



# Data missing on issued invoice default print

Data missing from marked sections:

- shipping date
- - shipping provider
- - DHL tracking number

**DEWESoft®**

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Phone: +386 3 56 25 300



**Billing**  
DEWESoft s. r. o.  
Tehovská 25/1237  
100 00 PRAHA  
Czech Republic  
  
VAT: CZ00569224

**Shipping**  
DEWESoft s. r. o.  
Tehovská 25/1237  
100 00 PRAHA  
Czech Republic

**Invoice:** INV-04494-2024  

Reference : OD-076/4271

Invoice date : 27. 09. 2024

Payment date : 27. 10. 2024

Shipping date :

Date service : 27. 09. 2024

Order(s) : CA-00307-2024

Calibrations: CAL-01564-2024

Tariff code	Item	Serial number(s)	Price EUR	Discount %	Price discount EUR	Quantity	Total EUR
	SER.0000001.000 Calibration of SIRIUSir-HD-16xSTGS (DB20119714)		529,00	0,00	529,00	1,00	529,00
						Shipping and packaging EUR	56,00
						Invoice total EUR	585,00

DDV ni obračunan v skladu s 1. točko, 25 člena ZDDV-1 »OBRNJENA DAVČNA OBVEZNOST«  
With 1. point, article 25 tax-law, tax is not charged »reverse charge«

When paying, please refer to the invoice number: 04494-2024

## Solution

Looking at the blade file, we found the problem was with serial on sale order.

The problem was, the serial **DB20119714** was not added on order sale item with "**Link existing instrument serial number**" button.

← CA-00307-2024: OD-076/4271

Order items

+ Add new order it

Q Search...

PRODUCT

ITEM SETTINGS

1.

Reference no.: CAL-SIRIUS-HD

SER.0000001.000

Calibrations SIRIUSir-HD-16xSTGS (DB20119714)

No weight

Preview + Add new item ID: 401791

Serial number: DB20119714

Tariff code

Empty

Tax type

4- DDV 22% osnovna stopnja

Country of origin

Empty

Work order

CAL-01564-2024

SER.0000001.000

CAL-SIRIUS-HD

No weight

1. Preview + Add new item ID: 401792

Total: 1

DB20119714

CAL-01564-2024

SERIAL NUMBER

Enter unique serial number

Close

Total

Total

The serial was not found, because the product of sale order item was not listen under "**Configurator data**" section (**Eligible products when enter serials input**)

← SER.0000001.000: CAL-SIRIUS-HD

Configurator data

COPY FROM OTHER ITEM

ELIGIBLE PRODUCTS WHEN ENTER SERIALS

of the **SER.0000001.000** product. Once added, the serial was shown in the drop down, could be selected and then linked to the sale order item. After this, the print displayed the correct data.

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Tehovská 25/1237  
100 00 PRAHA  
Czech Republic**Invoice:**

INV-04494-2024

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Invoice date :	27. 09. 2024
Payment date :	27. 10. 2024
Shipping date :	27. 09. 2024
Date service :	27. 09. 2024
Order(s) :	CA-00307-2024
Shipping provider:	DHL EKSPRES (SLOVENIJA), d.o.o.
Tracking number(s) :	9560243884
Terms of trade :	DAP

Calibrations: CAL-01564-2024

Tariff code	Item	Serial number(s)	Price EUR	Discount %	Price discount EUR	Quantity	Total EUR
	SER.0000001.000 Calibration of SIRIUSir-HD-16xSTGS (DB20119714)	DB20119714	529,00	0,00	529,00	1,00	529,00
						Shipping and packaging EUR	56,00
						Invoice total EUR	585,00

Revision #2

Created 27 September 2024 11:14:36 by Admin

Updated 27 September 2024 11:32:19 by Admin