



Data missing on issued invoice default print

Data missing from marked sections:

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



DEWESOFT D.O.O.
Gabrsko 11a, 1420 Trbovlje, Slovenia
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 item

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
1. SER.0000001.000 CAL-SIRIUS-HD No weight 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

VAT: CZ00569224

ShippingDEWESoft 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 : 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

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