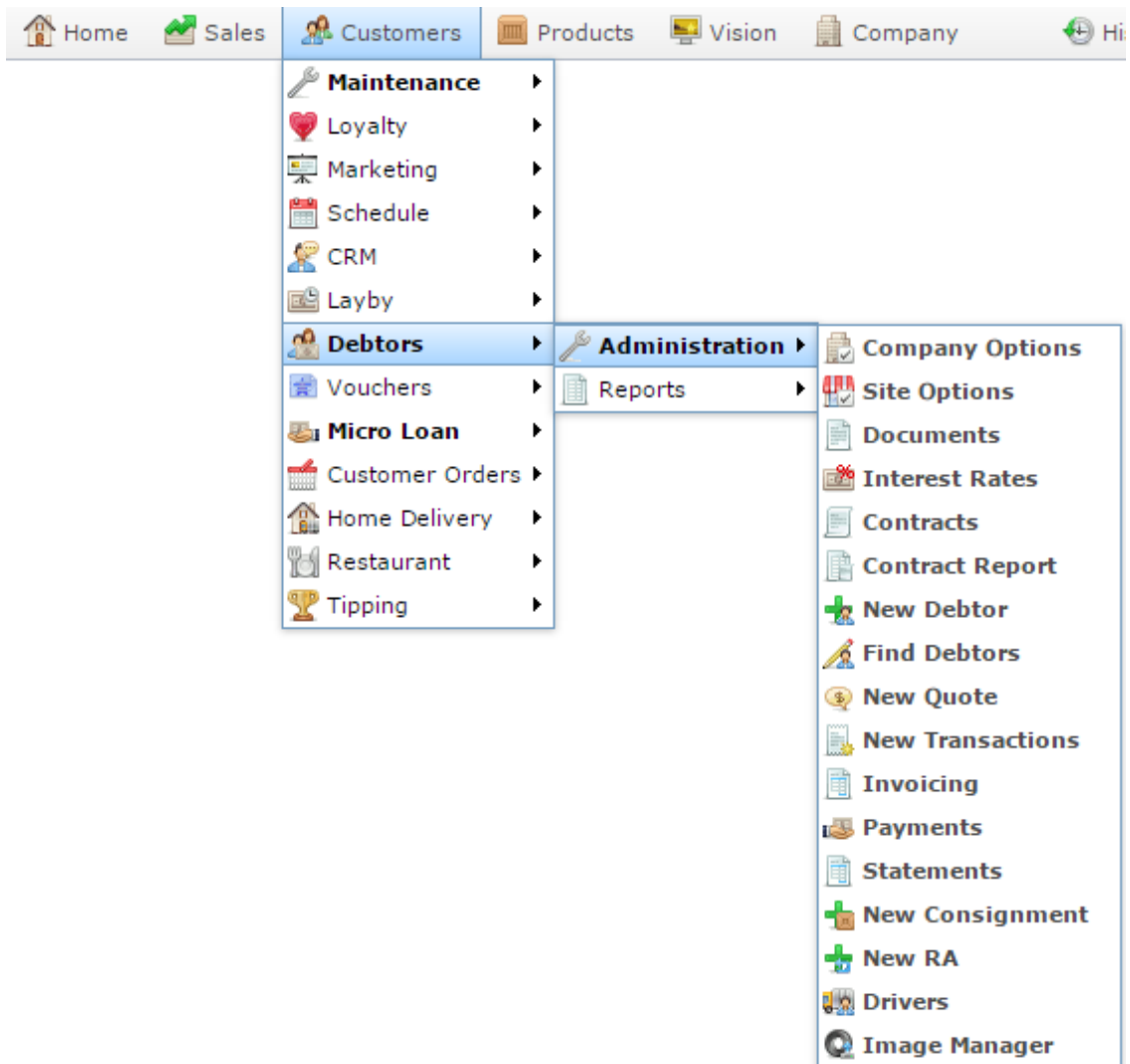
The payment is created.

## Creating a debtor payment refund via the transaction screen

Create a payment refund transaction if you need to refund a debtor payment in the Portal.

To create a payment refund:

1. Press  Customers .
2. Press **Debtors > Administration > New Transactions.**



The Find Debtor screen is displayed.



The 'Find Debtor' form features a header with a 'Custom' tab and a row of letters from A to Z. Below this, it prompts the user to 'Please choose a field to search on' and provides five input fields: Name, Debtor Number, Customer Id, Email, and Mobile. A 'Search' button is located at the bottom right of the form.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Transaction screen is displayed.

The 'Debtor Transactions' form displays the following information: Debtor Number: 5000, Name: Appleseeds, Type: Select One (dropdown), Amount: \$0.00, Inclusive Tax: \$0.00, Description: (empty field). On the right side, it shows Current Balance: \$258.42, Available Credit: \$9,741.58, Date: 19/08/2015 (dropdown), User: bob, and Site: Chadstone (dropdown). A 'Finalise' button with a green checkmark is at the bottom right.

4. Select **Payment Refund** in the **Select Transaction Type** drop-down field.

This screenshot is identical to the previous one, but the 'Type' dropdown menu is highlighted with a yellow border, indicating the step where the user should select 'Payment Refund'.

5. Type the amount in the **Amount** field.
6. Type the tax included in the amount in the **Inclusive Tax** field.
7. Add any required comment or description in the **Description** field.
8. Select the site in the **Site** drop-down field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

9. Press .


The payment is refunded.

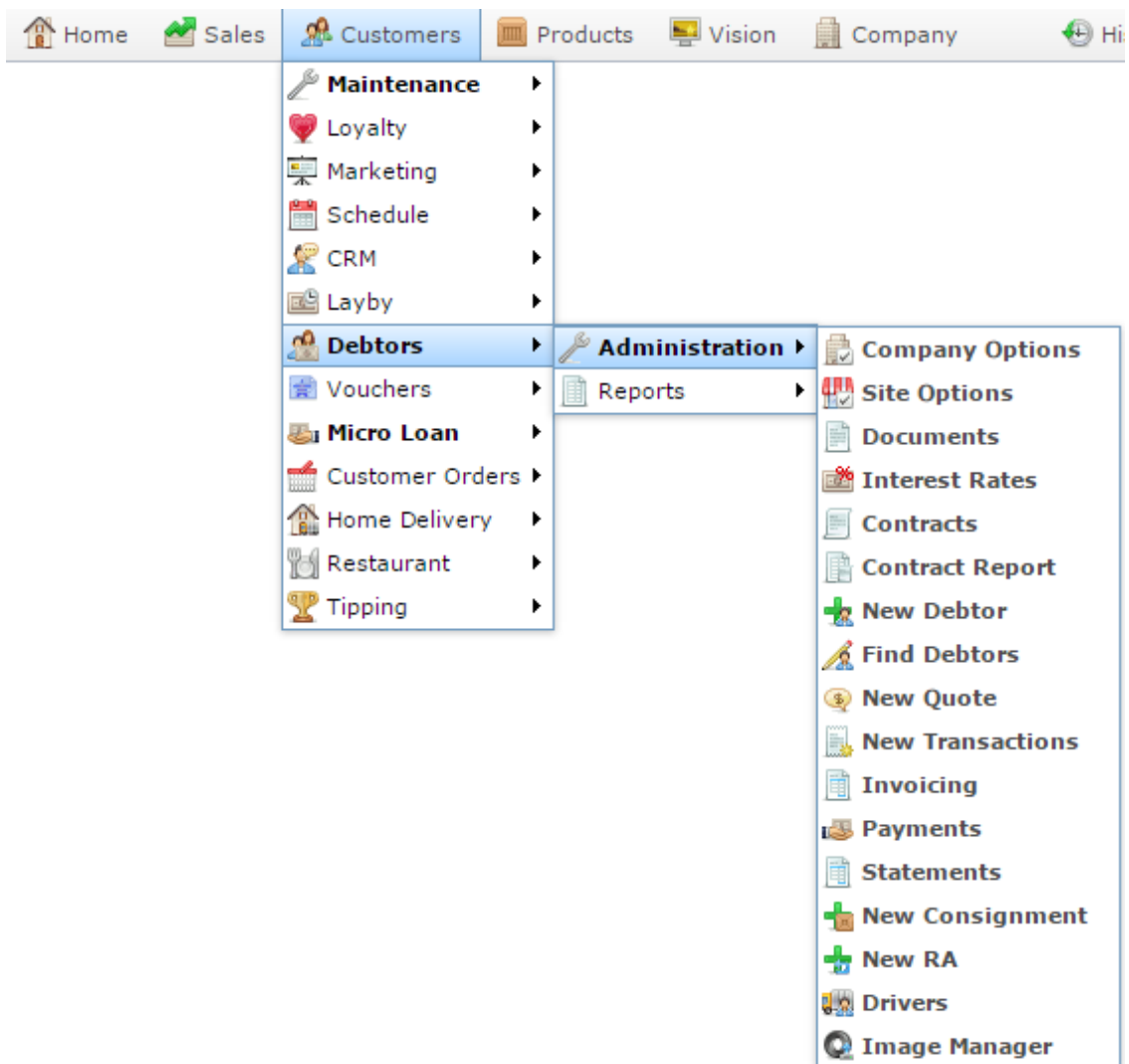
## Creating a debtor payment refund via the debtor payments screen

Create a payment refund if you need to refund a debtor payment you have recorded.

**Note:** You must have the **Allow Transaction Tab** configuration set to **True** in order to use the Transaction tab of the Debtor Payments screen. See *Configuring debtors for your company* on page 20. If this tab is unavailable, you must use the Debtor Transaction screen. See *Creating a debtor payment refund via the transaction screen* on page 308.

To create a payment refund:

1. Press  Customers.
2. Press **Debtors > Administration > Payments**.



The Find Debtor screen is displayed.

Find Debtor

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

Search

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Payments screen is displayed.

Debtor Payments - Appleseeds

Debtor: Appleseeds Outstanding: \$258.42  
Code: 5000 Payment Total: \$0.00  
Site: Chadstone

Details Transactions

Payment Date: 19/08/2015

Payment Id / Cheque:

Amount Paid:

Payment Type: Cash

Payment Sub Type: Cash

Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

Auto Assign Payments Pay Selected

4. Select the site you want to create a transaction for in the **Site** drop-down field.
5. Press the Transactions tab.

The Transactions tab is displayed.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
Code: 5000      Payment Total: \$0.00  
Site: Chadstone

Details   Transactions

Select Transaction Type: Payment      Date: 19/08/2015

Amount: \$0.00      GST: \$0.00      Total: \$0.00

GST Inclusive

GST Level: 0% (Rate 0)

Description

6. Select **Payment Refund** in the **Select Transaction Type** drop-down field.
7. Type the amount in the **Amount** field.
8. If the amount includes government taxes such as Goods and Services Tax (GST), select the **GST Inclusive** field.

**Note:** If this is a GST-free transaction, you can ignore this field.

9. Select the level of GST in the **GST Level** field.
10. Check that the **Total** is correct. If not, adjust the **GST Inclusive** and **GST Level** fields.
11. Add any required comment or description in the **Description** field.

**Note:** You cannot edit a transaction after it has been finalised. Ensure the amount, tax, description and transaction type are correct.

12. Press .


The payment refund is created.

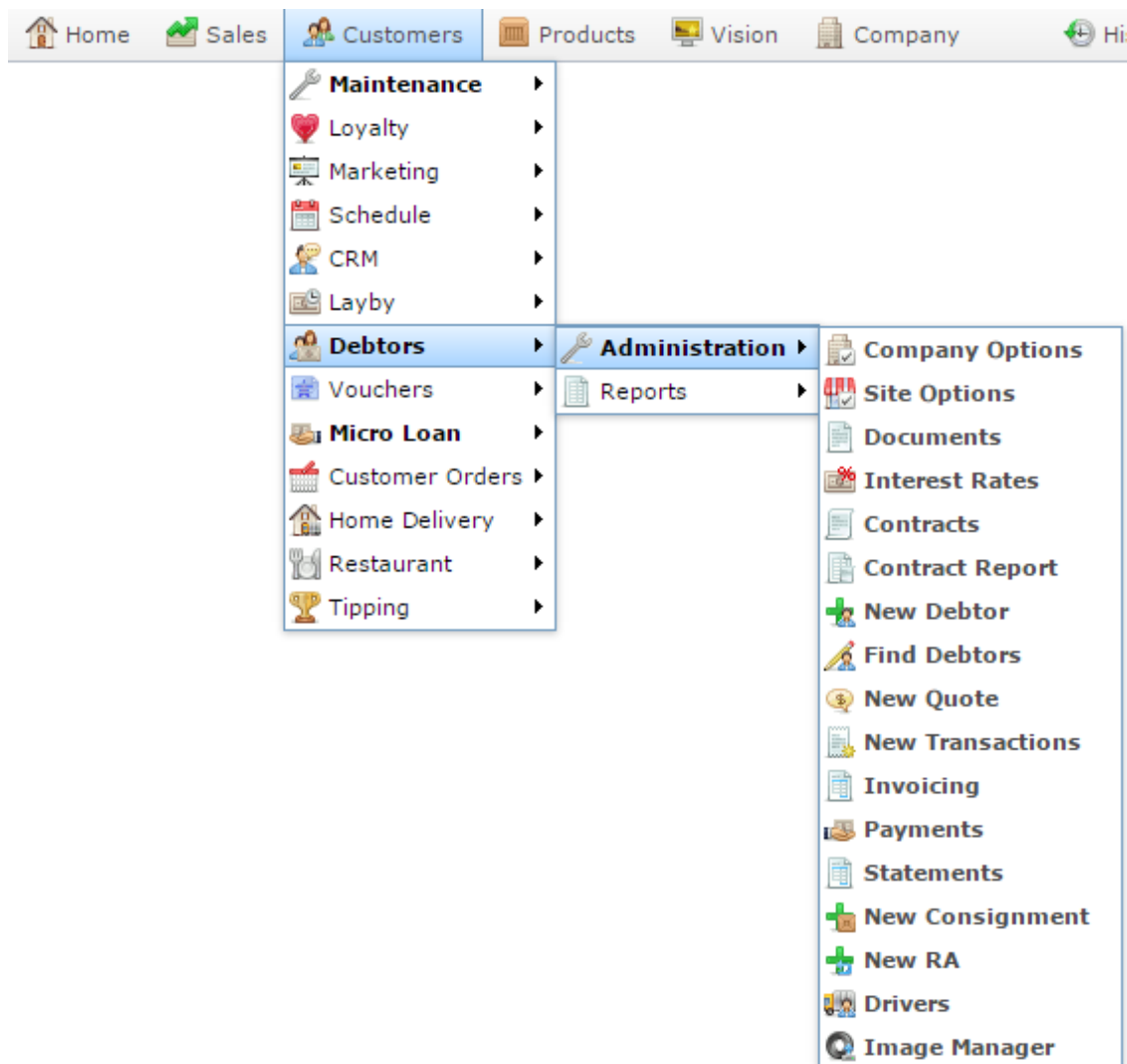
## Marking a debtor invoice as paid

Mark an invoice as paid when you have received payment from a debtor. You can mark multiple invoices as fully or partially paid by the same payment.

**Tip:** If you have already recorded payments, you can match them against existing invoices to mark the invoices as paid. See *Automatically allocating payments to invoices* on page 322. Also see *Allocating payments to invoices* on page 317.

To mark an invoice as paid:

1. Press  Customers.
2. Press **Debtors > Administration > Payments**.



The Find Debtor screen is displayed.

**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Payments screen is displayed.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds Outstanding: \$258.42  
Code: 5000 Payment Total: \$0.00  
Site: Chadstone

Details Transactions

Payment Date: 19/08/2015

Payment Id / Cheque:

Amount Paid:

Payment Type: Cash

Payment Sub Type: Cash

Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

4. Select the site you want to pay invoices for in the **Site** drop-down field.
5. Select the date you received the payment in the **Payment Date** field.
6. Type the transaction reference number or cheque number in the **Payment Id / Cheque** field.
7. Type the amount of the payment in the **Amount Paid** field.
8. Select the type of payment in the **Payment Type** drop-down field.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
 Code: 5000      Payment Total: \$0.00  
 Site: Chadstone

Details Transactions

Payment Date: 19/08/2015  
 Payment Id / Cheque:  
 Amount Paid:  
 Payment Type: Cash  
 Payment Sub Type: Cash  
 Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

Auto Assign Payments    Pay Selected

9. Select the invoices you want to mark as paid with this payment.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
 Code: 5000      Payment Total: \$0.00  
 Site: Chadstone

Details Transactions

Payment Date: 19/08/2015  
 Payment Id / Cheque:  
 Amount Paid:  
 Payment Type: Cash  
 Payment Sub Type: Cash  
 Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input checked="" type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input checked="" type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

Auto Assign Payments    Pay Selected

10. If you want to partially pay an invoice, select the **To Pay** field and type the amount you want to pay.

Managing transactions,  
payments and statements

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
 Code: 5000      Payment Total: \$0.00  
 Site: Chadstone

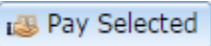
Details Transactions

Payment Date: 19/08/2015  
 Payment Id / Cheque:  
 Amount Paid:  
 Payment Type: Cash  
 Payment Sub Type: Cash  
 Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input checked="" type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input checked="" type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

Auto Assign Payments      Pay Selected

**Note:** The **Amount Paid** must be equal to or more than the **Payment Total**. If the **Amount Paid** is more than the **Payment Total**, the Portal creates an additional payment transaction with the unallocated funds.

- Press .  
The invoices are paid.




## Allocating payments to invoices

Allocate payments to invoices when you have already recorded payment transactions for a debtor, and want to use them to mark invoices as paid.

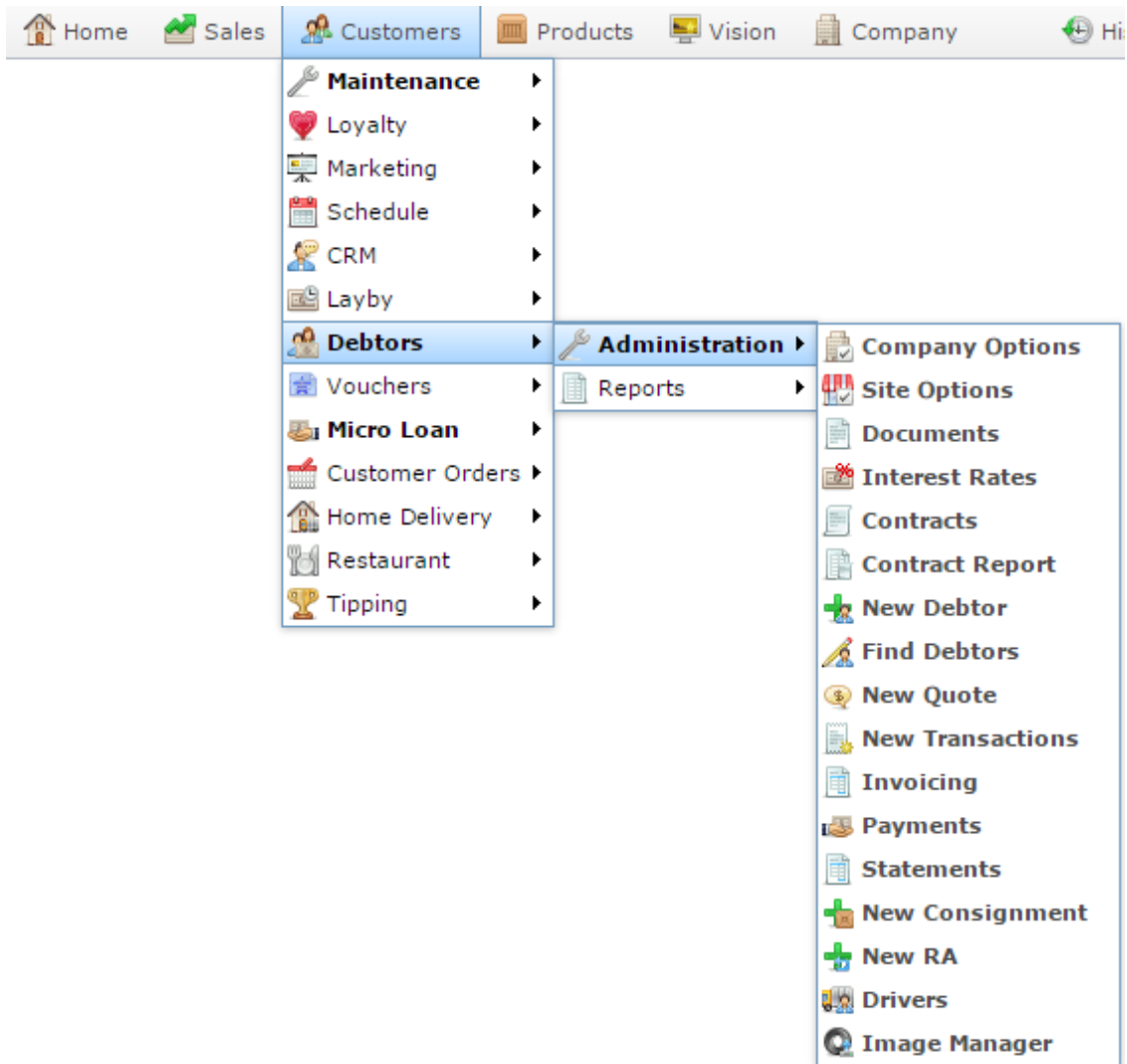
To allocate all existing payments to invoices automatically, see *Automatically allocating payments to invoices* on page 322.

**Tip:** If you do not have existing payments to allocate, you can create them as you mark invoices paid. See *Marking a debtor invoice as paid* on page 313. Also see *Creating a debtor payment via the debtor payments screen* on page 305.

To allocate payments to invoices:

1. Press  Customers.
2. Press **Debtors > Administration > Payments.**

Managing transactions,  
payments and statements



The Find Debtor screen is displayed.

The 'Find Debtor' screen displays a search interface with the following elements:

- Search bar with a 'Custom' dropdown and a grid of letters (A-Z).
- Text: "Please choose a field to search on"
- Input fields for: Name, Debtor Number, Customer Id, Email, and Mobile.
- Search button.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Payments screen is displayed.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds Outstanding: \$258.42  
 Code: 5000 Payment Total: \$0.00  
 Site:

Details Transactions

Payment Date:   
 Payment Id / Cheque:   
 Amount Paid:   
 Payment Type:   
 Payment Sub Type:   
 Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocat	To Pay / Allocat	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

Auto Assign Payments

4. Select the site you want to pay invoices for in the **Site** drop-down field.
5. Select the invoices you want to mark as paid with the payments.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds Outstanding: \$258.42  
 Code: 5000 Payment Total: \$0.00  
 Site:

Details Transactions

Payment Date:   
 Payment Id / Cheque:   
 Amount Paid:   
 Payment Type:   
 Payment Sub Type:   
 Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocat	To Pay / Allocat	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input checked="" type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input checked="" type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00
26-Aug-2015	Payments	500-4	<input type="checkbox"/>	\$5.00	\$0.00	\$5.00	\$5.00	\$0.00
26-Aug-2015	Payments	500-5	<input type="checkbox"/>	\$200.00	\$0.00	\$200.00	\$200.00	\$0.00

Auto Assign Payments

6. Select the payments you want to allocate to the invoices.

Managing transactions,  
payments and statements

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
 Code: 5000      Payment Total: \$0.00  
 Site: Chadstone

Details Transactions

Payment Date: 19/08/2015  
 Payment Id / Cheque:  
 Amount Paid:  
 Payment Type: Cash  
 Payment Sub Type: Cash  
 Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input checked="" type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input checked="" type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00
26-Aug-2015	Payments	500-4	<input checked="" type="checkbox"/>	\$5.00	\$0.00	\$5.00	\$5.00	\$0.00
26-Aug-2015	Payments	500-5	<input checked="" type="checkbox"/>	\$200.00	\$0.00	\$200.00	\$200.00	\$0.00

Auto Assign Payments    Pay Selected

- If you want to partially pay an invoice, or partially allocate a payment, select the **To Pay** field and type the amount you want to pay or allocate.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
 Code: 5000      Payment Total: \$0.00  
 Site: Chadstone

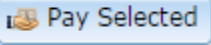
Details Transactions

Payment Date: 19/08/2015  
 Payment Id / Cheque:  
 Amount Paid:  
 Payment Type: Cash  
 Payment Sub Type: Cash  
 Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input checked="" type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input checked="" type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00
26-Aug-2015	Payments	500-4	<input checked="" type="checkbox"/>	\$5.00	\$0.00	\$5.00	\$5.00	\$0.00
26-Aug-2015	Payments	500-5	<input checked="" type="checkbox"/>	\$200.00	\$0.00	\$200.00	\$200.00	\$0.00

Auto Assign Payments    Pay Selected

**Note:** The **Amount Paid** must be equal to or more than the **Payment Total**. If the **Amount Paid** is more than the **Payment Total**, the Portal creates an additional payment transaction with the unallocated funds.

8. Press .

The payments are allocated to the invoices.

## Automatically allocating payments to invoices


Automatically allocate payments to invoices when you have already recorded payment transactions for a debtor, and want to allocate all payments in full to existing invoices quickly. The Portal allocates payments to the oldest invoices first and continues until all payments have been allocated. Any invoice not fully paid, or payment not fully allocated remains in the payment screen.

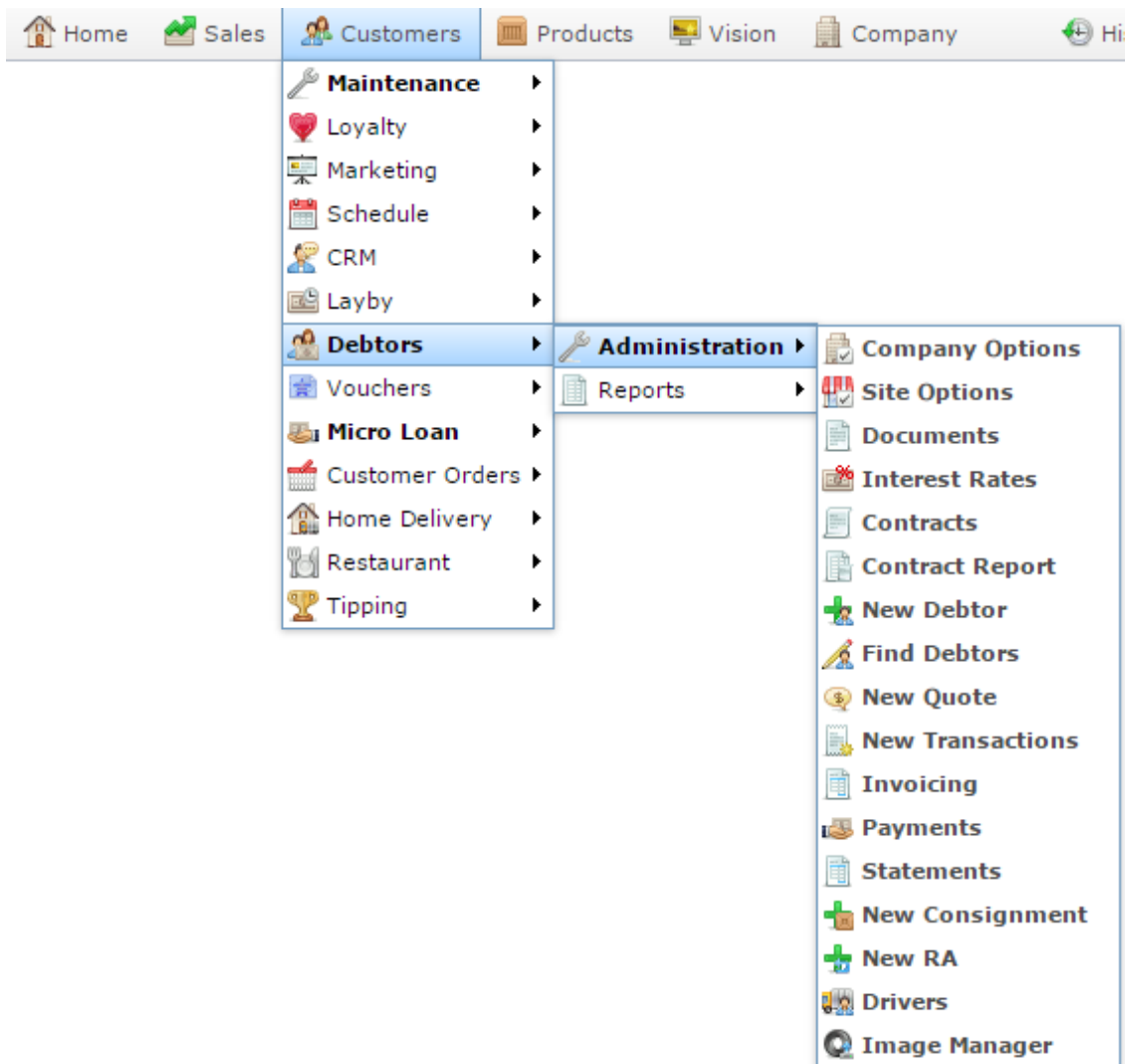
**Note:** You must have the **Auto Allocation** configuration setting set to **True** in the Debtors area of Company Options to be able to use the automatic allocation feature. See *Configuring debtors for your company* on page 20.

To allocate payments to invoices manually, see *Allocating payments to invoices* on page 317.

**Tip:** If you do not have existing payments to allocate, you can create them as you mark invoices paid. See *Marking a debtor invoice as paid* on page 313. Also see *Creating a debtor payment via the debtor payments screen* on page 305.

To automatically allocate payments to invoices:

1. Press  Customers.
2. Press **Debtors > Administration > Payments**.



The Find Debtor screen is displayed.

A screenshot of the 'Find Debtor' search screen. At the top, there is a search bar with a 'Custom' dropdown and a row of letters from A to Z. Below this, the text 'Please choose a field to search on' is displayed. There are five input fields labeled: Name, Debtor Number, Customer Id, Email, and Mobile. A 'Search' button is located at the bottom right of the form.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Payments screen is displayed.

Managing transactions,  
payments and statements

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
Code: 5000      Payment Total: \$0.00  
Site: Chadstone

Details Transactions

Payment Date: 19/08/2015  
Payment Id / Cheque:  
Amount Paid:  
Payment Type: Cash  
Payment Sub Type: Cash  
Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

Auto Assign Payments      Pay Selected

4. Select the site you want to pay invoices for in the **Site** drop-down field.

5. Press **Auto Assign Payments**.

The existing payments are automatically matched to invoices.




## Creating a statement for a period

Create a statement run for a period to print or email statements to your customers for any transactions that occurred during that period. Any new transactions that occurred after the end of the period are not included.

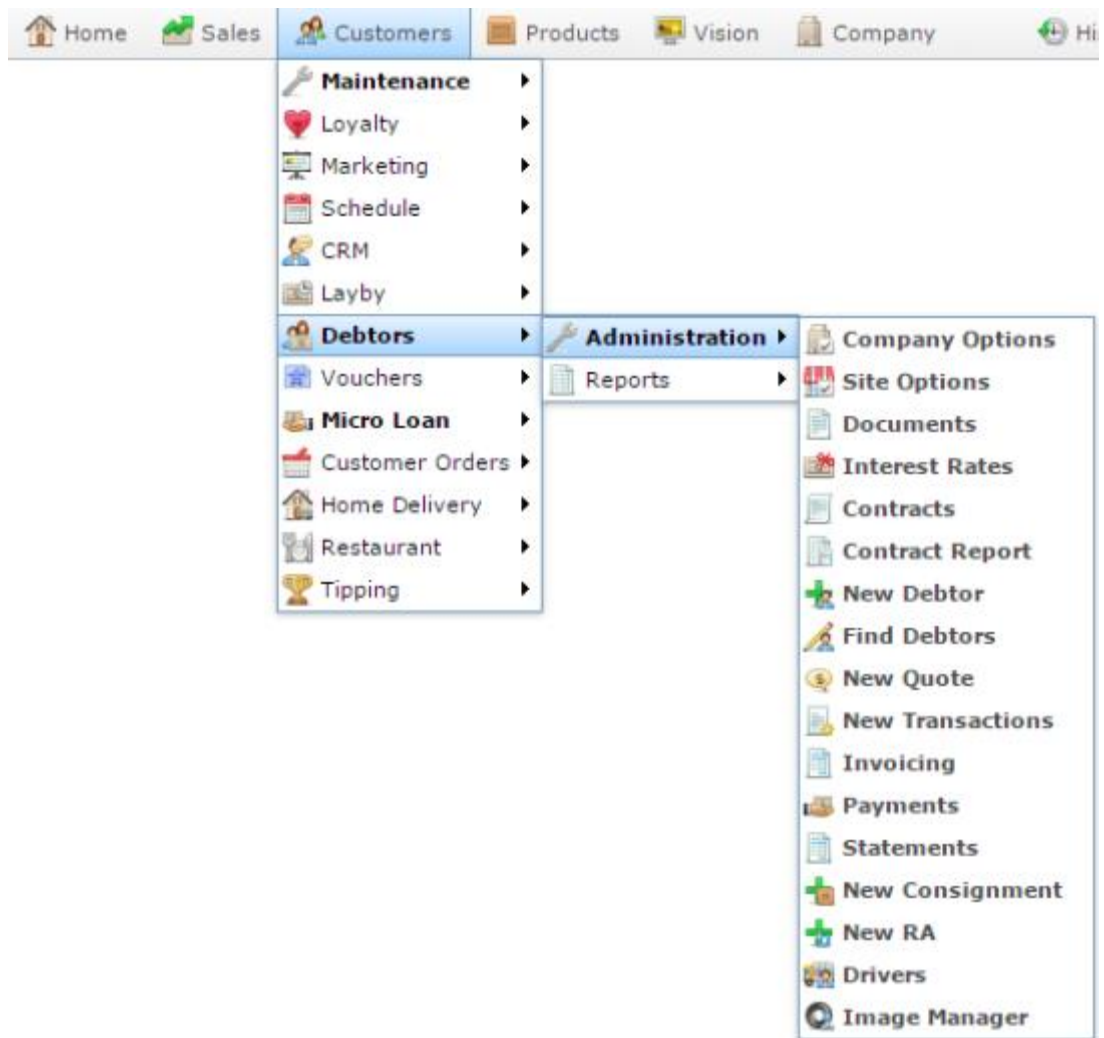
**Tip:** This type of statement run is useful if your statement date is very different to the statement period you want to run.

**Note:** You can also include overdue transactions that occurred before the transaction period.

To create a statement run for a period:

1. Press  **Customers**.
2. Press **Debtors > Administration > Statements**.

Managing transactions,  
payments and statements



The Debtor Statements screen is displayed.

The screenshot shows the 'Report Options' form. The 'Enter Statement Date and Type' section has a 'Statement Date' field with '19 Aug 2015' entered. Below it, the 'Statement period From To' option is selected, with 'From' set to '20 Jul 2015' and 'To' set to '19 Aug 2015'. Other options include 'All Open Transactions as of Statement Date' and 'Include Transactions over 30 Days Past Due Date'. The 'Select Customer' section has four radio buttons: 'Select All', 'Appleseeds', 'Burberry,Ainsville', and 'Pearson,Arnold'. The 'Footer Text' section is empty. At the bottom, there are buttons for 'Print', 'Email', and 'Save Footer'.

3. Type the date of the statement in the **Statement Date** field.
4. Select the **Statement Period From To** field.
5. Type the date you want the period to start in the **From** field.
6. Type the date you want the period to stop in the **To** field.

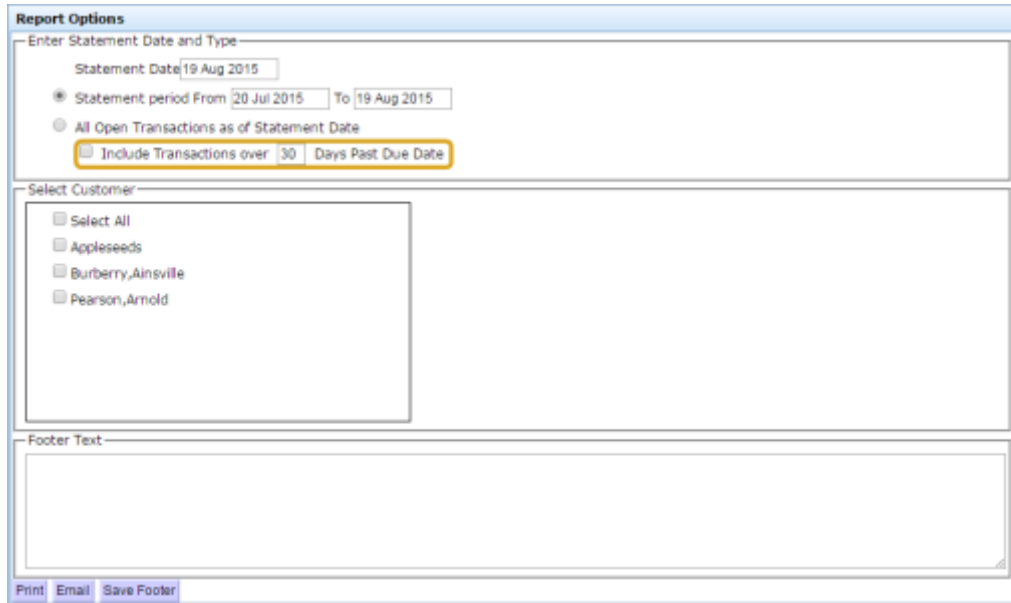
This screenshot is identical to the one above, but a yellow rectangular highlight is drawn around the 'Statement period From To' section, specifically encompassing the 'From' and 'To' date fields.

**Note:** Statement periods are inclusive. Any transactions that fall on the statement **From** or **To** dates are included.

Managing transactions,  
payments and statements

7. If you want to include overdue transactions:

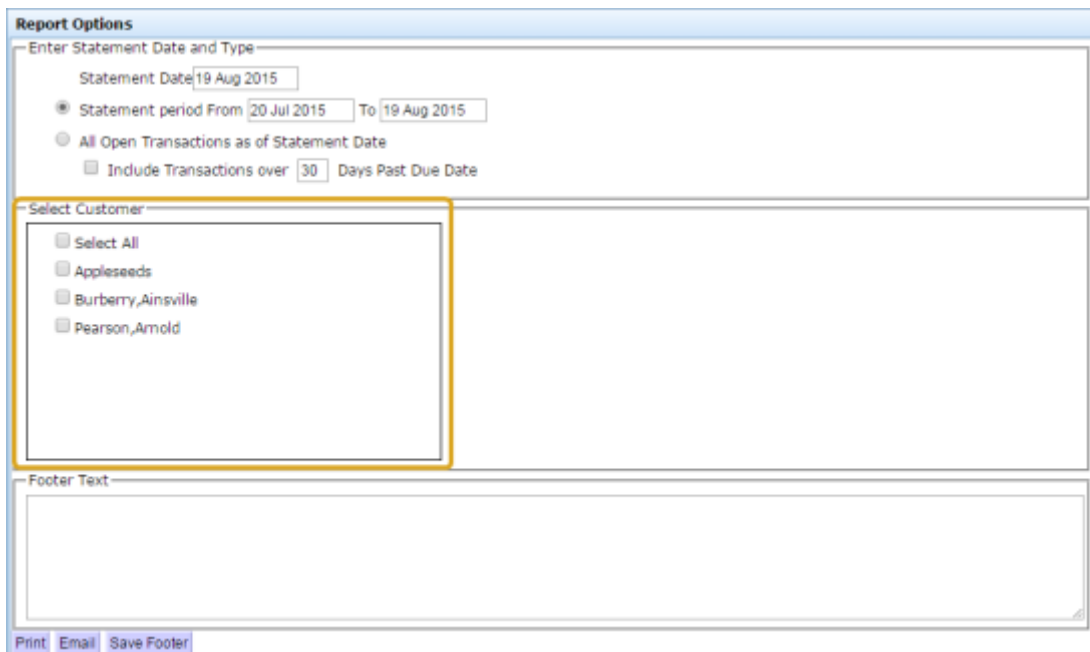
1. Select the **Include Transactions Over Days Past Due Date** field.



The screenshot shows the 'Report Options' dialog box. The 'Enter Statement Date and Type' section has 'Statement Date' set to '19 Aug 2015' and 'Statement period From' set to '20 Jul 2015' to '19 Aug 2015'. The 'Include Transactions over 30 Days Past Due Date' checkbox is checked and highlighted with a yellow box. The 'Select Customer' section has 'Select All' selected. The 'Footer Text' field is empty. At the bottom, there are 'Print', 'Email', and 'Save Footer' buttons.

2. Type the number of days overdue a transaction must be to be included in the **Days Past Due Date** field.

8. Select the customers you want to create the statement for in the Select Customer area, or **Select All** to run statements for all customers.



The screenshot shows the 'Report Options' dialog box. The 'Include Transactions over 30 Days Past Due Date' checkbox is checked. The 'Select Customer' section is highlighted with a yellow box, showing 'Select All' selected. The 'Footer Text' field is empty. At the bottom, there are 'Print', 'Email', and 'Save Footer' buttons.

9. Type any footer text that you want to appear at the bottom of the statements in the **Footer Text** field.

**Report Options**

Enter Statement Date and Type

Statement Date

Statement period From  To

All Open Transactions as of Statement Date

Include Transactions over  Days Past Due Date

Select Customer

- Select All
- Appleseeds
- Burberry,Ainsville
- Pearson,Arnold

Footer Text

10. Press either **Print** or **Email** to create printed or emailed statements.


## Creating a statement of all open transactions

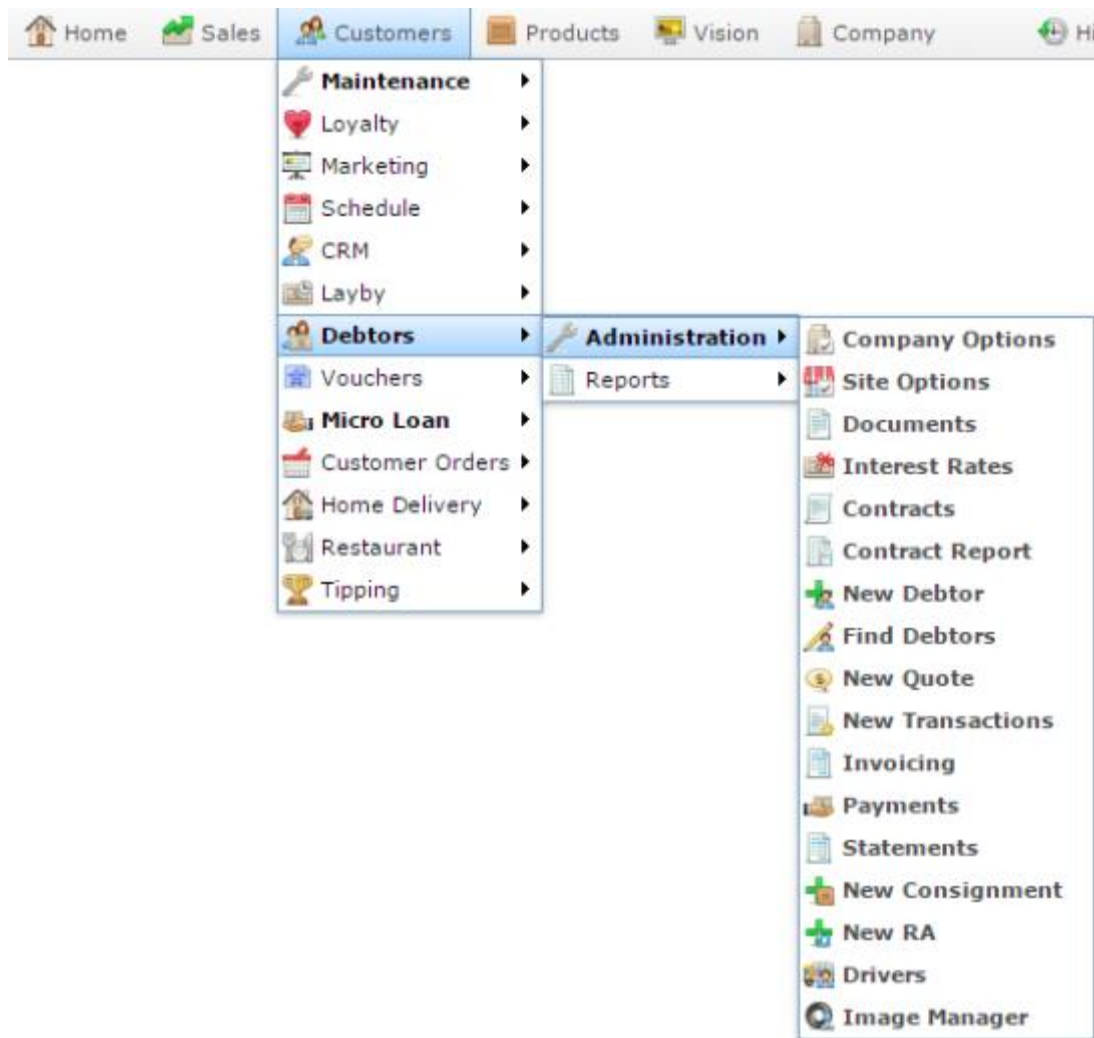
Create a statement run for all open transactions to include all transactions that were open on the specified statement date. This does not include any transactions that occurred after the statement date.

**Tip:** This kind of statement run is useful to quickly create statements if the statement period you want to work with is the same as your statement date.

**Note:** You can also include overdue transactions.

To create a statement run for all open transactions:

1. Press  **Customers**.
2. Press **Debtors > Administration > Statements**.



The Debtor Statements screen is displayed.

Managing transactions,  
payments and statements

The screenshot shows the 'Report Options' form. The 'Enter Statement Date and Type' section has a 'Statement Date' field with the value '19 Aug 2015'. Below it, there are two radio button options: 'Statement period From' (selected) and 'All Open Transactions as of Statement Date'. The 'Statement period From' option has a 'From' field with '20 Jul 2015' and a 'To' field with '19 Aug 2015'. Below these is an unchecked checkbox for 'Include Transactions over' followed by a '30' in a text box and 'Days Past Due Date'. The 'Select Customer' section has four checkboxes: 'Select All', 'Appleseeds', 'Burberry,Ainsville', and 'Pearson,Arnold'. The 'Footer Text' section is empty. At the bottom are buttons for 'Print', 'Email', and 'Save Footer'.

3. Type the date of the statement in the **Statement Date** field.
4. Select the **All Open Transactions as of Statement Date** field.

This screenshot is identical to the previous one, but the radio button for 'All Open Transactions as of Statement Date' is now selected and highlighted with a yellow rectangular box. The 'Statement period From' option is now unselected.

5. If you want to include overdue transactions:
  1. Select the **Include Transactions Over Days Past Due Date** field.



The screenshot shows the 'Report Options' form. The 'Enter Statement Date and Type' section has 'Statement Date' set to '19 Aug 2015'. The 'Statement period' is selected as 'From 20 Jul 2015 To 19 Aug 2015'. The 'Include Transactions over 30 Days Past Due Date' checkbox is checked and highlighted with a yellow box. The 'Select Customer' section has 'Select All' selected. The 'Footer Text' section is empty. At the bottom are 'Print', 'Email', and 'Save Footer' buttons.

2. Type the number of days overdue a transaction must be to be included in the **Days Past Due Date** field.
6. Select the customers you want to create the statement for in the Select Customer area, or **Select All** to run statements for all customers.

The screenshot shows the 'Report Options' form. The 'Enter Statement Date and Type' section has 'Statement Date' set to '19 Aug 2015'. The 'Statement period' is selected as 'From 20 Jul 2015 To 19 Aug 2015'. The 'Include Transactions over 30 Days Past Due Date' checkbox is checked. The 'Select Customer' section has 'Select All' selected and is highlighted with a yellow box. The 'Footer Text' section is empty. At the bottom are 'Print', 'Email', and 'Save Footer' buttons.

7. Type any footer text that you want to appear at the bottom of the statements in the **Footer Text** field.

Managing transactions,  
payments and statements

**Report Options**

Enter Statement Date and Type

Statement Date: 19 Aug 2015

Statement period From: 20 Jul 2015 To: 19 Aug 2015

All Open Transactions as of Statement Date

Include Transactions over: 30 Days Past Due Date

Select Customer

- Select All
- Appleseeds
- Burberry,Ainsville
- Pearson,Arnold

Footer Text


Print Email Save Footer

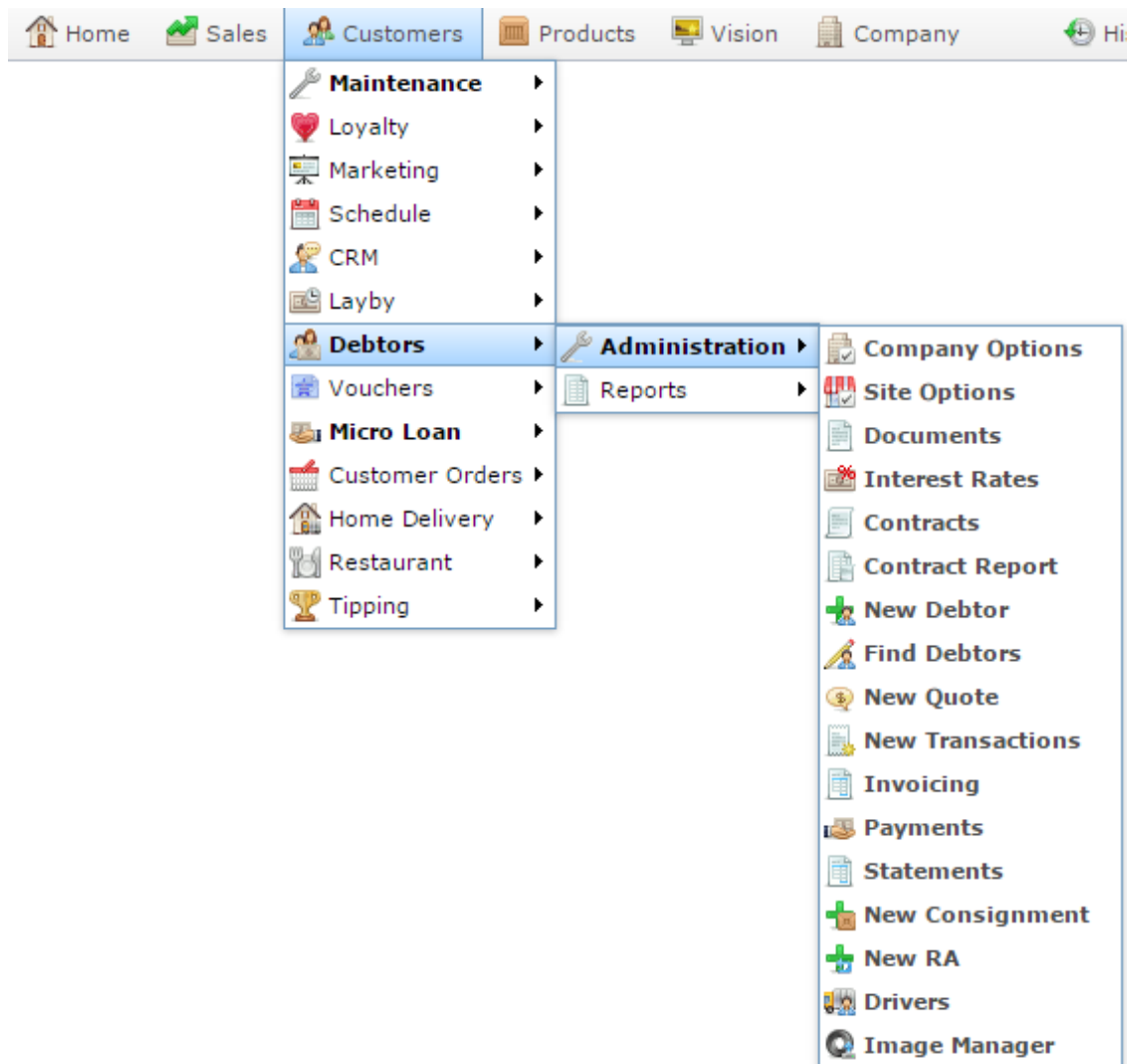
8. Press either **Print** or **Email** to create printed or emailed statements.

## Creating a statement for a specific customer

You can create a special statement run for a specific customer or list of customers.

To create a statement run for a specific customer:

1. Press  Customers.
2. Press **Debtors > Administration > Statements**.



The Debtor Statements screen is displayed.

Managing transactions,  
payments and statements

**Report Options**

Enter Statement Date and Type

Statement Date: 19 Aug 2015

Statement period From: 20 Jul 2015 To: 19 Aug 2015

All Open Transactions as of Statement Date

Include Transactions over 30 Days Past Due Date

Select Customer

Select All

Appleseeds

Burberry, Ainsville

Pearson, Arnold

Footer Text

Print Email Save Footer

3. Type the date of the statement in the **Statement Date** field.

4. Select the type of statement run you want to create.

See *Creating a statement of all open transactions* on page 330.

Also see *Creating a statement for a period* on page 325.

5. If you want to include overdue transactions:

1. Select the **Include Transactions Over Days Past Due Date** field.

**Report Options**

Enter Statement Date and Type

Statement Date: 19 Aug 2015

Statement period From: 20 Jul 2015 To: 19 Aug 2015

All Open Transactions as of Statement Date

Include Transactions over 30 Days Past Due Date

Select Customer

Select All

Appleseeds

Burberry, Ainsville

Pearson, Arnold

Footer Text

Print Email Save Footer

2. Type the number of days overdue a transaction must be to be included in the **Days Past Due Date** field.
6. Select the customers you want to create the statement for in the Select Customer area.

The screenshot shows the 'Report Options' form. The 'Enter Statement Date and Type' section includes a 'Statement Date' field with '19 Aug 2015', a 'Statement period From' field with '20 Jul 2015', and a 'To' field with '19 Aug 2015'. There are two radio buttons: 'Statement period From' (selected) and 'All Open Transactions as of Statement Date'. Below these is a checkbox for 'Include Transactions over 30 Days Past Due Date'. The 'Select Customer' section is highlighted with a yellow box and contains four checkboxes: 'Select All', 'Appleseeds', 'Burberry,Ainsville', and 'Pearson,Arnold'. The 'Footer Text' field is empty. At the bottom are 'Print', 'Email', and 'Save Footer' buttons.

7. Type any footer text that you want to appear at the bottom of the statements in the **Footer Text** field.

This screenshot is identical to the previous one, but the 'Footer Text' field is highlighted with a yellow box, indicating where the user should enter text for the statements.


8. Press either **Print** or **Email** to create printed or emailed statements.

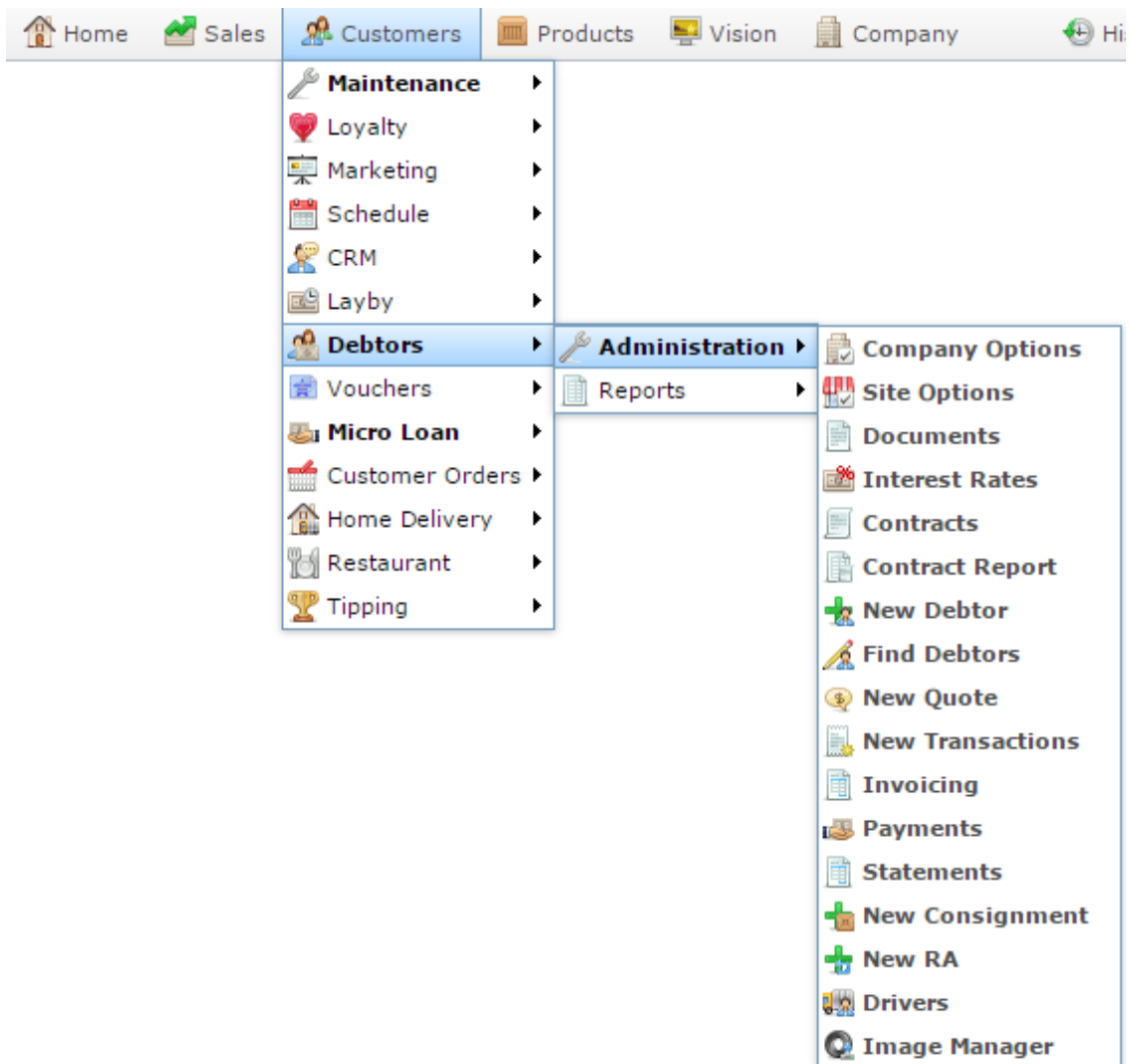
## Debtor Transaction screen

Use the Debtor Transaction screen to create transactions for debtors such as invoices, credit notes and adjustments.

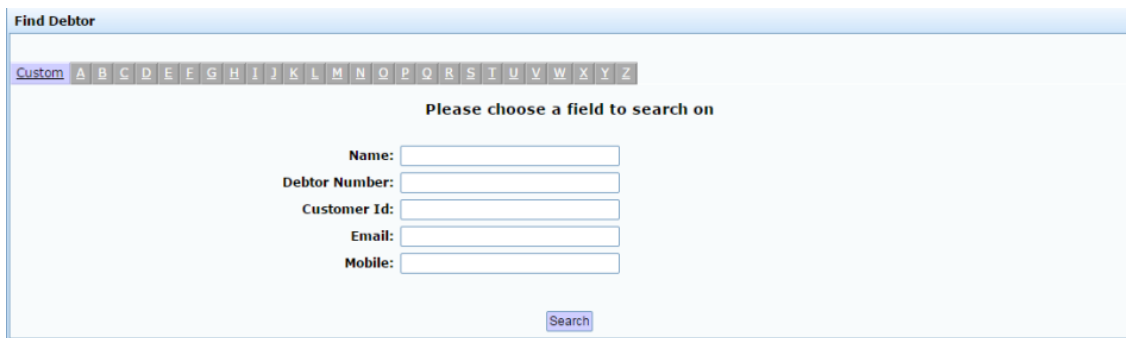
### Opening the Debtor Transaction screen

To open the Debtor Transaction screen:

1. Press  Customers .
2. Press **Debtors > Administration > New Transactions.**



The Find Debtor screen is displayed.

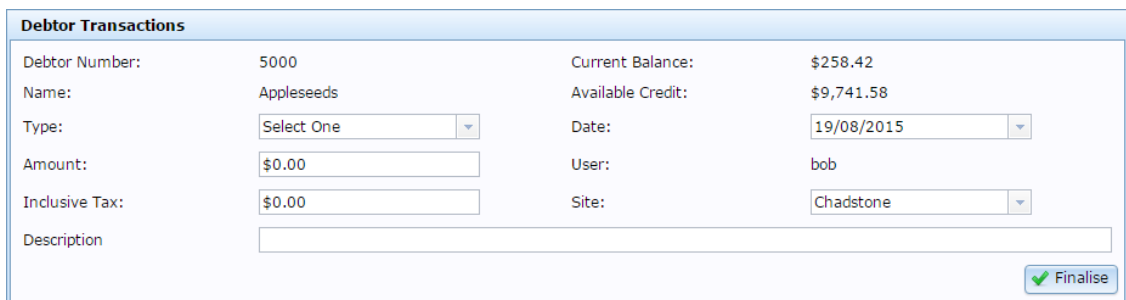


The 'Find Debtor' form features a header with the title 'Find Debtor'. Below the header is a navigation bar with 'Custom' selected and a row of letters from A to Z. The main content area is titled 'Please choose a field to search on' and contains five input fields: 'Name:', 'Debtor Number:', 'Customer Id:', 'Email:', and 'Mobile:'. A 'Search' button is located at the bottom right of the form.

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Transaction screen is displayed.



The 'Debtor Transactions' form displays the following information:

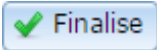
Debtor Number:	5000	Current Balance:	\$258.42
Name:	Appleseeds	Available Credit:	\$9,741.58
Type:	Select One	Date:	19/08/2015
Amount:	\$0.00	User:	bob
Inclusive Tax:	\$0.00	Site:	Chadstone
Description:	<input type="text"/>		

A 'Finalise' button with a green checkmark is located at the bottom right of the form.

## Debtor Transaction screen key fields and buttons

Field	Description
<b>Debtor Number</b>	Unique code identifying the debtor the transaction is for.
<b>Name</b>	Name of the debtor the transaction is for.
<b>Type</b>	Select the type of transaction:  <b>Invoice</b> Create an invoice to record money owed for goods or services.  <b>Credit Note</b> Create a credit note to send to the debtor.  <b>Payment</b> Record a payment by the debtor.  <b>Debit Adjustment</b> Record a debit adjustment if you need to increase the amount of money the debtor owes you.  <b>Credit Adjustment</b> Record a credit adjustment if you need to decrease the amount of money the debtor owes you.  <b>Refund Payment</b> Record the refund of a debtor's payment.
<b>Amount</b>	Amount of the transaction.
<b>Inclusive Tax</b>	Tax included in the transaction amount.



<b>Field</b>	<b>Description</b>
<b>Description</b>	Description or comment for the transaction.
<b>Current Balance</b>	Current balance owed to you by this debtor.
<b>Available Credit</b>	Additional amount the debtor may owe you, up to their credit limit.
<b>Date</b>	Date of the transaction.
<b>User</b>	Name of the Portal operator who created the transaction.
<b>Site</b>	Site the transaction relates to.
	Press to complete the transaction.


Managing transactions,  
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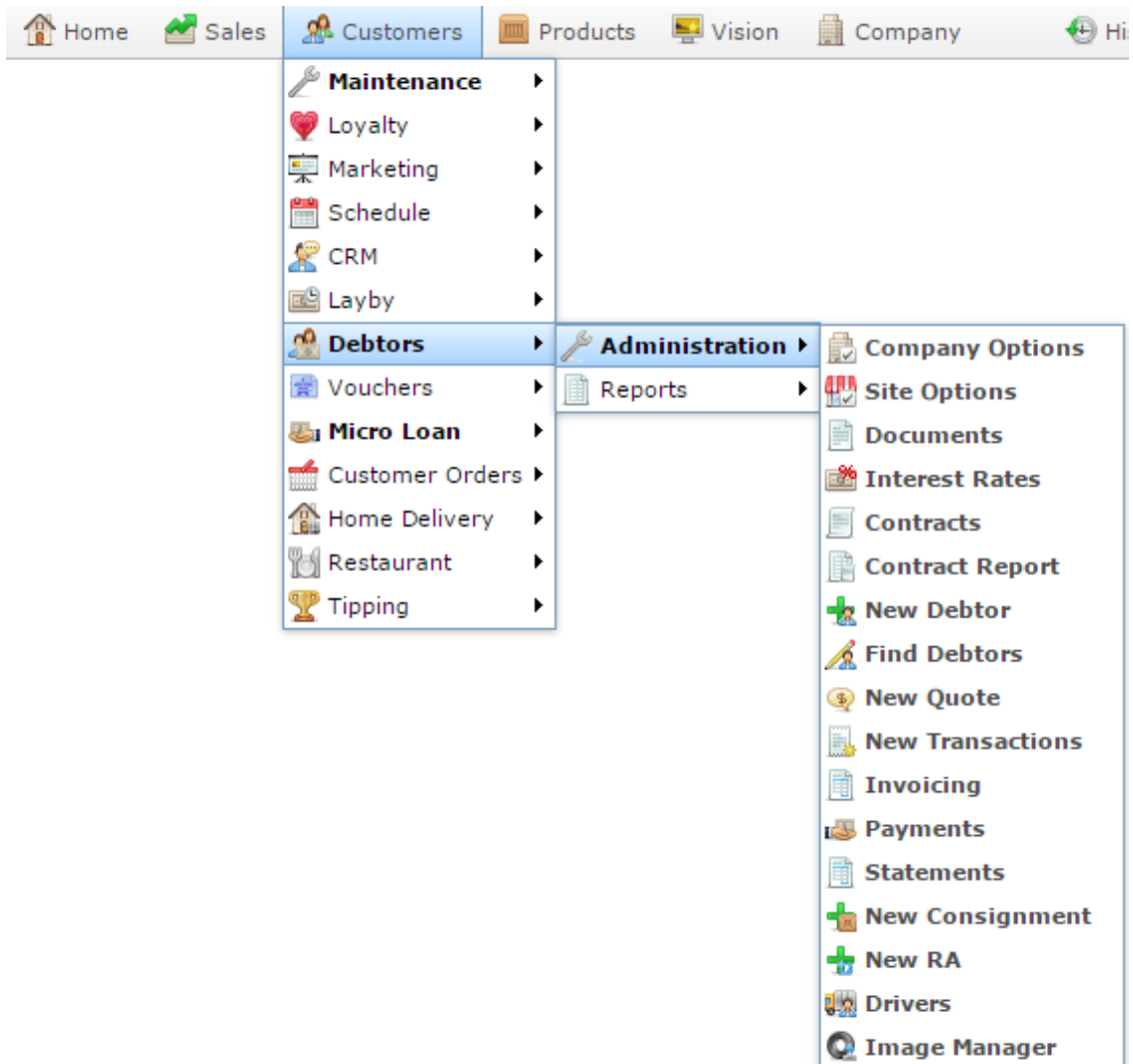
## Debtor Payments screen

Use the Debtor Payments screen to process payments from debtors and match them to invoices. You can also create new transactions if you need to record payments or adjustments.

### Opening the Debtor Payments screen

To open the Debtor Payments screen:

1. Press  Customers.
2. Press **Debtors > Administration > Payments**.



The Find Debtor screen is displayed.

**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please choose a field to search on

Name:

Debtor Number:

Customer Id:

Email:

Mobile:

3. Search for the debtor.

See *Finding a debtor* on page 103.

The Debtor Payments screen is displayed.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds Outstanding: \$258.42  
 Code: 5000 Payment Total: \$0.00  
 Site: Chadstone

Details Transactions

Payment Date: 19/08/2015  
 Payment Id / Cheque:   
 Amount Paid:   
 Payment Type: Cash  
 Payment Sub Type: Cash  
 Comment:

Trans Date	Description	Invoice	Select	Original	Paid	Owing / Allocate	To Pay / Allocate	Total
04-Feb-2014	POS Invoices	29:45	<input type="checkbox"/>	\$0.13	\$0.00	\$0.13	\$0.13	\$0.00
17-Feb-2014	POS Invoices	29:95	<input type="checkbox"/>	\$165.29	\$0.00	\$165.29	\$165.29	\$0.00
19-Aug-2015	Invoices	2	<input type="checkbox"/>	\$93.00	\$0.00	\$93.00	\$93.00	\$0.00

## Debtor Payments screen key fields and buttons

### Common fields

---

Field	Description
<b>Debtor</b>	Name of the debtor whose payments you are processing.
<b>Code</b>	Unique code identifying the debtor.
<b>Site</b>	Site the invoices and payments relate to.
<b>Outstanding</b>	Total amount the debtor owes you.
<b>Payment Total</b>	Total amount they are paying.

---

### Details tab

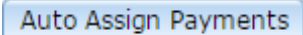
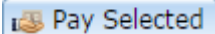
Use this area to create and match payments to invoices.

---

Field	Description
<b>Payment Date</b>	Date the payment occurred.
<b>Payment Id / Cheque</b>	Unique code identifying the payment. For example, the cheque number or bank transaction number.
<b>Amount Paid</b>	Amount paid in this payment.
<b>Payment Type</b>	Select the form of payment. For example, direct deposit or cheque.

---

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Field	Description
<b>Payment Sub Type</b>	Select a sub payment type, if applicable.
<b>Comment</b>	Add any comment required about the payment.
	Press to automatically assign existing payments to invoices.
	Press to pay the invoices you have selected in the grid using: <ul style="list-style-type: none"><li data-bbox="580 831 1046 864">▪ The payment details in the fields.</li><li data-bbox="580 887 1235 920">▪ Any payments or other credits listed in the grid.</li></ul>

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Managing transactions,  
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## Transactions tab

Use this area to record payments, refunds, invoices and adjustments.

**Note:** This area works very similarly to the Debtor Transactions screen, except the Portal automatically calculates the tax. See *Debtor Transaction screen* on page 338.

**Debtor Payments - Appleseeds**

Debtor: Appleseeds      Outstanding: \$258.42  
Code: 5000      Payment Total: \$0.00  
Site: Chadstone

Details   **Transactions**

Select Transaction Type: Payment      Date: 19/08/2015

Amount: \$0.00      GST: \$0.00      Total: \$0.00

GST Inclusive

GST Level: 0% (Rate 0)

Description:

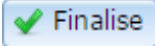
---

**Field**

**Description**

---

Field	Description
<b>Select Transaction Type</b>	<p>Select the type of transaction:</p> <hr/> <p><b>Invoice</b> Create an invoice to record money owed for goods or services.</p> <hr/> <p><b>Credit Note</b> Create a credit note to send to the debtor.</p> <hr/> <p><b>Payment</b> Record a payment by the debtor.</p> <hr/> <p><b>Debit Adjustment</b> Record a debit adjustment if you need to increase the amount of money the debtor owes you.</p> <hr/> <p><b>Credit Adjustment</b> Record a credit adjustment if you need to decrease the amount of money the debtor owes you.</p> <hr/> <p><b>Refund Payment</b> Record the refund of a debtor's payment.</p>
<b>Amount</b>	Amount of the transaction.
<b>GST Inclusive</b>	<p>Select if the transaction amount includes Goods and Services Tax (GST).</p>
	<p><b>Note:</b> Not selecting this field does not exclude this transaction from GST. If unselected, the <b>Amount</b> is GST-exclusive, and GST is added on top of the <b>Amount</b>. If you are creating a GST-free transaction, select the <b>0%</b> GST level in the <b>GST Level</b> drop-down field.</p>
<b>GST Level</b>	Select the GST rate to be used.

Field	Description
<b>Description</b>	Add a description for the transaction.
<b>Date</b>	Date the transaction occurred.
<b>GST</b>	GST amount for this transaction.  <b>Note:</b> This is calculated automatically by the Portal and cannot be directly edited. If the GST field is incorrect, adjust the <b>GST Inclusive</b> and <b>GST Level</b> fields.
<b>Total</b>	The total amount of the transaction, including any GST.  <b>Note:</b> This is calculated automatically by the Portal and cannot be directly edited. If <b>GST Inclusive</b> is selected, this is the same as the <b>Amount</b> field. If this field is incorrect, adjust the <b>GST Inclusive</b> and <b>GST Level</b> fields.
	Press to finalise this transaction.




## Debtor Statements screen

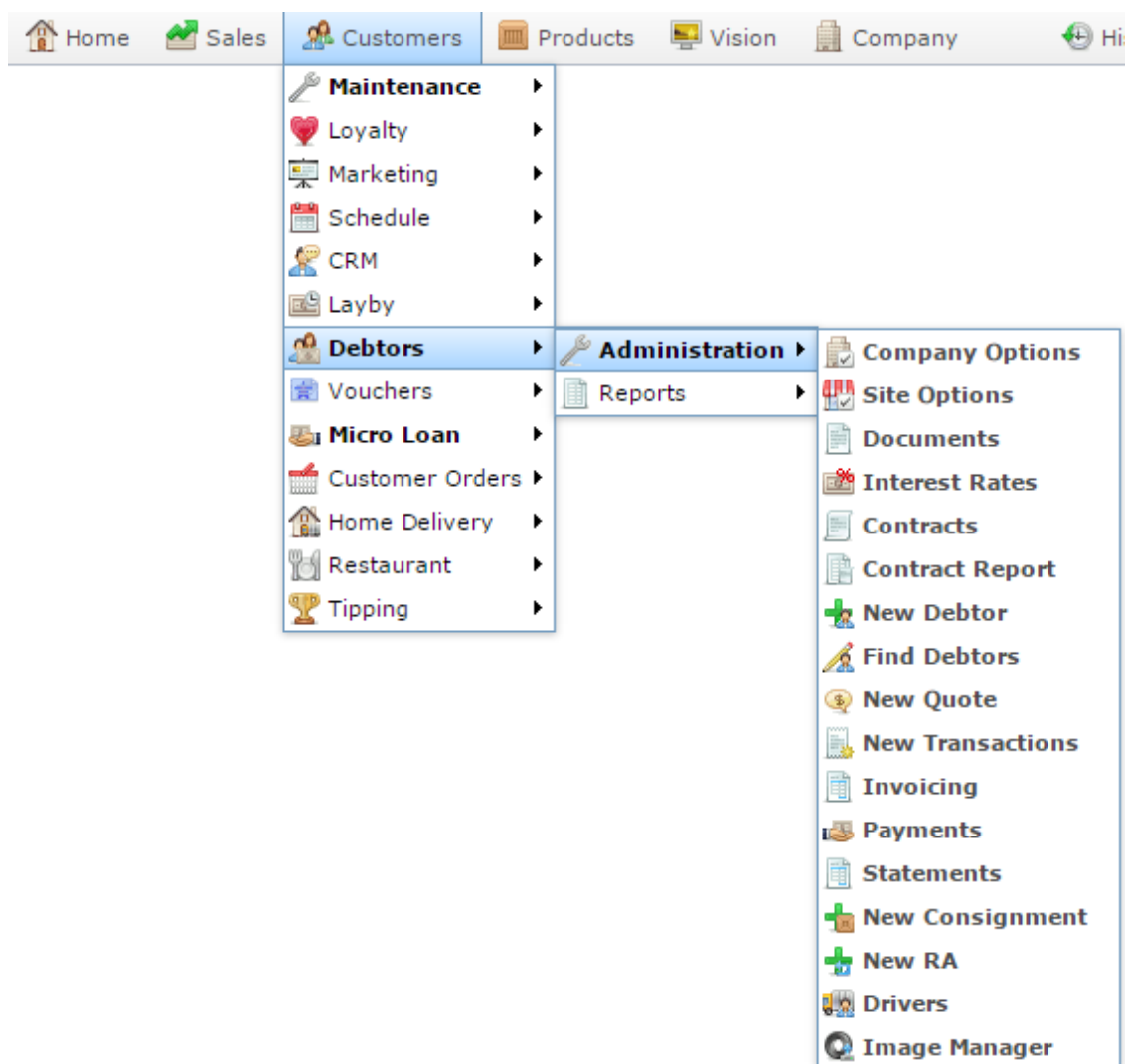
Use the Debtor Statements screen to create debtor statements to print or email.

**Note:** Debtor statements are created on-demand, and are not stored in the Portal. If you need to retrieve a statement, use the same date and type selections you used to initially create it, and select the customer. See *Creating a statement for a specific customer* on page 335.

## Opening the Debtor Statements screen

To open the Debtor Statements screen:

1. Press  Customers.
2. Press **Debtors > Administration > Statements**.



Managing transactions,  
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The Debtor Statements screen is displayed.

**Report Options**

Enter Statement Date and Type

Statement Date

Statement period From  To

All Open Transactions as of Statement Date

Include Transactions over  Days Past Due Date

Select Customer

- Select All
- Appleseeds
- Burberry, Ainsville
- Pearson, Arnold

Footer Text

[Print](#) [Email](#) [Save Footer](#)

## Debtor Statements screen key fields and buttons

Field	Description
<b>Statement Date</b>	Type the date the statement is issued for.
<b>Statement period From / To</b>	<p>Select this field to create a run of statements for a specified period, and type the period of time the statement covers.</p> <p>All transactions that occurred between these dates, including the start and end date, are processed for the statement.</p> <p><b>Note:</b> You must select either a statement period or <b>All Open Transactions</b>.</p>
<b>All Open Transactions as of Statement Date</b>	<p>Select this field to create a run of statements for all open transactions from the statement date.</p> <p><b>Note:</b> You must select either <b>All Open Transactions</b>, or nominate a statement period for the statement run.</p>
<b>Include Transactions over __ Days Past Due Date</b>	<p>Select to include transactions that are more than a certain number of days overdue in the statements.</p> <p><b>Note:</b> You can still select this field if you are using a statement period.</p>
<b>Days Past Due Date</b>	<p>Type the number of days overdue the transaction must be to be included in the statement.</p> <p><b>Note:</b> This field is only used if <b>Include Transactions over Days Past Due Date</b> is selected.</p>

Field	Description
<b>Select Customer</b>	Select the customers you want to include in the statement run, or select the <b>Select All</b> field to create a statement run for all customers with eligible transactions.
<b>Footer Text</b>	Type any footer text you want to appear at the bottom of customer statements.
<b>Print</b>	Create a PDF of all statements you have selected to create.
<b>Email</b>	Create and email statements for customers who have selected to receive emailed statements.  <div data-bbox="507 976 1390 1144" style="border: 1px solid #0056b3; background-color: #e6f2ff; padding: 10px;"><p><b>Note:</b> Statements are not created or emailed to customers who do not have emailed statements selected. See <i>Debtor Maintenance screen</i> on page 122.</p></div>
<b>Save Footer</b>	Save the footer text you have created for future statements.

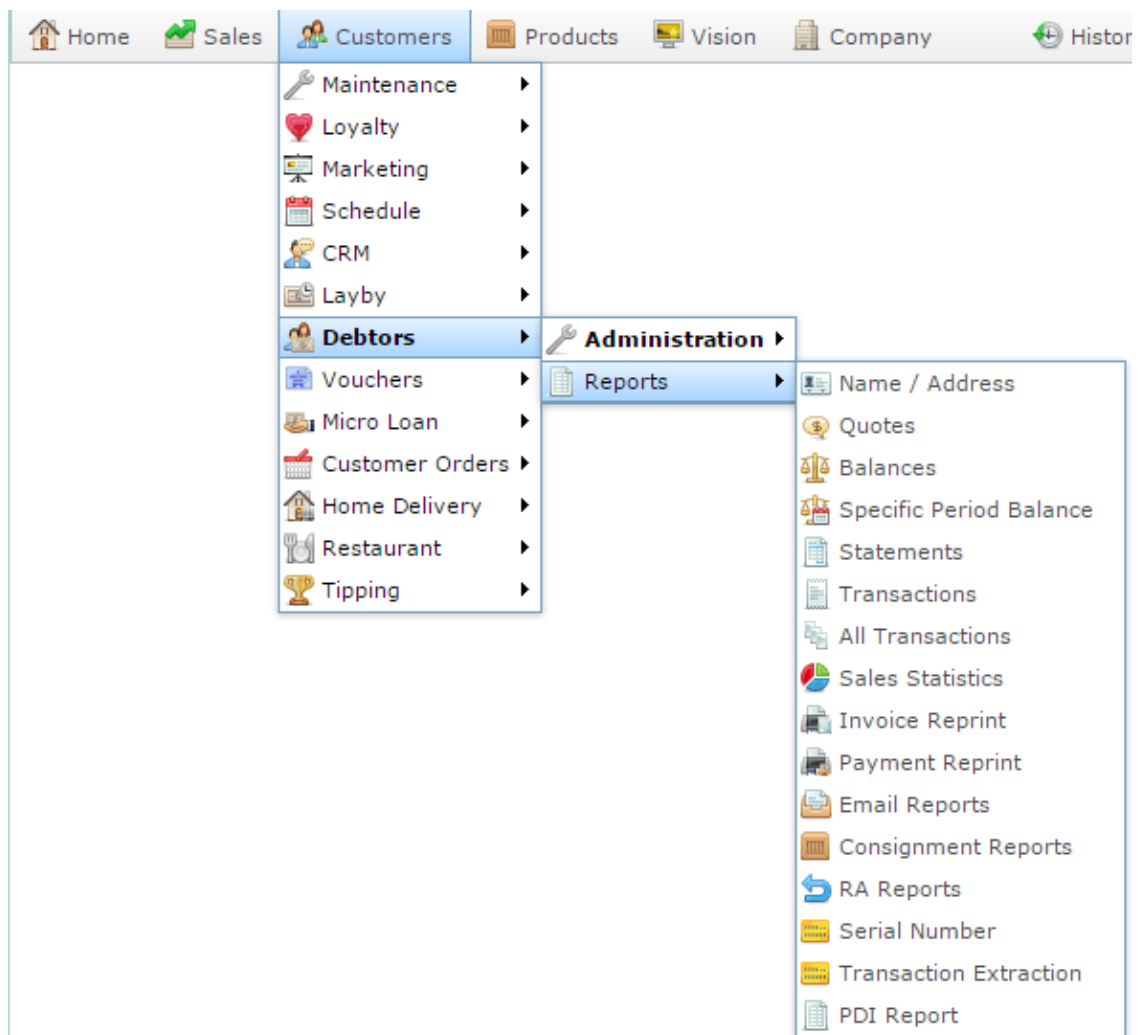
## Debtor All Transactions report

Use the Debtor All Transactions report to view details of all transactions by a particular debtor over a specified period.

### Opening the Debtor Balances report

To open the Debtor All Transactions report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > Transactions**.



The Find Debtor screen is displayed.

Managing transactions,  
payments and statements

**Find Debtor**

Custom A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

**Please choose a field to search on**

**Name:**

**Debtor Number:**

**Customer Id:**

**Email:**

**Mobile:**

3. Search for the debtor to report on.

See *Finding a debtor* on page 103.

The Debtor All Transactions report is displayed.

Customer - Owing

Report Details	
Information	Details
Customer	Appleseeds
Account	5000

Customer - Owing									
Date	Transact Type	Site	Journal	Terminal	Sales	Paid	Owing	Quantity	Lines
26-Aug-2015	Payment	Chadstor	<u>500-4</u>	Portal	-\$5.00	\$0.00	-\$5.00		1
26-Aug-2015	Payment	Chadstor	<u>500-5</u>	Portal	\$200.00	\$0.00	\$200.00		1
26-Aug-2015	Payment	Chadstor	P- <u>465754</u>	Portal	\$100.00	\$100.00	\$0.00	1.0	1
26-Aug-2015	Invoice	Chadstor	<u>500-4</u>	Portal	\$165.00	\$100.00	\$65.00		1
26-Aug-2015	Payment	Chadstor	<u>500-3</u>	Portal	-\$93.00	-\$93.00	\$0.00		1

⋮

**Site**  
All >

**By**  
Quarter >

**Type**  
All >

**Date**  
31/08/2015

**Debtor**  
Appleseeds >

## Debtor All Transactions report key fields

### Filters area

Use this area to filter the results shown in the report.

---

Field	Description
<input type="button" value="Add to Favourites"/>	Press to add this report to your Portal favourites for easier access.
<b>Site / Sites</b>	Select the site or sites to report on.
<b>By</b>	Select to display the report for a specific day, week or month.
<b>Date / Date From and Date To / As of / Start Date and End Date</b>	Select the date or date period to report on.

---

Field	Description
<b>Type</b>	Select the type of transaction to display: <ul style="list-style-type: none"><li>▪ Invoices.</li><li>▪ System Invoices.</li><li>▪ Pending System Invoices.</li><li>▪ Credit Notes.</li><li>▪ Payments.</li><li>▪ Debit Adjustments.</li><li>▪ Credit Adjustments.</li><li>▪ Refund Payments.</li><li>▪ POS Payments.</li><li>▪ POS Credit Notes.</li><li>▪ Volumes.</li><li>▪ Owing.</li><li>▪ All transactions.</li></ul>
<b>Debtor / Customer</b>	Select to restrict the report to a particular debtor or customer, or where the debtor has not been selected.

---



## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
<b>Name / Customer / Customer Name / Debtor</b>	Name of the debtor or customer.
<b>Day Week End Month End Year End</b>	Total dollar amount of the transaction type for this debtor for the selected day, week, month or year.
<b>Total</b>	Total dollar amount of the transaction type for this debtor for the displayed periods.
<b>Date</b>	Date the transaction occurred.
<b>Transaction Type</b>	Type of the transaction, for example a payment.
<b>Site</b>	Site the transaction relates to.

Field	Description
<b>Journal</b>	Unique code linking related transactions. For example, a payment for an invoice is linked by the journal number.
<b>Terminal</b>	The terminal that processed the transaction.
<b>Sales</b>	The debt incurred by the debtor. <div data-bbox="628 741 1394 871"><b>Note:</b> Payments from the debtor are shown as negative amounts.</div>
<b>Paid</b>	The amount of an invoice or other debt already paid by the debtor. <div data-bbox="628 1037 1394 1128"><b>Note:</b> Payments show no <b>Paid</b> amount.</div>
<b>Owing</b>	The amount of this invoice or debt still owed by the debtor. <div data-bbox="628 1292 1394 1422"><b>Note:</b> Payments from the debtor show negative owing amounts.</div>
<b>Quantity</b>	Number of items sold in this transaction, if any.
<b>Lines</b>	Number of transaction lines for this transaction. <div data-bbox="628 1668 1394 1874"><b>Note:</b> This may indicate number of different items sold. All transactions use a minimum of one transaction line, even if no items were sold in the transaction.</div>


## Debtor Balances report

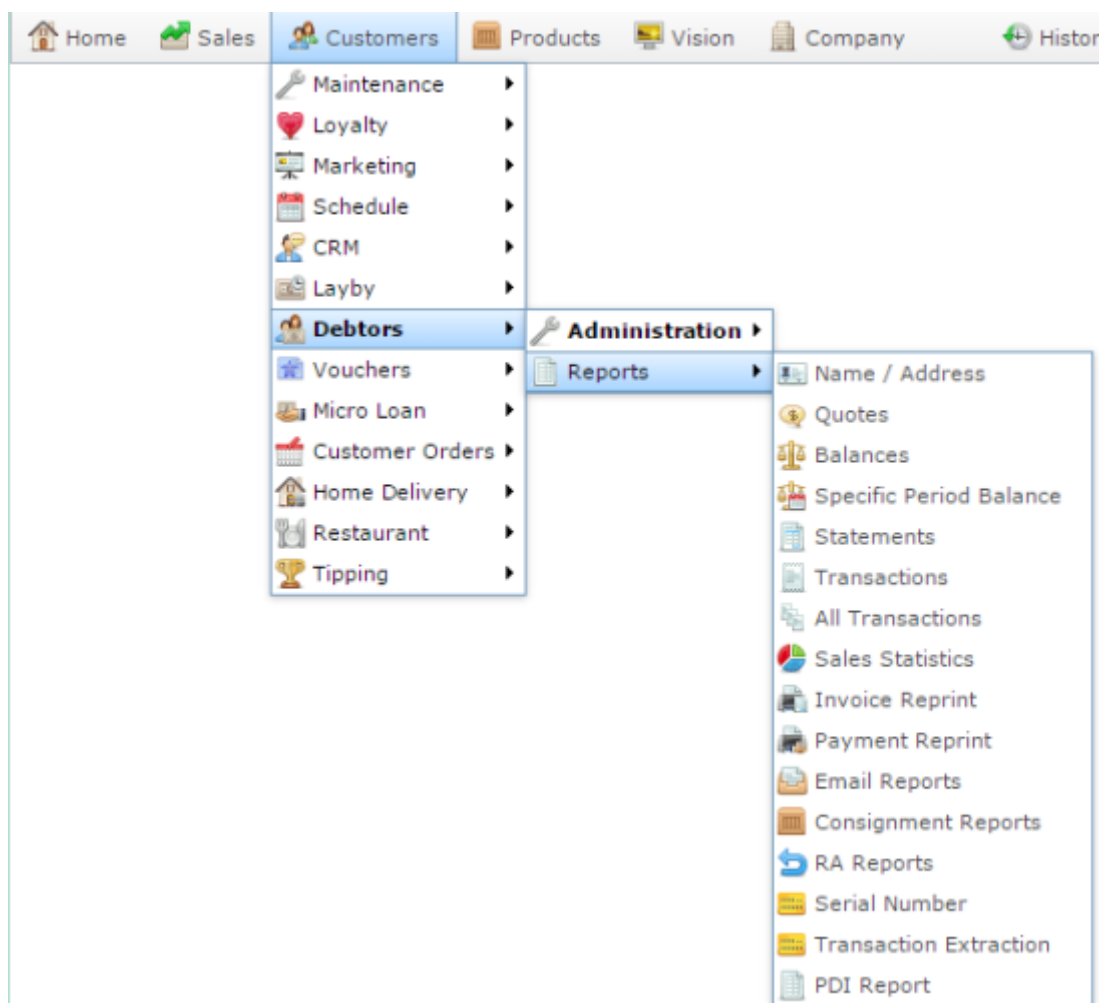
Use the Debtor Balances report to view a summary of debtor balances displaying:

- Just the balance of each debtor.
- The balance with the debtor's email, phone number and last statement date.

## Opening the Debtor Balances report

To open the Debtor Balances report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > Balances**.



The Debtor Balances report is displayed.

Managing transactions,  
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### Debtor Balances

Site	Balance
Richmond	-\$4.87
Chadstone	\$0.00
<b>Total</b>	<b>-\$4.87</b>

By  
Totals Only >

Add to Favourites

## Debtor Balances report key fields

**Note:** Selecting some filters may hide or display other filters.

### Filters area

Use this area to filter the results shown in the report.

Field	Description
<a href="#">Add to Favourites</a>	Press to add this report to your Portal favourites for easier access.
<b>Home Site</b>	Select the primary site the customer relates to.
<b>By</b>	Select to display: <ul style="list-style-type: none"><li>▪ Balance totals only.</li><li>▪ All non-zero balances.</li><li>▪ All balances.</li></ul>

Managing transactions,  
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## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
<b>Name / Customer / Customer Name / Debtor</b>	Name of the debtor or customer.
<b>Debtor Code/ Customer Code / Number / Account</b>	Unique code identifying the debtor.
<b>Phone</b>	Contact phone number of the debtor.
<b>Email</b>	Contact email of the debtor.
<b>Statement</b>	Last statement date for the debtor.
<b>Balance / Outstanding</b>	The total balance owed by the debtor.


## Debtor Balance Totals report

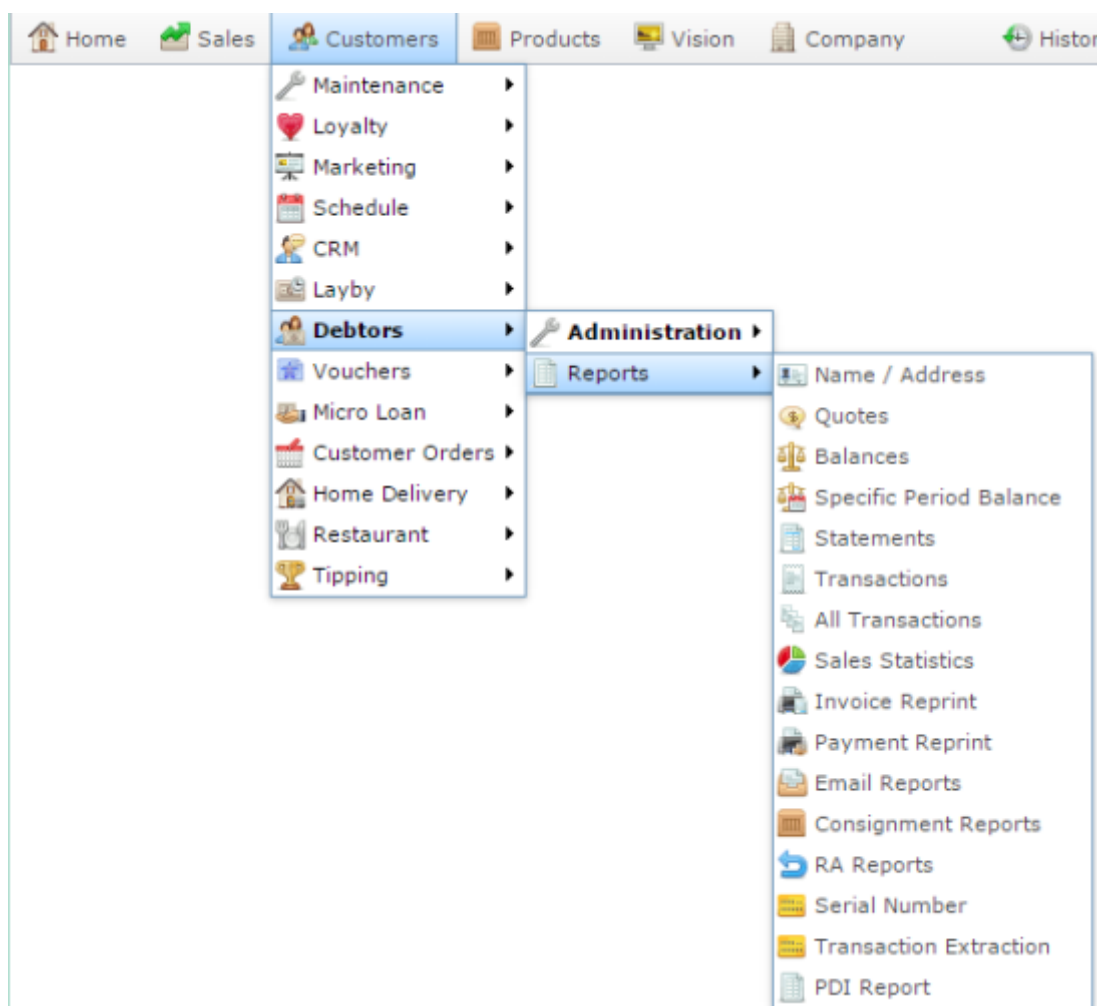
Use the Debtor Balance Totals report to view:

- A summary of debtor balance per site at a given date.
- A summary of debtor purchases payments and balance movement per site over a given period.
- A balance summary per debtor at a specific date.
- A summary of debtor purchases payments and balance movement per debtor over a given period.

## Opening the Debtor Balance Totals report

To open the Debtor Balance Totals report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > Specific Period Balance**.



Managing transactions,  
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The Debtor Balance Totals report is displayed.

**Debtor Balance Totals By Site Prior to 2015-08-31**

Site	Site #	Balance
Chadstone	500	\$0.13
<b>Total</b>		<b>\$0.13</b>

**As Of**  
31/08/2015

**Period**  
Balance At Date >

**By**  
Totals Only >



## Debtor Balance Totals report key fields

**Note:** Different filters and report fields appear depending on the options you select.

<b>Report to view</b>	<b>Select Period filter:</b>	<b>Select By filter:</b>
<b>A summary of debtor balance per site at a given date.</b>	Balance At Date	Totals Only
<b>A summary of debtor purchases payments and balance movement per site over a given period.</b>	Day, Week, Month, Quarter, Current 1/2 Year, Year, Financial Year	Totals Only
<b>A balance summary per debtor at a specific date.</b>	Balance At Date	Balances
<b>A summary of debtor purchases payments and balance movement per debtor over a given period.</b>	Day, Week, Month, Quarter, Current 1/2 Year, Year, Financial Year	Balances

## Filters area

Use this area to filter the results shown in the report.

Field	Description
<a href="#">Add to Favourites</a>	Press to add this report to your Portal favourites for easier access.
<b>By</b>	Select to display: <ul style="list-style-type: none"><li>▪ Balance totals only.</li><li>▪ All balances.</li></ul>
<b>Date / Date From and Date To / As of / Start Date and End Date</b>	Select the date or date period to report on.
<b>Period</b>	Select to display a summary of the balance at a specific date, or a summary of the purchases and payments over a: <ul style="list-style-type: none"><li>▪ Day.</li><li>▪ Week.</li><li>▪ Month.</li><li>▪ Quarter.</li><li>▪ Current 1/2 Year.</li><li>▪ Year.</li><li>▪ Financial Year.</li></ul>

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## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

<b>Field</b>	<b>Description</b>
<b>Site / Description</b>	The name of the relevant site.
<b>Site # / Site</b>	The site code of the relevant site.
<b>Name / Customer / Customer Name / Debtor</b>	Name of the debtor or customer.
<b>Debtor Code/ Customer Code / Number / Account</b>	Unique code identifying the debtor.
<b>Customer ID / Customer</b>	Unique code identifying the customer.

<b>Field</b>	<b>Description</b>
<b>Phone</b>	Contact phone number of the debtor.
<b>Email</b>	Contact email of the debtor.
<b>Statement</b>	Last statement date for the debtor.
<b>Balance / Outstanding</b>	The total balance owed by the debtor.
<b>Purchases</b>	The total purchases made by the debtor during this period.
<b>Payments</b>	The total payments made by the debtor during this period.
<b>Movement</b>	The net movement of money between your company and the debtor during this period.

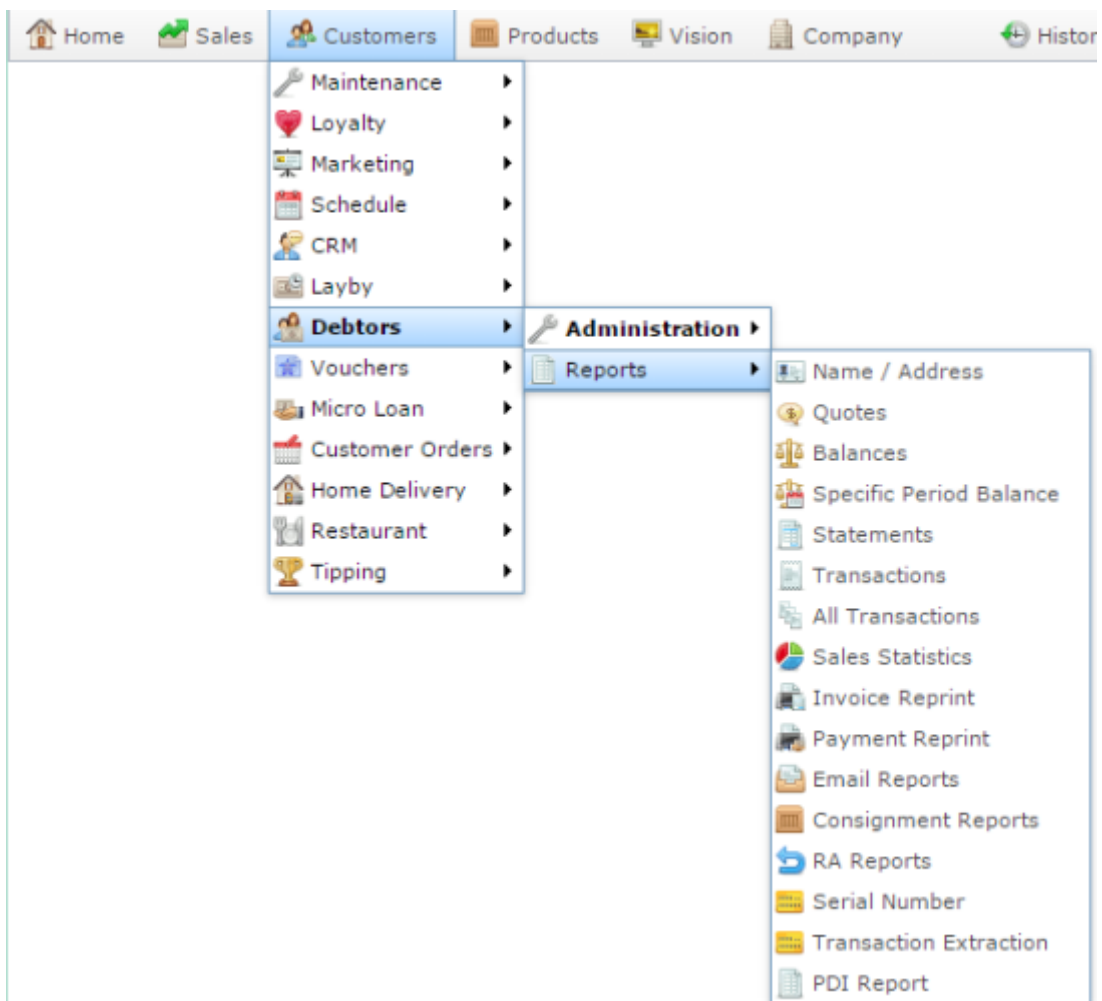
## Debtor Transaction report

Use the Debtor Transaction report to view a summary of transaction totals in a specific period by site or transaction type.

### Opening the Debtor Balances report

To open the Debtor Transaction report:

1. Press  Customers from the menu bar.
2. Press **Debtors > Reports > Transactions**.



The Debtor Transaction report is displayed.

### Account Customer Report - Invoices

Customer	Year End 31-Dec- 2009	Year End 31-Dec- 2010	Year End 31-Dec- 2011	Year End 31-Dec- 2012	Year End 31-Dec- 2013	Year End 31-Dec- 2014	Year End 31-Dec- 2015	Total
Appleseec						\$165.42	\$258.00	\$423.42
Total:						\$165.42	\$258.00	\$423.42

Site

All >

Date

31/08/2015

By

Year >

Type

Invoices >

Add to Favourites

Managing transactions,  
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## Debtor Transaction report key fields

### Filters area

Use this area to filter the results shown in the report.

---

Field	Description
<input type="button" value="Add to Favourites"/>	Press to add this report to your Portal favourites for easier access.
<b>Site / Sites</b>	Select the site or sites to report on.
<b>By</b>	Select to display the report for a specific day, week or month.
<b>Date / Date From and Date To / As of / Start Date and End Date</b>	Select the date or date period to report on.

---



---

Field	Description
<b>Type</b>	Select the type of transaction to display: <ul style="list-style-type: none"><li>▪ Invoices.</li><li>▪ System Invoices.</li><li>▪ Pending System Invoices.</li><li>▪ Credit Notes.</li><li>▪ Payments.</li><li>▪ Debit Adjustments.</li><li>▪ Credit Adjustments.</li><li>▪ Refund Payments.</li><li>▪ POS Payments.</li><li>▪ POS Credit Notes.</li><li>▪ Volumes.</li><li>▪ Transaction Lines.</li><li>▪ Unallocated Payments.</li></ul>

---

Managing transactions,  
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## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

<b>Field</b>	<b>Description</b>
<b>Name / Customer / Customer Name / Debtor</b>	Name of the debtor or customer.
<b>Day Week End Month End Year End</b>	Total dollar amount of the transaction type for this debtor for the selected day, week, month or year.
<b>Total</b>	Total dollar amount of the transaction type for this debtor for the displayed periods.


## Payment Reprint report

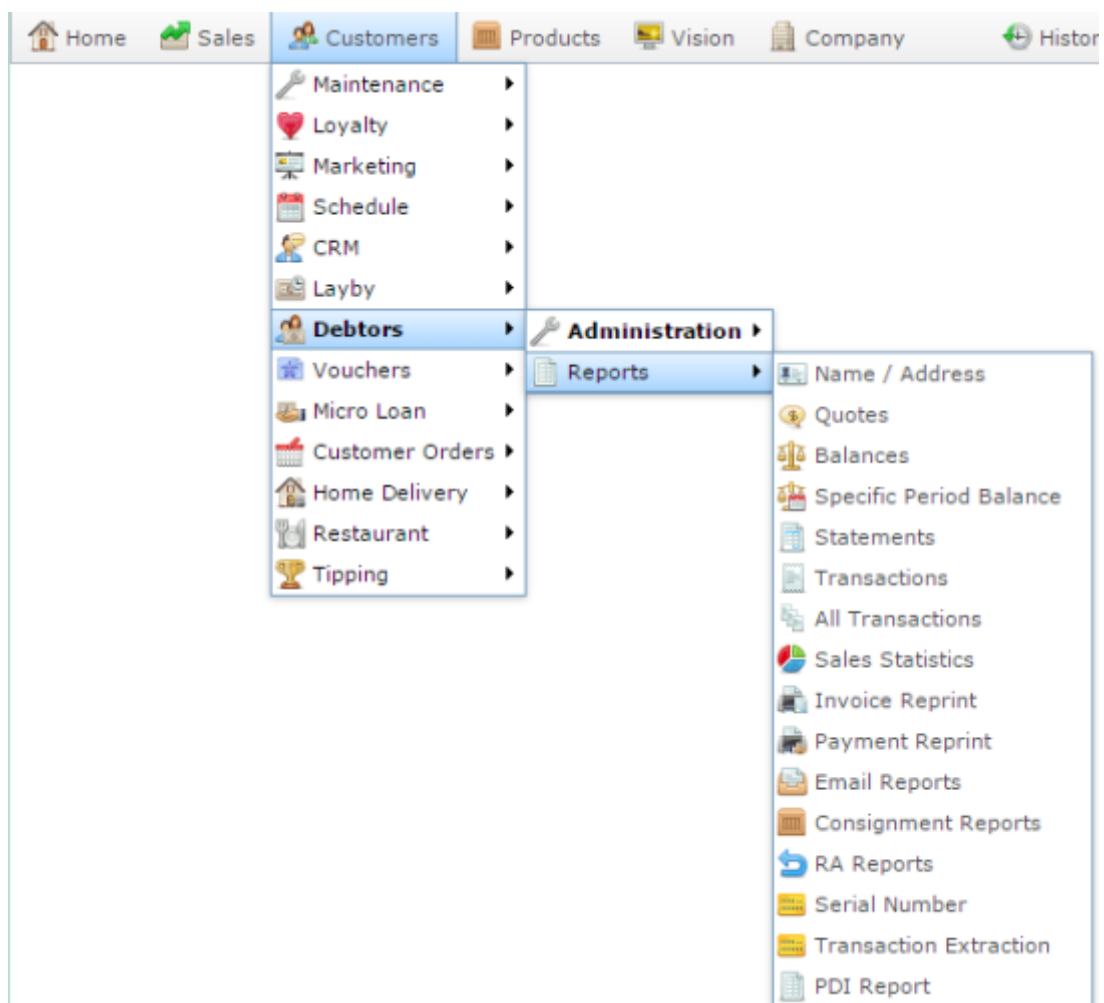
Use the Payment Reprint report to view debtor payments and print their details.

**Tip:** Press the **Customer** field of the payment you want to reprint to open the popup menu and reprint it.

### Opening the Payment Reprint report

To open the Payment Reprint report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > Payment Reprint**.



The Payment Reprint report is displayed.

Managing transactions,  
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### Reprint Debtor Payments Report

Customer	Account	Payment Type	User	Payment Reference	Cheque Date	Amount
<u>Appleseeds</u>		Bank Cheque	bob	465754	26-Aug-2015	\$100.00

**Site**  
Chadstone >

**By**  
Month >

**Date**  
31/08/2015

Add to Favourites

## Payment Reprint report key fields

### Filters area

Use this area to filter the results shown in the report.

---

Field	Description
<input type="button" value="Add to Favourites"/>	Press to add this report to your Portal favourites for easier access.
<b>Site / Sites</b>	Select the site or sites to report on.
<b>By</b>	Select to display the report for a specific day, week or month.
<b>Date / Date From and Date To / As of / Start Date and End Date</b>	Select the date or date period to report on.

---

## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
<b>Name / Customer / Customer Name / Debtor</b>	Name of the debtor or customer.
<b>Debtor Code/ Customer Code / Number / Account</b>	Unique code identifying the debtor.
<b>Payment Type</b>	Type of payment selected for this payment. For example, Bank Cheque.
<b>User</b>	Portal operator who recorded the payment.
<b>Payment Reference</b>	Unique reference recording the payment in the Portal.
<b>Cheque Date</b>	Date the payment was recorded.

---

<b>Field</b>	<b>Description</b>
<b>Amount</b>	Amount that was paid.

---


Managing transactions,  
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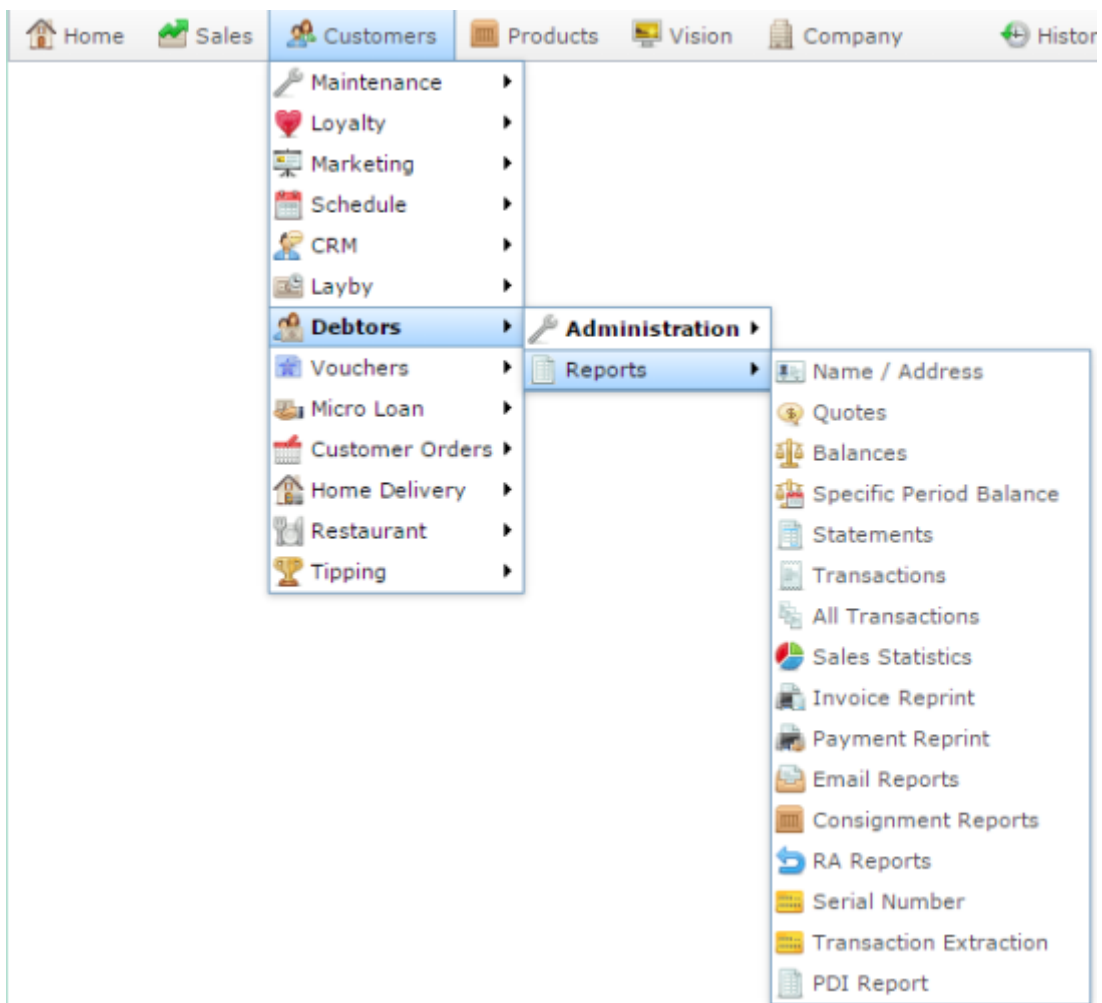
## Sales Statistics report

Use the Sales Statistics report to view a variety of statistics on your company's sales performance.

### Opening the Sales Statistics report

To open the Sales Statistics report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > Sales Statistics**.



The Sales Statistics report is displayed.



### Debtor Purchases By Site (NET of Discounts)

Site	Month End 28-Feb- 2015	Month End 31-Mar- 2015	Month End 30-Apr- 2015	Month End 31-May- 2015	Month End 30-Jun- 2015	Month End 31-Jul- 2015	Month End 31-Aug- 2015	Total
Chadstone							\$243.00	\$243.00
<b>Total Sales:</b>							<b>\$243.00</b>	<b>\$243.00</b>

**States**

All 

**Site**

All 

**By**

Month 


**Type**

Account Purchases 

**Date**

31/08/2015

**Display As**

Table 

Add to Favourites

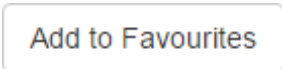
Managing transactions,  
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## Sales Statistics report key fields

### Filters area

Use this area to filter the results shown in the report.

---

Field	Description
	Press to add this report to your Portal favourites for easier access.
<b>Site / Sites</b>	Select the site or sites to report on.
<b>By</b>	Select to display the report for a specific day, week or month.
<b>Date / Date From and Date To / As of / Start Date and End Date</b>	Select the date or date period to report on.

---

Field	Description
<b>Type</b>	Select to display a report on:
<b>Customer Counts</b>	The number of customers served during the reporting period.
<b>Customer \$ Purchase</b>	The total dollar value of customer purchases for the reporting period.
<b>Average Customer \$ Purchase</b>	The dollar value of the average customer purchase for the reporting period.
<b>Loyalty Customer Counts</b>	The number of loyalty customers served during the reporting period.

<b>Field</b>	<b>Description</b>
<b>Loyalty Purchases</b>	The total dollar value of loyalty customer purchases for the reporting period.
<b>Average Loyalty \$ Purchase</b>	The dollar value of the average loyalty customer purchase for the reporting period.
<b>% Loyalty (Counts)</b>	The percentage of customers served who were loyalty customers during the reporting period.
<b>% Loyalty (\$ Purchases)</b>	The percentage of sales in dollar value that were made by loyalty customers during the reporting period.
<b>Account Customer Counts</b>	The number of debtor customers served during the reporting period.
<b>Account Purchases</b>	The total dollar value of debtor customer purchases for the reporting period.

Field	Description
<b>Average Account Purchases</b>	The dollar value of the average debtor customer purchase for the reporting period.
<b>% Accounts (Counts)</b>	The percentage of customers served who were debtor customers during the reporting period.
<b>% Accounts (\$ Purchases)</b>	The percentage of sales in dollar value that were made by debtor customers during the reporting period.
<b>Customer by Post Code</b>	The number of customers who came from each post code during the reporting period.
<b>Sales By Post Code</b>	The dollar value of sales made by customers in each post code during the reporting period.
<b>States</b>	Select a state or county to filter the report by.
<b>Display As</b>	Select to display the information as a standard table, or in a graphical format such as a bar or pie chart.

## Report area

This area displays report information.

**Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

<b>Field</b>	<b>Description</b>
<b>Site / Description</b>	The name of the relevant site.
<b>Suburb</b>	Name of the suburb the statistic applies to.
<b>State</b>	Name of the state the statistic applies to.
<b>Country</b>	Name of the country the statistic applies to.
<b>Day Week End Month End</b>	Total amount of the statistic type for the selected day, week or month.
<b>Total</b>	Total amount of the statistic type for the selected reporting period.

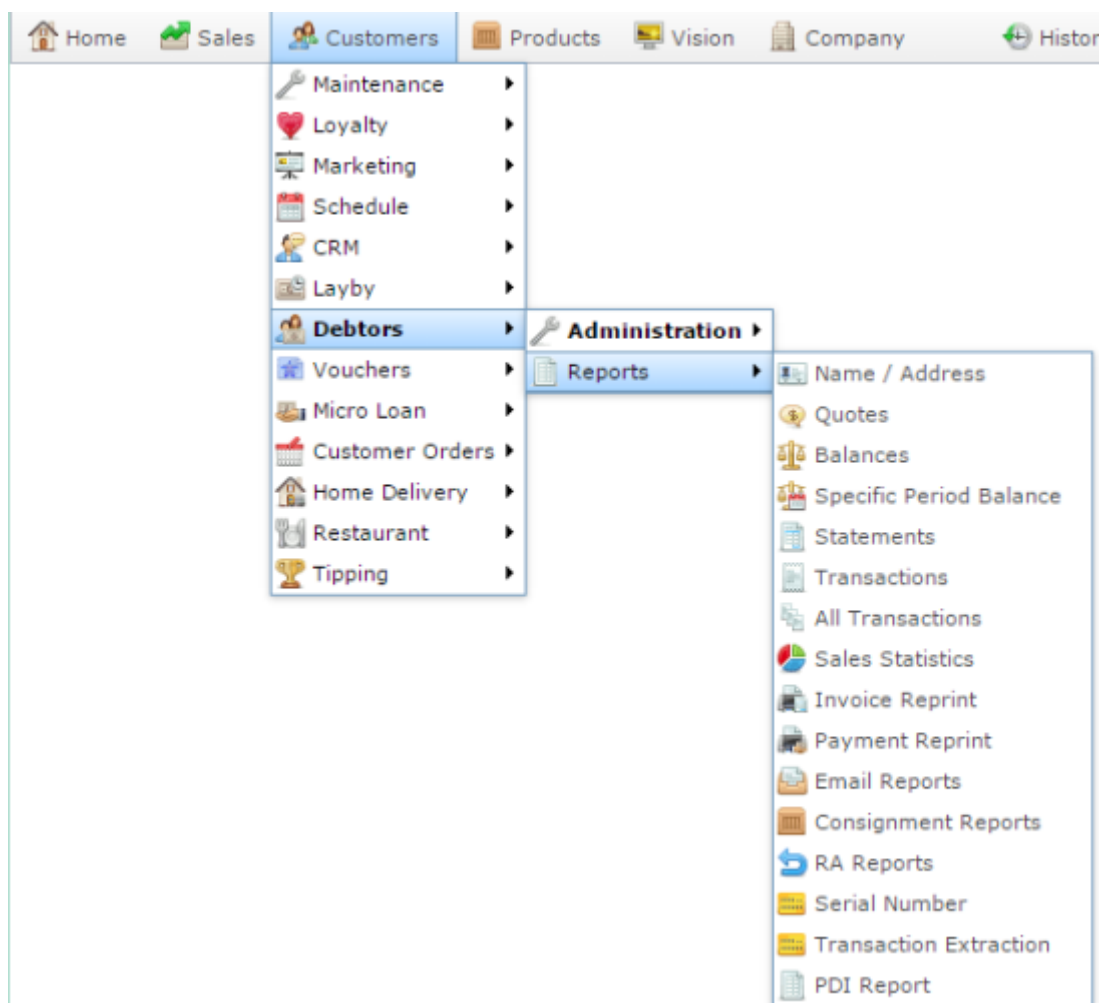
## Transaction Extraction report

Use the Transaction Extraction report to extract transactions into a comma-separated value (CSV) file.

### Opening the Transaction Extraction report

To open the Transaction Extraction report:

1. Press  **Customers** from the menu bar.
2. Press **Debtors > Reports > Transaction Extraction**.



The Transaction Extraction report is displayed.

Managing transactions,  
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### Transaction Extraction

	Count
POS Invoices	6
Invoices	1

**States**  
VIC

**Site**  
Chadstone

**Date From**  
24/08/2014

**Date To**  
31/08/2015

Add to Favourites



## Transaction Extraction report key fields

### Filters area

Use this area to filter the results shown in the report.

---

Field	Description
<a href="#">Add to Favourites</a>	Press to add this report to your Portal favourites for easier access.
<b>Site / Sites</b>	Select the site or sites to report on.
<b>Date / Date From and Date To / As of / Start Date and End Date</b>	Select the date or date period to report on.
<b>States</b>	Select a state or county to filter the report by.

---

### Report Area

This area displays report information.

---

Field	Description
<b>Transaction type</b>	The type of transaction that you can extract. For example, Point of Sale transactions.

---

<b>Field</b>	<b>Description</b>
<b>Count</b>	The number of transactions of this type for the selected site, state and date range.  Press to download these transactions in a CSV file.

---

# Glossary

## Account

An account is a general ledger structure that categorises particular kinds of income or expenditure for financial reports. Accounts may also be called Ledgers in the Portal.

## Aged balance

An aged balance is an amount of money owed that has been adjusted to factor an interest rate applied over time. For example: you owe a creditor \$1000, with a 10% interest. You pay \$700, leaving \$300 still to pay. After the interest period elapses, 10% interest is applied to the remaining \$300. Your aged balance is now \$330.

## Balance

A balance is the total amount of money owed either by yourself to a creditor, or by a debtor to you. A balance may be:

- Positive, indicating money is owed.
- Zero, indicating no money is owed.
- Negative, indicating the party who owed money has over-paid. For example, if you pay a creditor \$1000 when you only owed \$999, your balance would be -\$1.

## Barcode

A barcode is a string of numbers that links to an item. Items can have multiple barcodes assigned to them. Some barcodes called Price Embedded Barcodes encode information such as the quantity, weight or price of the item into the barcode. You can configure different types of price embedded barcodes in the Portal.

## Batch (kit manufacture)

When manufacturing kits, a batch identifies a single point in time where a specified number of kits were manufactured together.

## Batch (stock take)

When performing a continuous stock take, a batch identifies a collection of items scanned at one time by one or more PDTs.

## Brand

A brand is a means of identifying items that belong to the same product line. Items can only have one brand, but items from different suppliers may have the same brand.

## Company

A company represents your organisation within the Portal. A company can have one or more sites, representing physical locations of stores, including online stores. Some Portal configurations and features affect the entire company, other configurations can be specified per site.

## Complete Order

A customer order is complete when:

- The order has been fulfilled on the Portal.
- The order has been marked as paid in full on the Portal or the customer has paid the remaining amount on the Point of Sale.
- The order has been collected or delivered.

## Contract

A contract is a set of rules dictating the price, quantity and incentives offered by a supplier for a specific item, used by the Portal when calculating the best supplier to purchase a particular quantity of that item. Each contract relates to a single supplier and item, and you can have multiple contracts for each supplier and each item.

## Controlled purchase order / Controlled requisition

A controlled purchase order or requisition cannot be finalised until it has been authorised by Head Office.

## Cost matrix / price matrix

A cost matrix or price matrix is a means by which the Portal can automatically calculate the price of an item at each price level based on the item's supplier cost. You can create multiple cost levels, so that the price levels of an item that cost \$5 might be calculated very differently from an item that cost \$10.

A price matrix can be:

- Department-based, where all items within a department follow the same cost level rules.
- Supplier-based, where all items from the same supplier follow the same cost level rules.

Only one method can be used. You can also elect to use neither.

## Credit adjustment

A credit adjustment adds credit to a balance, decreasing the amount of money owed. For example, if you owed a creditor \$100, a \$10 credit adjustment would mean you owed \$90. Credit adjustments are usually used to correct errors. If you need to decrease money owed due to a refund or return, you should use a credit note instead.

### **Credit limit**

A credit limit is the maximum amount of money a debtor is allowed to owe your organisation at any one time. For example, if a debtor's credit limit is \$1000 and they already owe \$900, they can only go into debt to the value of another \$100.

### **Credit note**

A credit note adds credit to a balance, decreasing the amount of money owed. It is usually created when a balance needs to be adjusted due to a return, refund or rebate.

### **Creditor**

A creditor is an entity to whom your company owes money. They may be a supplier, providing the items your company sells, or they may provide another service, such as a cleaner. The Portal treats suppliers and creditors the same. They have a balance tracking how much you owe them, and a credit limit that determines how much your company is allowed to owe them at a time.

### **Creditor payment**

A creditor payment is a Portal record of paying invoices or debit adjustments. More than one invoice or debit adjustment may be paid either partially or in full in a single payment record. Creditor payments are a Portal record only and are not connected to your bank account.

### **Cross-reference**

A cross-reference records the supplier's internal item code for an item to streamline the ordering process. Cross-references can make stock receipting easier, if suppliers use their internal codes on delivery dockets. Cross-references are also required to use the Portal Data Interchange (PDI) feature.

### **Colour**

A colour is one of the three item variation options under Fashion. An item with a designated style may have a colour defined, as well as a size. The terms colour size and style may be renamed for your Portal configuration.

### **Customer**

A customer is a person or organisation who purchases items in advance, to be collected or delivered at a later date. Customers may also have debtor accounts, where they are allowed to owe money to your organisation and can pay off that debt via the Point of Sale.

### **Debit adjustment**

A debit adjustment debits a balance, increasing the amount of money owed. For example, if you owed a creditor \$100, a \$10 debit adjustment would mean you owed \$110. Debit adjustments are usually only used for corrections. If you need to record a charge due to an order of goods or services, you should use an invoice.

## Delivery docket

A delivery docket is a type of stock receipt that records the incoming stock without creating a creditor invoice. Delivery dockets cannot record delivery fees or discounts. You can match delivery docket stock receipts to creditor invoices.

## Department

A department is a means of categorising items in your inventory. Items can belong to only one department. Depending on your Portal configuration, you may have up to five levels of departments in a hierarchy, by default called Departments, Sub Departments, Categories, Sub Categories and Ranges.

**Note:** This documentation uses the Portal default names for these levels: Department and Division. Your Portal may be configured to use different names, but the function is the same. You can see the names and levels your Portal uses in the Department Layers tab of Company Maintenance.

## Department promotion

A department promotion is a promotion that applies to all items within a specific department. A department promotion allows you to provide a discount for the items purchased, either immediately or as a credit voucher. The promotion can be restricted to only provide a discount if a minimum number of items or minimum sale amount is reached.

## Discount

A discount is a reduction in the price of an item. Discounts can apply to:

- A selected item, calculated either per-unit or per-line.
- The whole transaction, calculated per-unit or per-line for every item in the transaction.

**Note:** Some items may have discount maximums. If the discount you select is greater than the maximum discount allowed for the item, the item is only discounted up to its maximum level.

Per-unit discounts can:

- Reduce an item's price by a percentage of the original price. For example, 10% off.
- Reduce an item's price by a flat amount. For example, \$1 off.
- Set the per-unit price to a set amount. For example, \$5 per item.
- Set the price of the item to its cost price plus a set amount.
- Remove the tax of an item.

Per-line discounts can:

- Cap the total price for an item line to a predetermined amount. For example, the line total may be anything up to a maximum of \$10.
- Set the total price for an item line to a predetermined amount. For example, the line total is \$10.

A discount may also prompt the operator for a discount amount.

**Note:** The item and transaction discounts available and the item discount maximums are configured in the Portal.

**Note:** Special discounts such as some senior citizens or disability discounts make an item tax exempt. If a tax exempt discount is applied, the customer must supply their Senior Citizen or Tax Exempt ID during the tender process in order to receive the discount. The Point of Sale displays the discount as if from the normal tax-inclusive price.

## Division

Divisions are top-level classifications for departments in your company. The Portal offers two kinds of divisions to support the Oracle financial interfaces: Reporting and Financial. Each department belongs to a single reporting division and a single financial division.

## DSD

A DSD is an external supplier that is not part of your company. You may configure different rules and restrictions for direct suppliers than are used for the company warehouse. You can also restrict sites to use only warehouse suppliers and prevent them from ordering from direct suppliers.

## Employee

An employee is a member of your company staff that you want to roster on to your staff schedule. Employees may or may not have access to Portal and Point of Sale systems.

## Fashion

Fashion is the Portal feature that allows you to create variation of items, such as different colours, sizes and styles of the same item. The default labels of colour, size and style can be changed to something that suits your inventory.

## Fixture

A fixture is a physical structure or area within your site that contains stock. This may include gondolas, counters, refrigerators, back-room receipt trolleys, tables, wall sections or any other area that regularly contains stock on your site. Fixtures are used primarily during stock take.

## Group promotion

A group promotion is a promotion that applies to all items within a group that you define. A group promotion allows you to provide a free item or a discount for the items purchased, either immediately or as a credit voucher. The promotion can be restricted to only provide a discount if a minimum number of items or minimum sale amount is reached.

## Group purchase order

A group purchase order is a purchase order that combines the requisitions from several sites into one purchase order. Stock levels can be allocated to each site during the creation of the order.

## Inventory

The inventory is the Portal feature of maintaining all items that you offer for sale in your company.

## Invoice

An invoice details an amount owed by an entity such as your company or a debtor, and the goods or services that incurred that cost. An invoice usually details the period of time by which it must be paid.

You can also receipt stock using an invoice. An invoice stock receipt automatically creates an invoice for that creditor in your Portal records, and allows you to record additional information such as delivery fees and discounts.

## Inter-branch transfers (IBT)

An inter-branch transfer is a transfer of stock from one site within a company to another.

## Item

An item represents a good or service provided by your organisation. Items are added to transactions in order to sell or return them. An item will include information about its:

- Barcode.

**Note:** An item can have more than one barcode.

- Description.
- Unit of measurement, for example an item may be sold by weight or as individual units.
- Price per unit of measurement.

Items also have additional information stored on the Portal, such as stock on hand, promotions and discount maximums.



### **Item options**

Items can be modified with options to detail the customer's specific request. For example, a coffee order may contain soy milk or extra sugar. The options available for each item must be configured in the Portal.

### **Item variation**

An item variation is an item that uses Fashion variations of colour, size and style. The default labels of colour, size and style may be renamed for your Portal configuration.

### **Journal**

A journal is a unique code identifying a date, site and terminal for a transaction within the Portal.

### **Kit**

A kit is an item that is made up of several other items in your inventory. The kit item itself does not have a stock-on-hand. Instead, when a kit item is sold, the stock-on-hand of the component items is decreased accordingly.

### **Label**

A label is attached to an item and displays information about that item, such as the item's price, best before date and quantity, cooking or nutritional information, or a barcode. Labels can be printed via the Point of Sale.

### **Ledger**

A ledger is a financial category or general ledger grouping that a transaction corresponds to for accounting purposes. For example, Expenses, Staff Salary, etc. The Portal uses a ledger for the Trail Balance Profit report. Your Portal may be configured not to use other ledgers.

### **Ledger type**

A ledger type is a category or grouping of ledgers for accounting and reporting purposes, such as Income or Expenses. Your Portal may be configured not to use ledgers.

### **Line minimum**

A line minimum is the minimum number of different items that must be in a transaction to trigger an effect, such as a promotion. Each unique item in a transaction creates its own line. Multiple units of the same item are recorded on the same line. A line minimum of 3 requires 3 unique items to be purchased.

### **Manufactured Kit**

A manufactured kit is an item that is made up of several other items in your inventory. The kit item must be manufactured on site before it can be sold, and the stock-on-hand of the kit item is tracked by the Portal. When you manufacture a kit, the stock-on-hand of the component items is decreased and the stock-on-hand of the kit item is increased accordingly.

## Matching

Matching is the process of linking a delivery docket receipt with a creditor invoice you have created in the Portal. Invoice-type stock receipts automatically create a creditor invoice and do not need to be matched.

## Menu area

A menu area is a category of items designed to group items into meal types during table service. For example, coffees, mains, desserts. Menu areas control which modifier items can be applied to which prime items.

## Modifier item

A modifier item is an item in your inventory that is used to add a modification to another item, such as adding 'soy milk' to a coffee. While modifier items can have costs and add to the price of the item they are modifying, they cannot be sold directly on the Point of Sale.

## Open transaction

An open transaction is a transaction that has not yet been finalised. For example, a creditor invoice that has not been paid.

## Operator

An operator is a staff member who uses the Point of Sale to process transactions or manage the cash drawer. Each operator is identified by a unique operator code and password that they use to log into the Point of Sale. Operator codes are unique to each site, but do not have to be unique within a company.

## Pack

A pack represents the number of units that an item is supplied in. For example, you may sell cans of soft drink individually, but they are be ordered in packs of 24 from the supplier. This is different to a referral, where both the single can and the pack of cans are tracked in the inventory.

## Pallet

A pallet is a set of cartons containing items that are grouped together as a specific collection so they can be tracked from supplier through to sale via barcodes. A pallet usually has a special barcode that encodes the number of cartons it contains, while each carton has a special barcode detailing the quantity of items it contains and their expiry dates.

Pallet barcodes may also be linked electronically to the carton barcodes.

## Payment terms

Payment terms is the number of days after issuing an invoice that a creditor expects to be paid. Common payment terms are 21, 30, 60 or 90.

## **PDT**

A PDT, or portable data terminal, is a small hand-held device with a touchscreen and an in-built scanner that can interact with the Portal to sell, order or count stock via the PDT software interface. PDTs are registered as terminals for a site, just as full Point of Sale terminals are, and require operators to log in to use them.

## **Portal Data Interchange (PDI)**

The Portal Data Interchange (PDI) is a Portal feature that allows two separate companies that both use the AMC Convergent IT Portal to streamline their procurement process by automating the creation of customer orders and stock receipts between the companies.

## **Permission**

A permission is a configuration that determines whether an operator is allowed to perform a specific task. For example, the ability to authorise purchase orders or change employee records may be restricted to certain individuals.

## **Portal operator**

A Portal operator is someone with login credentials to your company's Portal. What a Portal operator can do depends on their permissions. A Portal operator cannot use their Portal login to log into the Point of Sale.

## **Point of Sale operator**

A Point of Sale operator is someone with login credentials to your site's Point of Sale and PDTs. Depending on their permissions, they may have limited access to some Portal functionality through a PDT, but they cannot use their Point of Sale login to log into the Portal.

## **Point of Sale supervisor**

A Point of Sale supervisor is a Point of Sale operator with some additional permissions to do things like authorise changes to the Point of Sale terminal, authorise gift voucher returns, or anything else that your Point of Sale configuration requires a supervisor's authorisation for. Their supervisor status is separate from any Portal permissions they may have. Depending on their permissions, they may have limited access to some Portal functionality through a PDT, but they cannot use their Point of Sale login to log into the Portal.

## **Price change**

A price change updates the Portal with new prices for each price level of an item. Price changes can only be performed by operators with sufficient Portal privileges.

## **Price level**

The Portal inventory system can store multiple price levels. For example, you may have one price level for retail customers and another for corporate or wholesale customers. The Point of Sale can be configured to use the appropriate price level when a debtor or customer is added to the transaction.

### **Prime item**

A prime item is an item that can be sold normally through your Point of Sale. Most of the items in your inventory are likely to be prime items.

### **Procurement**

The procurement system is the set of Portal features that manage and maintain the act of replenishing your stock levels, including managing creditors, contracts, requisitions, purchase orders, stock receipts, returns, adjustments and stock take.

### **Promotion**

A promotion is a Portal feature which lets you create sophisticated rules to offer discounts, free items or rebates when the customer purchases a particular set of or combination of items. The Portal allows you to create promotions based on departments, suppliers, or your own custom item groups.

### **Promotion group**

A promotion group is a group of items you define that either is used to trigger a promotion, or has the effects of the promotion applied to it. You can use the same group for multiple promotions.

### **Purchase order**

A purchase order is a request to an individual supplier to purchase a set quantity of specific items. Purchase orders can be created manually, automatically created from finalised requisitions, or generated using procurement configurations.

### **Rebate**

A rebate is an amount of money offered back to the customer by a supplier as an incentive to purchase. As opposed to a discount, special or promotion, where your company covers the lost profit from the price reduction, the supplier is responsible for reimbursing your company.

### **Rebate group**

A rebate group is a collection of rebate item groups, used to easily control start and end dates of rebates.

### **Rebate item group**

A rebate item group is a collection of rebate items, where each item has its rebate rules defined.

### **Receipt**

A receipt is the printed record of a transaction, including the items, quantities and prices, any loyalty information, the tenders submitted and the operator, the terminal and date the transaction took place at.

## Referral

A referral is a connection between two items in your inventory, where one is considered part of the other. For example, if your inventory tracks both individual cans of soft drink and crates of 24 cans, you can use a referral so that purchasing a single can (Selling item) depletes your stock of crates (Stock item) by 1/24th. This is different to using packs, as both individual cans and whole crates of items are tracked in your inventory.

## Referred item

A referred item is an item that is depleted by the sale of another item. For example, if your inventory tracks both individual cans of soft drink and crates of 24 cans and sells the cans individually, the referred item is the crate of cans, which is depleted every time an individual can is sold. Referred items are also called Stock items in this documentation.

## Requisition

A requisition is a list of items requested by a particular site. Each item is given a requested supplier, and all items are included in a single requisition, even if they are from different suppliers. Finalising a requisition can automatically open a purchase order for the appropriate suppliers. Requisitions from multiple sites may be combined into a group purchase order for a supplier, if your Portal is configured to permit group purchase orders.

## Roster

A roster is a schedule of when specific staff members are supposed to work.

## Sale minimum

A sale minimum is a minimum transaction amount used to trigger a promotion or other effect. For example, a sale minimum of \$10 requires that at least \$10 of items are purchased in a single transaction.

## Selling item

A selling item is an item that uses a referral to track its stock levels on a different item. For example, if your inventory contains both individual cans of soft drink and crates of 24-cans, and your company sells the individual cans but tracks stock of the crates of 24 cans, then the individual can is the selling item.

## Size

A size is one of the three item variation options under Fashion. An item with a designated style may have a colour defined, as well as a size. The terms colour size and style may be renamed for your Portal configuration.

**Note:** This should not be confused with an item's size as defined in the Details tab of Inventory Maintenance, which details how units of an item should be measured and sold.

### **Snap count**

A snap count is a record of the stock-on-hand of an item or set of items at the time of the snap count, as tracked by the Portal. Snap counts are used for calculations and reporting.

### **Special**

A special is a temporary reduced price given to a specific item for a period of time. Where a promotion applies to a group of items, a special applies only to an individual item.

### **Stock adjustment / write-off**

A stock adjustment is a record of increasing or decreasing an item's stock-on-hand, with a reason. For example, stock was found after stock take, or stock has been damaged.

### **Stock item**

A stock item is an item that is referred to by another item, to track the stock-on-hand. For example, if your inventory contains both individual cans of soft drink and crates of 24-cans, and your company sells the individual cans but tracks stock of the crates of 24 cans, then the crate of 24 cans is the stock item.

### **Stock on hand**

Stock on hand is the number of units of a particular item a site currently has. It is updated automatically by stock receipting, transfers, adjustments and sales, and compared against stock take numbers to determine shrinkage.

### **Stock receipt**

A stock receipt is the process of recording stock incoming from a supplier to a site. Stock receipts record the supplier, date, item and quantities, including any items that were received but not ordered, or items that were listed but not delivered. Stock receipts may use a delivery docket, which is a plain record of incoming stock, or an invoice, which creates a corresponding creditor invoice in the Portal to link with the stock receipt.

### **Stock return**

A stock return is the process of returning stock to a supplier because it is faulty or otherwise unsuitable for sale. Stock returns record the date, item and quantity being returned and the reason for each item being returned.

### **Stock take**

A stock take is the process of counting all units of stock at a particular site to obtain an accurate stock-on-hand level. Stock takes can either be continuous, where stock is counted while the site is still open for trading, or manual, where all stock is counted in a single session while the site is closed for trading.

## Style

A style is one of the three item variation options under Fashion. An item with a designated style may have a colour defined, as well as a size. The terms colour size and style may be renamed for your Portal configuration.

## Supplier

A supplier is a creditor from whom you purchase items in your inventory.

## Supplier promotion

A supplier promotion is a promotion that applies to all items marked as purchased from a specific supplier. A supplier promotion allows you to provide a discount or supplier rebate for the items purchased, either immediately or as a credit voucher. The promotion can be restricted to only provide a discount if a minimum number of items or minimum sale amount is reached.

## Terminal

A terminal is the tablet or other device that runs the Point of Sale. Each terminal is connected to the site via the base station, and is identified by a unique terminal number, which is recorded in every transaction made by the terminal.

## Point of Sale Transaction

A Point of Sale transaction is an exchange of items, which represent goods or services provided by your organisation, for payment. Transactions include all the relevant information about the exchange:

- The date, time, site and location of the transaction.
- The operator who performed the transaction, and which terminal they used.
- The items purchased or returned and in what quantities.
- The amounts and types of payments provided, including any change or reimbursement provided to the customer or redeemed loyalty points.

**Note:** Transactions cannot be finalised until they balance. That is, the amount owed by the customer is zero, and any amount that has been overtendered has been issued as change.

- The loyalty number linked to the transaction, if applicable.

You can view what is currently included in the transaction in the Transaction list of the Point of Sale.

**Note:** In the Portal, a transaction also refers to an exchange of money, such as the payment of a creditor, or a debit adjustment.

### Transaction line

A transaction line is an entry in the Transaction list that contains an item and its quantity. If more than one unit of an item is added to a transaction, the units are grouped into a single line. Actions such as price overrides, voids, discounts or refunds then apply to all units in the line.

Chicken Drum/stk 6.583kg N x \$2.99/kg	<b>\$19.68</b>
Crown Lamb Roast 1.426kg N x \$12.99/kg	<b>\$18.52</b>
<b>Total:</b>	<b>\$38.20</b>
Credit Card	<b>\$20.00</b>
CASH	<b>\$50.00</b>
Change	<b>\$31.80</b>

### Warehouse

A warehouse is a supplier that represents your company's central warehouse, used when sites order some or all of their inventory from Head Office rather than directly from external suppliers. You may configure different rules and restrictions for warehouse suppliers than are used for direct suppliers. You can also restrict sites to use only warehouse suppliers and prevent them from ordering from direct suppliers.