

# 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**:

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:

← 204	GWO-007382-2024	KRYPTONI-16xTH (PIN.2010124.000)
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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

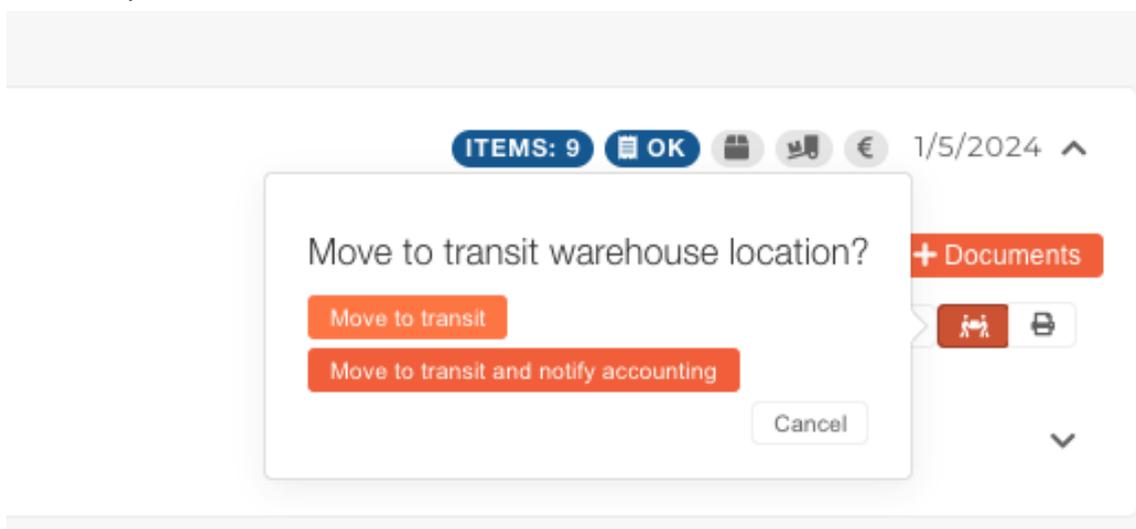
IN PROGRESS

- 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.



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

ITEMS: 9 OK € 1/5/2024 ^

+ Documents

1/25/2024

### Add new 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 handled 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 or choose existing:

- BANK TRANSACTIONS
- Gal Ograjenšek, 52.22, STRIPE NAKAZILO
- Gal Ograjenšek, 100, Voucher payment
- Gal Ograjenšek, 53.11, Card payment

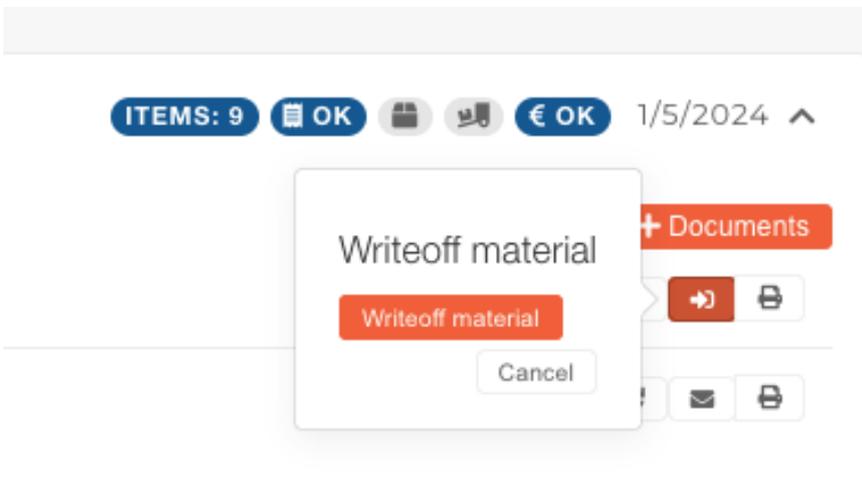
+ Compensations

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

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".