Content Solutions

ChannelOnline™
Invoice User Guide

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Overview

Within its interface, ChannelOnline provides a document to facilitate the creation of Invoices from Sales Orders for end-customers. Adding products to an Invoice will provide you the ability to record a customer's payment for product, service and labor items. This guide outlines the Invoice creation processes and workflows for line level or complete document-to-Invoice conversion within ChannelOnline. Invoice Creation Capabilities:

Two methods to choose from:

1. Convert Sales Orders to Invoices

    - Convert a Sales Order into an Invoice so that the Sales Order no longer exists as a document, but becomes the Invoice with the same document number as was on the original Sales Order. This can be enabled under Admin -> Company Settings -> and selecting Convert Sales Order to Invoice (Legacy).

2. Create Invoice(s) from Sales Order Line Items

    This can be enabled under Admin -> Company Settings -> and selecting Create Invoice(s) from Sales Order Line Items.

    - Full – for simple Sales Orders, or any order where all the products have been shipped with one link, the complete order will be placed into a new Invoice.
    - Partial – any time a product has been shipped or delivered, you can pull that line item from a Sales Order and place in onto a new Invoice.
    - Invoice Dependencies – any service or labor items, but only products that have been shipped and/or delivered can be Invoiced.

A typical Invoice process may include:

- Creation of an Invoice based on all products having a Shipped status on a Sales Order (or Sales Order status of Shipped).
- Creation of an Invoice for line items that have a Shipped status although the order may still be in a Partial Ship status.

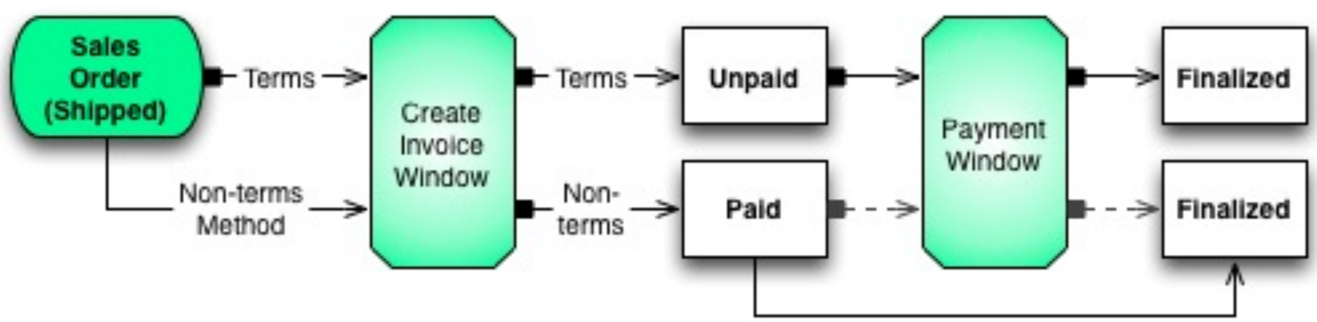
ChannelOnline provides you with the ability to:

- Create an Invoice from a partially shipped line item.
- Accept multiple payments on a single Invoice.
- Move Invoice's payment process from unpaid or partial pay to paid.
- Browse through Invoices via a dedicated Invoice sub-tab in the Documents Tab and the Customer View page.
- Perform reporting against your Invoices.
- Access permissions to control the creation and edit of Invoices.
- Print and email Invoice documents.

Available Actions & Statuses

<u>Invoice</u>

Create • Paid • Partial Pay • Unpaid • Finalize / Lock • Delete



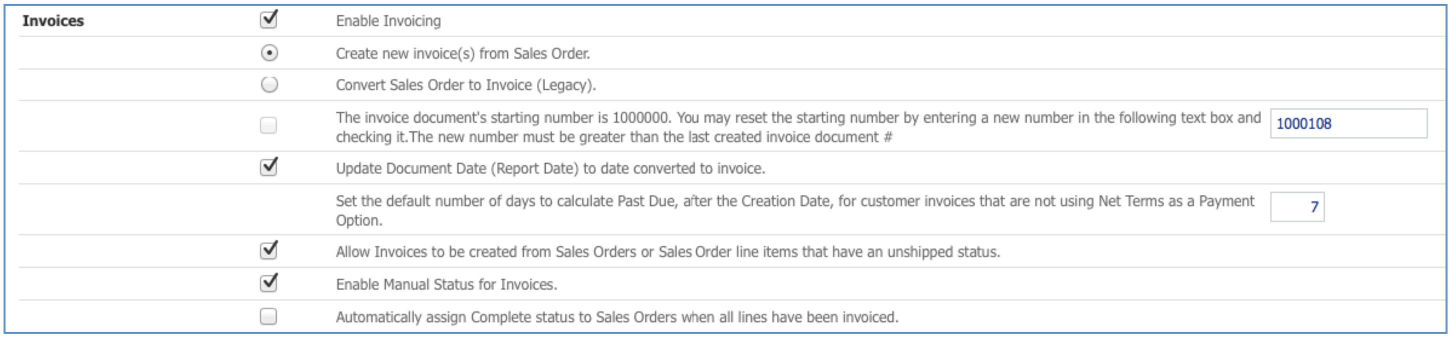
Useful Terminology

Term	Description
Invoice	A document to manage the return of a product from an end-customer.
Unpaid	Initial state of an Invoice document when created for a Net Terms account.
Partial Pay	Partial Pay is the result of a payment made in the payment window that does not equal the total amount of the Invoice.
Paid	Initial state of an Invoice document when created for all payment options other than Net Terms, and the state of a document formerly in Unpaid or Partial Pay status when the total amount of payment meets or exceeds the total of the Invoice.
Delete	Deleting an Invoice will return all item quantities back to the Sales Order and remove any payments made through the payment window applied to a Net Terms credit line.
Finalize(d) / Locked	The final state of an Invoice when it is complete and no further action needs to be taken.
Payments Window	The Payments Window is where payments can be applied to an Invoice. Payments made on the conversion to Sales Order will display automatically.
Payment Timeline	This field will display the days remaining or days overdue for a Net Terms account.
Credit Available	For Net Terms accounts, the balance available after Sales Orders and Unpaid Invoices.
Credit Limit	The total original limit established for an account on Net Terms on the customer edit page.

Activating Invoice Functionality

To activate Invoices in ChannelOnline, you will need to navigate to: *Admin -> Company Settings -> Document Settings.* In the section titled 'Invoices', click on the box next to "Enable Invoicing".

Invoice Settings



From the Invoice activation area, you can configure ChannelOnline to:

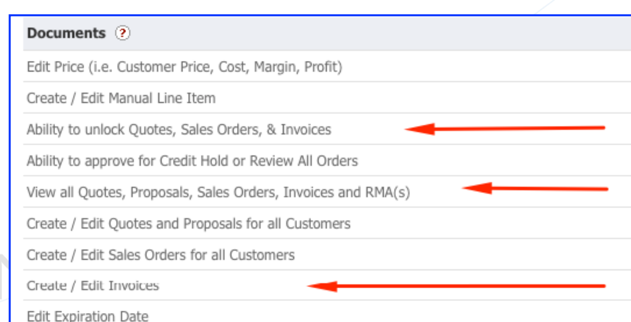
- Reset your Invoice document's starting number from its current value to any greater number.
- Make the report date for the reports section set with the converted (created) date.
- Set the default number of days to be used for calculating past due status (when Net Terms are selected for the customer but no number of days has been defined).
- Allow Invoices to be created from Sales Orders or Sales Order line items that have an unshipped status (on by default). Unselecting this box will require all product items to have a "Shipped" status before they can be added to an Invoice.

Granting Invoice Access Permissions

Once you have enabled Invoice documents, you need to make sure that your personnel team members have the proper permissions to work with Invoices. By default, all Invoice permissions are enabled for members of the "Admin SalesRep – Buyer" profile. Custom Access Right Profiles will need to be updated. Access Rights Profiles can be found at: *Admin -> Personnel -> Access Rights.*

Permissions allow you to separate team members who have to work on Invoices from those that can only view them. There are two user access rights available for Invoices that can be found below the 'Documents' section.

- **View all Quotes, Proposals, Sales Orders, Invoices and RMA(s)** – Needed to view Invoices on customer account records and the Documents tab.



- **Create / Edit / Delete Invoices** - Allows a team member to generate an Invoice from a Sales Order and grants access to enter payments on an Invoice.
- **Ability to unlock Quotes, Sales Orders, & Invoices** – When an Invoice is finalized, only users with this permission can unlock them for editing.

Managing Invoice E-mails & Notifications

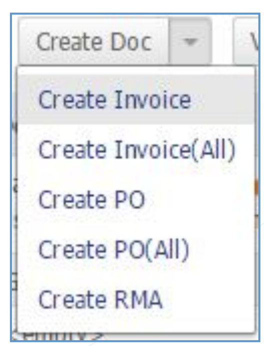
Invoice notification emails are available in the Document Delivery section of the System E-mails admin module. The following is a breakdown of the available email options. Note that many email templates consist of both a text version for use with an HTML attachment as well as one for a PDF attachment.

Document Delivery Section – These emails are generated manually by a rep, or a customer, by clicking 'Send' and/or 'email' on a document

- **Invoice (Store) – [HTML and PDF]** – These two templates control the default content of the email that your customer will generate from an Invoice document on a StoreSite. They will find their Invoices in their 'Account Activity' tab after logging into the StoreSite.
- **Invoice (Customer View) - [StoreSite Link, HTML and PDF]** – These three templates control the default content of the email your sales team members will send the customer from an Invoice document internally in Admin.

Creating Invoices

In order to create an Invoice, you must start from a submitted Sales Order. The Sales Order is the master document for all line linking (this includes PO and RMA). From the Sales Order, there are three methods for creating Invoices.



1. The first method is to check the box to the left of the item in the document product table that needs to be invoiced and select 'Create Invoice' from the Create Doc action drop down.
2. The second method is to transfer all items on a Sales Order via the "Create Invoice (All)" option from the Create Doc action drop down.
3. The third method is to transfer all items on a Sales Order via the "Convert to Invoice" link in the action footer of the Sales Order (found in the additional options for the "Cancel This Order" button). This is the method that is utilized if *Convert Sales Order to Invoice (Legacy)*, selected under Company Settings.

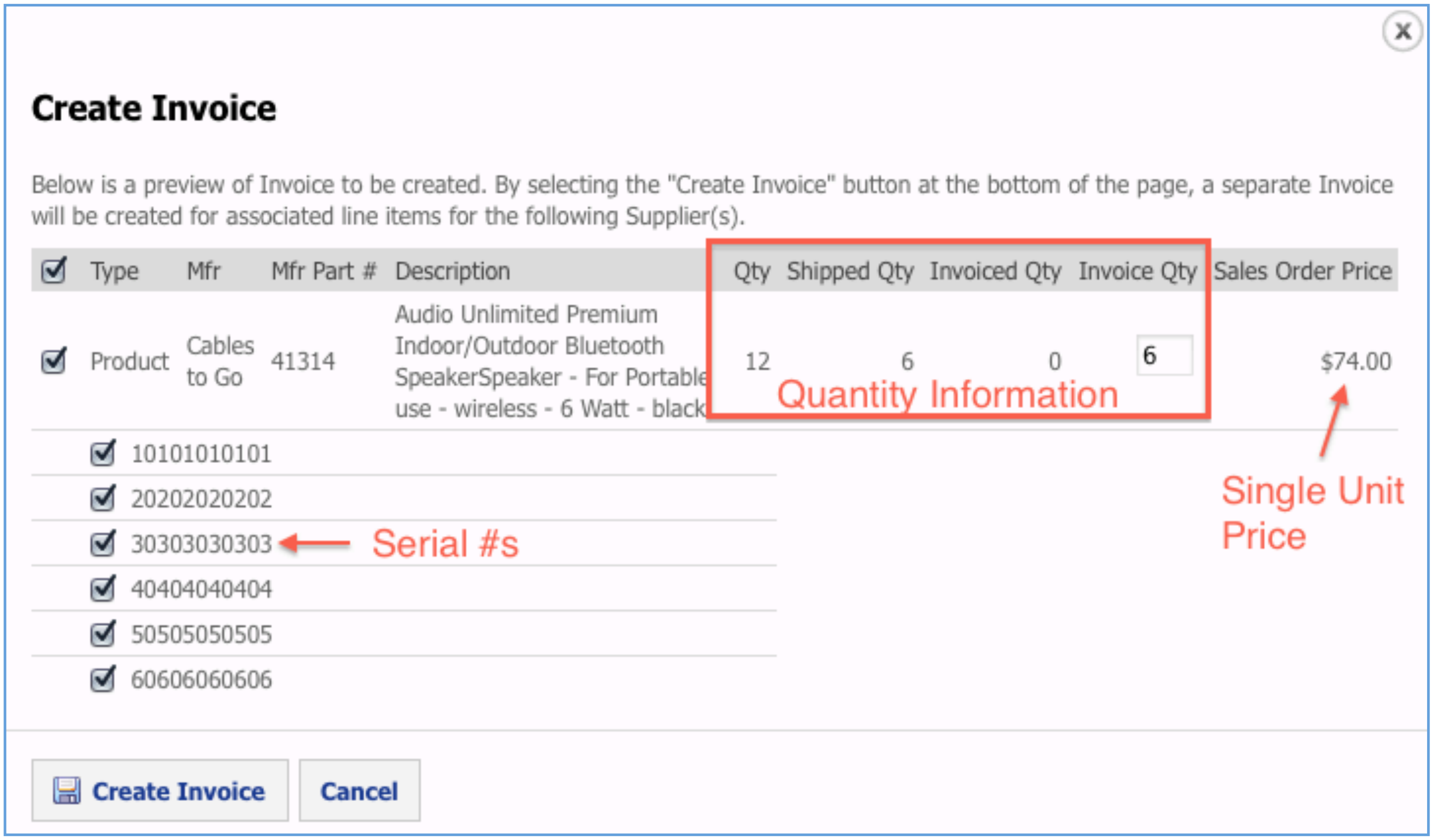
NOTE: Products could be set up to make a “Shipped” status mandatory for invoicing. Service and Labor items do not have shipped statuses and are always available to be invoiced.

Creating an Item Invoice from a Sales Order

To create an Invoice from a submitted Sales Order, open the original Sales Order from the Documents page or from the Sales Order sub-tab on the customer record. From within the document, you will select the item(s) that needs to be invoiced by checking the box to the left of that product. Once the items have been checked, select the “Create Invoice” function from the action drop down at the top of the product table. After you have selected “Create Invoice”, click the ‘Go’ button to open the Create Invoice window. This functionality is similar to creating a Purchase Order from a Sales Order.

After selecting ‘Go’, the Create Invoice light box will be displayed. In the Create Invoice window, you can review your selected item(s) and modify the quantity of the item to be invoiced (it will default to the total quantity available from the Sales Order). When all the modifications have been made, select the Create Invoice link at the bottom left of the products table in the window. This creates an Invoice document with the products you have selected and includes any product notes that might have been on the original Sales Order.

Create Invoice Window



The newly created Invoice behaves like a quote document with limited functionality. There are some informational header and line item fields that can be modified or automatically updated. The following fields are adjusted by the system or modifiable to an Invoice:

- Payments (link next to the Amount field)
- Due Date (set by customer or system defaults)
- Qty (not editable, but no greater than what was on the original order)
- Unit Price (not editable, pulled from SO)
- Item Notes (new notes specific to the Invoice)
- Remit To (address identified in Company Settings > Contact Information)

The following fields will be automatically calculated for you:

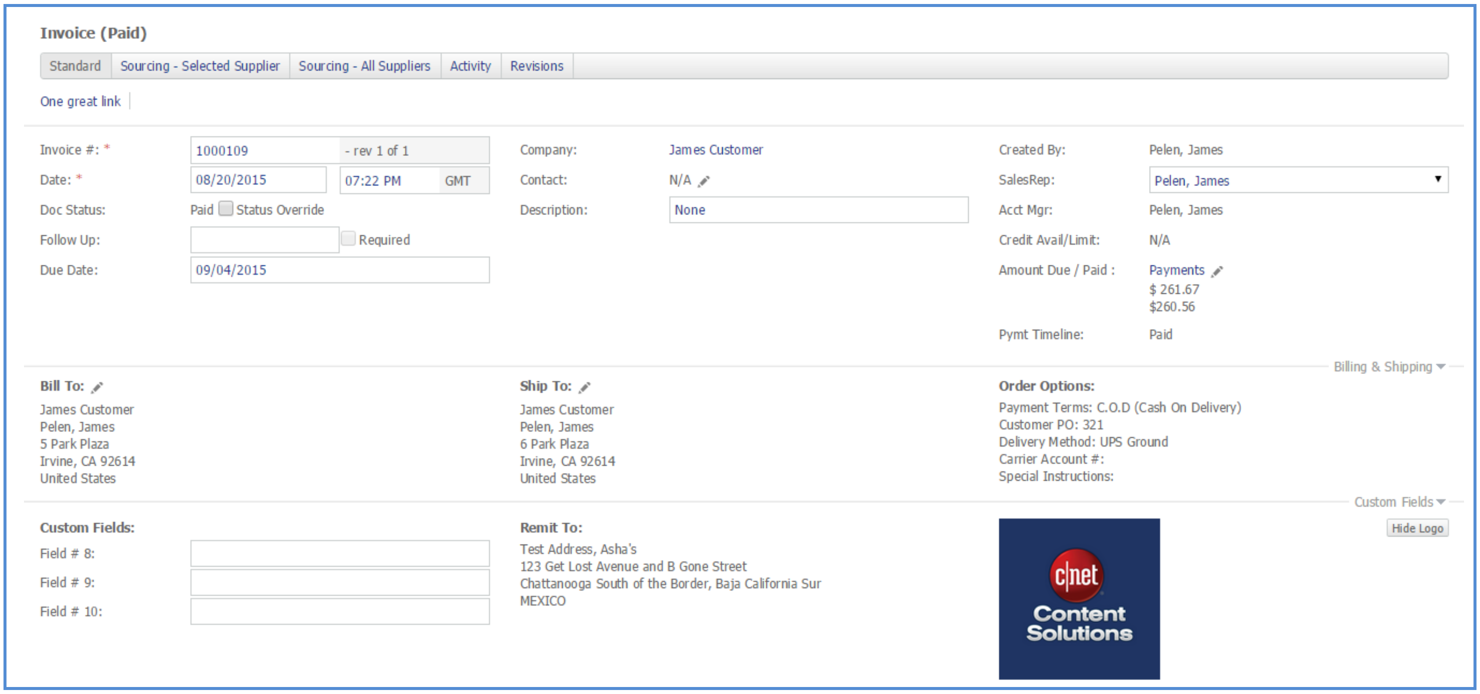
- Line Item Total: Unit price is brought from the Sales Order
- Tax: Tax was calculated based on the current tax rate available for the item type (Hardware, Software, Service & Labor). Manually adjust the rate to match what was on the Sales Order, if needed.
- Shipping: Invoice Shipping is calculated by dividing the total order value from the total line item value. The resulting % is the value that the line total is from the original Sales Order. That % will be applied to the total order's shipping amount to calculate the approximate shipping amount for the Invoiced items. Manually adjust the rate to match what was on the Sales Order, if needed.
- Miscellaneous: Invoice Miscellaneous Fee Field is calculated by dividing the total order value from the total line item value. The resulting % is the value of the line total from the original Sales Order. That % will be applied to the total order's Miscellaneous Fee Field to calculate the approximate Miscellaneous Fee Field for the Invoiced items. Manually adjust the rate to match what was on the Sales Order, if needed.
- Total: Unit Price Total + Tax + Shipping + Miscellaneous fee field
- Credit Available: Original amount from account record; automatically adjusts after a payment is applied.
- Document Status when Finalized is calculated by the balance remaining and if a payment has been made. If a payment has been made and the remaining balance is 0, the document status is Paid. If a payment has been made but the remaining balance is greater than 0, the status will be Partial Pay. If a payment has not been made, then the status is Unpaid.
- Amount Due / Paid: Total amount of the Invoice above the amount that has been logged in the Payments window.
- Payment Timeline: The days remaining until the Invoice is due, or the number of days past due

When all modifications to the Invoice are complete, click the 'Save' or 'Save & Close' button at the bottom of the page. At any time in the process, the document may be sent to others by using the 'Send' button.

Creating an Invoice with ALL items from a Sales Order

The method used to transfer all items on a Sales Order to an Invoice, instead of by line, is performed through the "Convert to Invoice" link in the action footer of the Sales Order. After selecting 'Convert to Invoice', the Create Invoice light box will be displayed. In the Create Invoice window, you can review your selected item(s) and modify the quantity of the item to be invoiced (it will default to the total quantity available from the Sales Order). When all the modifications have been made, select the Create Invoice link at the bottom left of the products table in the window. This creates an Invoice document with the products you have selected and includes any product notes that might have been on the originating Sales Order. The Invoice options are the same as outlined above.

Invoice Header (Unpaid)



Processing Invoices

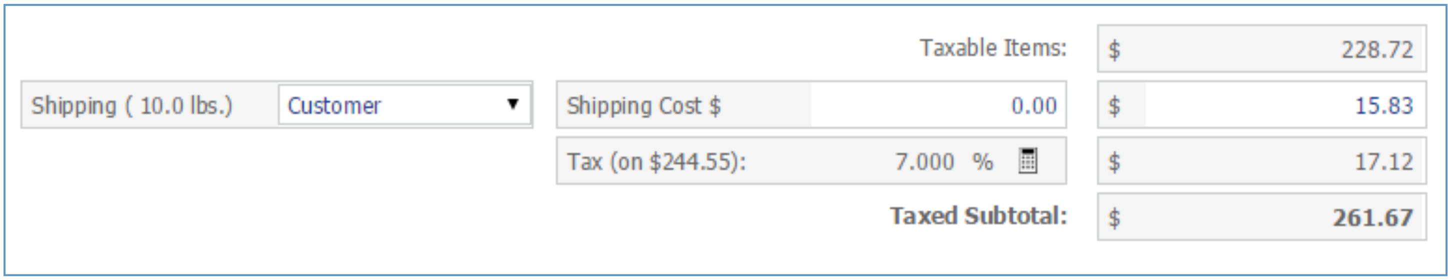
When processing Invoices, it is important to validate all the information that was auto calculated as the items were brought over from the Sales Order. This is the first step in making sure that the Invoice has been set up correctly. Since line item information is not editable on an Invoice, to make edits, the Invoice will need to be deleted and recreated from the original Sales Order.

Processing RMAs

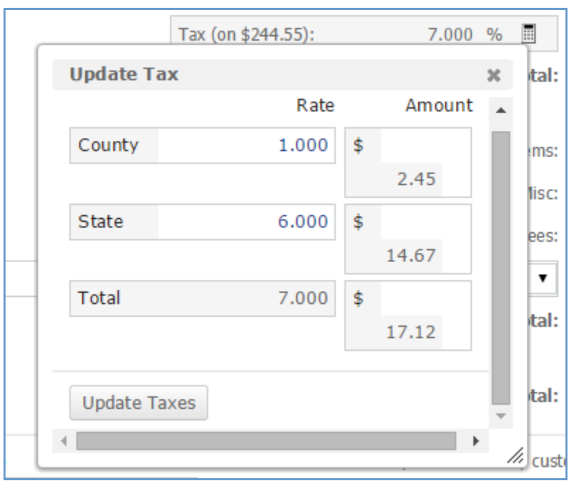
The following steps should be taken whenever creating an Invoice:

- Field Validation (make sure all field information for the lines and totals section is correct)
- Check Tax, Shipping, Miscellaneous (if used), and Total
- Payments (check auto created payments from non Net Terms Sales Orders or add new payments)
- Save (whenever any document information is updated)
- Document Status (when Saved or Finalized is calculated by the payments in the Payment Window)
- Finalize / Lock (completes the Invoice and forces it to be Reopened if payments are needed)
- Delete (if needed)

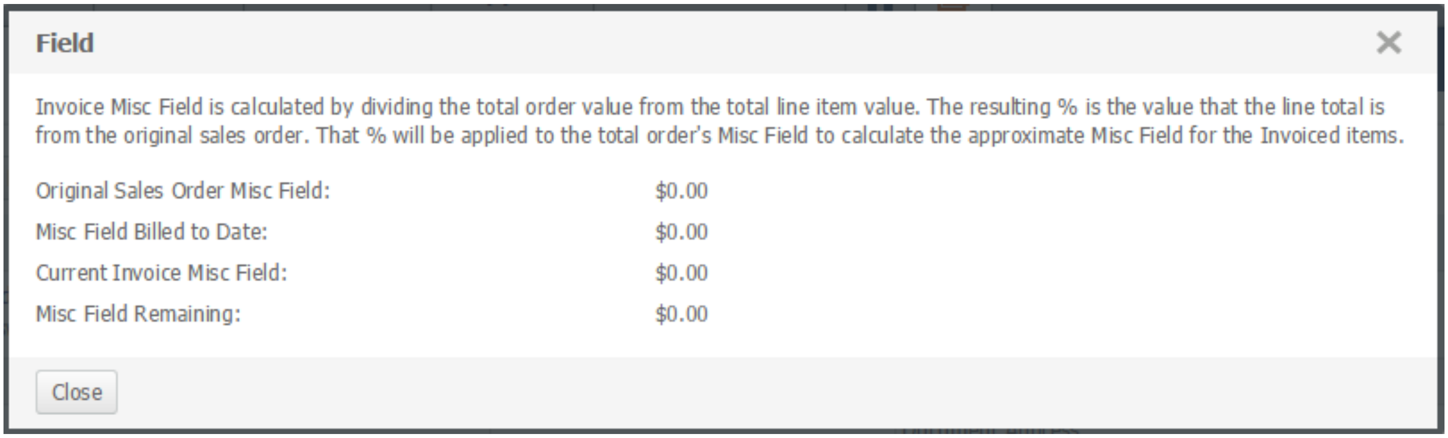
Tax and Shipping information



Tax Breakdown Window



Miscellaneous Information Window



Payments Window

The Payments Window is where payments can be applied and tracked for an Invoice. Payments made on the conversion from Quote to Sales Order will display automatically in the Payments Window (non Net Terms). To access the Payments Window, select the Payments link next to the Amount field on the Invoice. The Payments Window will not affect the billing of the Invoice or any scheduling for items sold on a Sales Order.

Entering a Payment

Once in the Payment Window, payments can be added by selecting the “Add” link in the upper left side above the payment table. The following fields are editable:

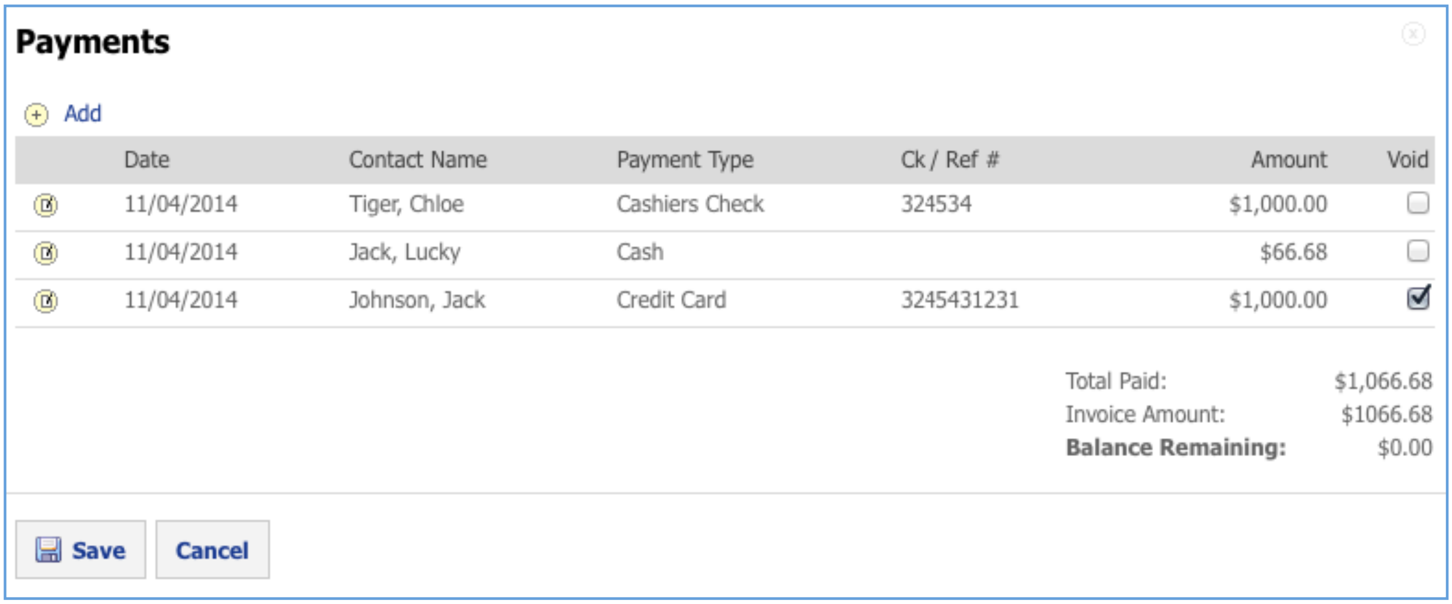
- Date (defaults to the current date)
- Contact Name (defaults to the customer contact associated with the Sales Order)
- Payment Type (Select from the dropdown options)*
- Ck / Ref # (open text field for recording check, money order, or credit card transaction numbers) (auto defaults to the PO number captured with the Sales Order for non Net Terms orders)
- Amount (the amount of the payment being entered)

** Credit Cards are NOT processed in the Payment Window. They are only processed during the conversion of a Quote to a Sales Order.*

Multiple payments can be made or edited at the same time by selecting the Edit or Save icon in the left column of the payment row. After all the entries have been made, click the Save button to close.

Voiding a Payment

For the purposes of payment tracking, a payment line can be voided by selecting the checkbox in the Void column. This does not remove the line from the table, but it removes the payment amount from the Total Paid.



Deleting Invoices

Deleting an Invoice will return the invoiced item quantities back to the Sales Order and remove any payments made from the customer's Credit Available amount. To delete an Invoice, click on the "Finalize / Lock" arrow button and then "Delete".

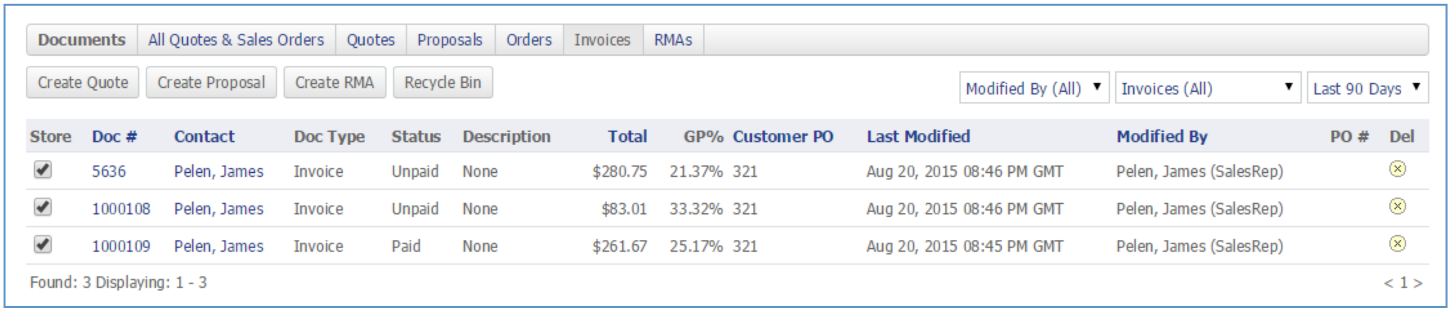
NOTE: Individual lines on an Invoice cannot be edited or deleted. The Invoice document must be deleted and restarted to make changes.

Searching and Viewing Invoices

INTERNAL

Invoice documents can be searched in the Documents tab, Customer record Invoices sub-tab, and in Reports.

Customer Record View



Store	Doc #	Contact	Doc Type	Status	Description	Total	GP%	Customer PO	Last Modified	Modified By	PO #	Del
✔	5636	Pelen, James	Invoice	Unpaid	None	$280.75	21.37%	321	Aug 20, 2015 08:46 PM GMT	Pelen, James (SalesRep)		⊗
✔	1000108	Pelen, James	Invoice	Unpaid	None	$83.01	33.32%	321	Aug 20, 2015 08:46 PM GMT	Pelen, James (SalesRep)		⊗
✔	1000109	Pelen, James	Invoice	Paid	None	$261.67	25.17%	321	Aug 20, 2015 08:45 PM GMT	Pelen, James (SalesRep)		⊗

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EXTERNAL

End-customers can access their Invoices through the Account Activity tab after logging into their assigned StoreSite.

EXHIBIT A – Create by Line Item VS Convert Sales Order

Create Invoice(s) from Sales Order Line Items	Convert Sales Order to Invoice (Legacy)
Invoices get a unique numbering system. Example: the Sales Order can be 5989, and the Invoice can be 10878.	Adopts document number from the Sales Order.
Individual lines can be used to create Invoices (Select One dropdown on product table), or all lines can be used to create the Invoice (Convert to Invoice in footer).	All lines from the SO went to the Invoice.
Can be set up to only allow Invoices to be created for shipped and delivered items (off by default).	Converted to Invoice regardless of shipping status.
Payment window for accepting multiple payments (does not process CCs. That is done at the Quote to SO conversion).	No payment window, no ability to track payments.
PO links are not associated with the Invoice. They remain with the original Sales Order (that's where the PO creation happens). Only the SO link is available on an Invoice.	PO links were visible because the Sales Order and Invoice were the same document.
View Invoices link on SO to view associated Invoices.	N/A
Set the default number of days to calculate Past Due for those not on net terms.	N/A