

Invoicing

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Troubleshooting

Voucher bank transaction not found on issued invoice

- Go to sales order for this invoice and find bank transaction
- Rename voucher to something meaningful (e.g. Voucher payment - Jure Jager)
- Find this transaction on invoice by new name

Cancel an issued invoice

If invoice has already been issued and sent to customer, you need to issue a new credit note. You should not modify already sent invoices!

1. Open the problematic **issued invoice** and remove all of its **items**.
2. Update the **shipping** and **financing** costs to **zero**.
3. Change status of the **issued invoice** to **canceled**.
4. Change invoice's **delivery note** status to **canceled**.
5. Delete **shipping list**:

The screenshot shows a table of shipping lists. A red arrow labeled '1.' points to the search bar containing 'SL-01057-2024'. A red arrow labeled '2.' points to the 'SL-01057-2024' entry in the 'DOCUMENT NO.' column. A red arrow labeled '3.' points to the trash icon in the top right action bar.

| DOCUMENT NO. | ORDER # | ORDER # | NUMBER OF PACKAGES | NET WEIGHT | GROSS WEIGHT | CREATED AT |
|---------------|------------|------------|--------------------|------------|--------------|--------------|
| SL-01057-2024 | 02136-2022 | 02136-2022 | 9 | 131.73 | 166.6 | Mar 15, 2024 |

6. Delete **packing list** (flow is the same as for deleting shipping list)
7. Go to the **Packing work order** and open it's **material flow**.
8. Find all of the write-off documents:

The screenshot shows a table with material flow data. A red arrow labeled '1.' points to the 'GWO-007382-2024' entry in the 'GWO' column. A red arrow labeled '2.' points to the 'KRYPTONI-16xTH (PIN.2010124.000)' entry in the 'MATERIAL' column.

| GWO | MATERIAL |
|-----------------|----------------------------------|
| GWO-007382-2024 | KRYPTONI-16xTH (PIN.2010124.000) |

9. Open each write-off and cancel it (this will remove write-off transactions from database):

← GWO-007382-2024

— Basic information

ORDER #

PARTNER
Select partner company

GOODS RECEIPT

MOVEMENT TYPE
Goods writeoff sale

BOOKING DATE
15. 03 . 2024



STATUS

BOOKED

+ Error information

— Items

| ID | PRODUCT | INVOICE | WAREHOUSE |
|---------|---------------------------------|---------|-----------------------|
| 3809787 | PIN.2010124.000: KRYPTONI-16xTH | | Goods in transit - 01 |

+ File manager 0

+ Comments 0

— Danger zone

Cancel

+ Activity timeline

Are you sure?

If already made, transactions will be deleted!

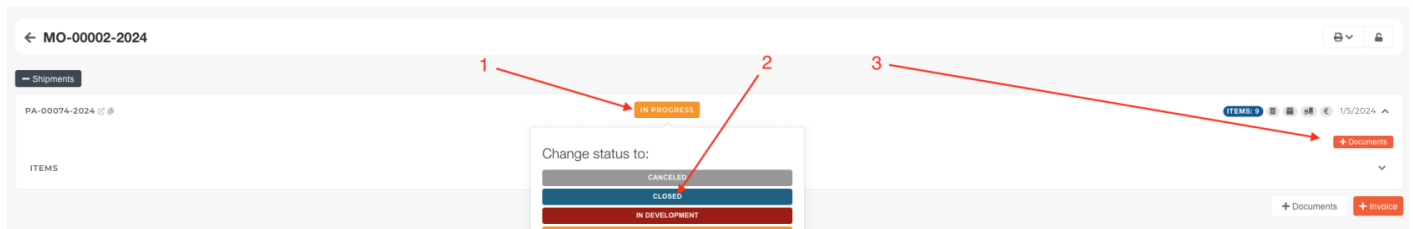
Confirm

Cancel

10. Material is now back on packing work order. Do with it what is necessary.

Create an issued invoice for merch order

1. Open the **merch order** and check the partner and set it as "**checked**"
2. Copy partner's address onto the merch order (with the buttons)
3. Change the packing order status to "**closed**" and click the in "+ **Documents**" button for document generation:



4. Select the packing list and press the "**create**" button on the modal form that appears.



Check documents and order items for which you wish to create documents.



Delivery note



Packing list



Shipping list

Gal Ograjenšek

PARTNER



DOCUMENT NO.

PRODUCTS

PA-00074-2024

IN PROGRESS



- 2x RPR.0000025.000: DEWESOFT-WINTER-HAT
- 1x RPR.0000880.000: DS-POWERBANK-2023
- 2x RCT.0001753.000: T-SHIRT-MENS-L
- 1x RCT.0001763.000: LONG-SLEEVE-TEE-BLACK-MAN-L
- 1x RCO.0000004.000: USB-KEY-KRYPTON-3.0-16GB
- 1x RPR.0000882.000: DS-2023-NOTEPAD
- 2x RPR.0000008.000: DEWESOFT-STICKY-NOTES
- 1x RCT.0001754.000: T-SHIRT-MENS-XL
- 1x RCT.0001760.000: T-SHIRT-WOMENS-L

Create

5. Next, press the **"Move to transit"** button.

ITEMS: 9

OK



1/5/2024



Move to transit warehouse location?

Move to transit

Move to transit and notify accounting

Cancel

+ Documents



6. After that, create a new invoice for that packing list.

ITEMS: 9OK

1/5/2024

+ Documents

1/25/2024

1/25/2024

Invoice

PREPAYMENTS

Nothing found

PARTNER

Gal Ograjenšek

SALES TYPE

Dobava blaga in storitev

INVOICE DATE

25. 01 . 2024

MRN TRACKING

PAYMENT DATE

24. 02 . 2024

CLAUSE

EXPORT DECLARATION

NO

RENTAL INVOICE

NO

Items with stock tracking must be handed via shipments.

Create

7. Once create, go to that invoice and select bank transactions that correspond to the invoice. Input customer's first and last name and select "Card payment" and "Voucher Payment". These will together make up the amount of the invoice and the invoice will be automatically closed.

Bank transactions

| NAME | INCOME AMOUNT | BANK COMMISSION | CURRENCY RATE | TRANSACTION SOURCE |
|-------------------|---------------|-----------------|---------------|--------------------|
| No data for table | | | | |

+ Add new

+ Compensations

or choose existing:

BANK TRANSACTIONS

Gal Ograjenšek, 52.22, STRIPE NAKAZILO

Gal Ograjenšek, 100, Voucher payment

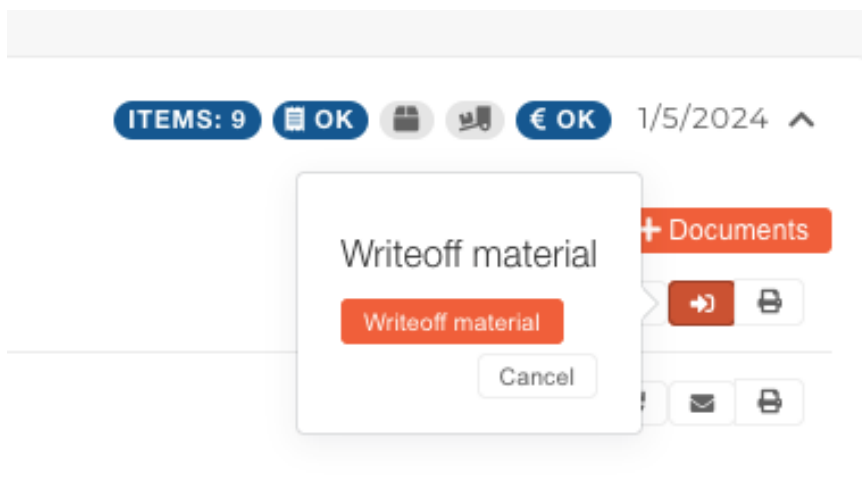
Gal Ograjenšek, 53.11, Card payment

8. In the "**Bank transactions**" section, transaction source of the **voucher payment** must be set to "**Voucher**" and for **Card payment** the transaction source must be set to **prepayment** (this has to be done to ensure the invoice is properly structured).

| — Bank transactions | | | | |
|---------------------|---------------|-----------------|---------------|--------------------|
| NAME | INCOME AMOUNT | BANK COMMISSION | CURRENCY RATE | TRANSACTION SOURCE |
| Voucher payment | €100.00 | €0.00 | 1 | Voucher |
| Card payment | €53.11 | €0.00 | 1 | Prepayment |

| | | |
|---|-----|--------|
| Shipping and packaging | EUR | 0,00 |
| TOTAL | EUR | 125,50 |
| VAT 22.0 % | EUR | 27,61 |
| Invoice total | EUR | 153,11 |
| Net prepayment amount | EUR | 81,97 |
| VAT prepayment | EUR | 18,03 |
| Total prepayment received on 02. 01. 2024 | EUR | 100,00 |
| Net prepayment amount | EUR | 43,53 |
| VAT prepayment | EUR | 9,58 |
| Total prepayment received on 02. 01. 2024 | EUR | 53,11 |
| REMAINS FOR PAYMENT | EUR | 0,00 |

9. After that, return to the merch order, write off the material and send the invoice to the customer's email.



10. After the invoice was sent, update the status of order to **"shipped"**.