



TSH Tip Invoices

Overview of this TSH Tip

Who should use this TSH Tip?

Customer service representatives, system administrators, and anyone who needs to know how Vision™ determines what information is included on invoices.

What will this TSH Tip help you do?

This TSH Tip identifies the source for each of the fields on invoices. It also answers some frequently asked questions about invoices.

Which parts of Vision are discussed?

Invoices

Order Entry (menu-1.2)

Verification (menu-9)

Company Master File Maintenance (menu-12.1.1.1)

Company Identifier Maintenance (menu-12.1.1.2) and File List (menu-12.1.1.102)

Tax Parameter Maintenance (menu-12.1.3.10)

Parameter Maintenance (menu-12.1.4.1)

Customer Master File Maintenance (menu-12.2.2)

Customer Detail Maintenance (menu-12.2.3)

Ship To Maintenance (menu-12.2.4)

Terms Maintenance (menu-12.2.10)

Map Location Maintenance (menu-12.2.11)

Customer Service Representative Maintenance (menu-12.2.13)

Product Master File Maintenance (menu-12.3.2)

Introduction

As part of End-of-Day processing, invoices are created for all releases that were verified that day and that do not have pricing problems that still need to be resolved. Invoices are sent to a spooler hold file and can be faxed or printed on your special invoice forms the next morning.

The next page shows a sample invoice. Please refer to pages 3–11 for an explanation each of the fields on the invoice and background on where the invoice's information is pulled from Vision. For frequently asked questions and answers, please refer to pages 12–13.

Office Products, Inc.

Office Products, Inc.
1102 E. Chicago Ave.
Chicago, IL 60606

Invoice
No. 16AA0079

Please make deliveries to the front desk.

Page 1

CUSTOMER NUMBER	Invoice NUMBER	Invoice DATE	PACKING SLIP	TERMS	WHSE
002300	16AA0079	04/30/01	17AA9168001	2/10 N/30	002

BILL TO:
C.G. Winchester Company
2400 Linden Lane
Chicago, IL 60019

SHIPPED TO:
C.G. Winchester Company
2400 Linden Lane
Chicago, IL 60019



Rear delivery after 5:00 p.m.

F.E.I.N: Dept: 001 C.G. Winchester Company

YOUR P.O. NUMBER	ORDER DATE	SALESPERSON	SHIPPED VIA	CARTONS
A-99999	04/30/01	001 Alex Wilson	052 A	1

ITEM	DESCRIPTION	UNIT	ORDER QTY	BACK ORDERED	INV QTY	NET PRICE	EXT PRICE
STK05	STOCK PRODUCT 5	EA	1	0	1	36.010	36.01
STK03	Original Product: STK03						
NSTK03	NON STOCK PRODUCT 3	EA	1	1	0		0.00
STK03	STOCK PRODUCT 3	EA	1	1	0		0.00
	DELIVERY CHARGE						12.33

For one or more of the products on this order, we have sent you what we find to be a superior product. If you do not agree, please let us know and we will gladly replace it and note your preference on your account.

TOTAL PURCHASE	FREIGHT	TAX PCT	TAX AMT	NET Invoice TOTAL
48.34	0.00	6.000%	2.16	50.50

Our goal is to provide you with world class service, quality products, and competitive products. Your business is important to us. Thank you.

Don't forget to stock up on back-to-school supplies!
QUESTIONS? Call Your Customer Service Rep at 312-346-3141.

Invoice is due and payable as specified above in "terms".

You may deduct \$1.50 if you pay by 05/10/01.

CUSTOMER NAME	PLEASE RETURN THIS PORTION FOR PROPER PROCESSING
C.G. Winchester Company	

CUSTOMER NUMBER	Invoice NUMBER	DATE	TOTAL PURCHASE	FREIGHT	TAX
002300	16AA0079	04/30/01	48.34	0.00	2.16

Office Products, Inc.
1102 E. Chicago Ave.
Chicago, IL 60606

Invoice TOTAL: 50.50



Office Products, Inc.		Office Products, Inc. 1102 E. Chicago Ave. Chicago, IL 60606		Invoice No. 16AA0079	
Please make deliveries to the front desk.					
					Page 1
CUSTOMER NUMBER	Invoice NUMBER	Invoice DATE	PACKING SLIP	TERMS	WHSE
002300	16AA0079	04/30/01	17AA9168001	2/10 N/30	002
BILL TO:			SHIPPED TO:		

Company Logo, Name, and Address

Description: The name, address, and logo of the company taking the customer's order.

Source: When the company information is being printed on an invoice, the system first checks to see if a code is in the Co Identifier field in Customer Master File Maintenance (menu-12.2.2.F2). If a code is found here at the customer level, Vision prints at the top of the invoice the logo that corresponds with that company identifier code. In Company Identifier Maintenance (menu-12.1.1.2), the Laser Logo Name field identifies the name of the logo for a specific company identifier code.

Sometimes the logo is just an image; other times, it is an image plus the company address. If the logo consists of just an image, Y should be entered in the Print Add On Form? field in Company Identifier Maintenance so that the company address will be printed on invoices. If the logo already includes the address, N should be entered in this field.

If a company identifier code has *not* been entered in Customer Master File Maintenance, the default company identifier code from the company file (identified in the Company field on the Order Entry Logon screen) is used.

The File List option for Company Identifier Maintenance (menu-12.1.1.102) provides a listing of company identifier codes that have been set up.

Invoice Number	<i>Description:</i> Invoice identifier. <i>Source:</i> This is a system-generated number that cannot be modified.
Delivery Instructions (e.g., Please make deliveries to the front desk.)	<i>Description:</i> Special instructions needed for delivery of the order. <i>Source:</i> The delivery instructions associated with the ship to number entered in the Ship To field on the Order Entry Header screen (menu-1.2). The delivery instructions are entered in the DeliveryInst field in Ship To Maintenance (menu-12.2.4).

Office Products, Inc.

Office Products, Inc.
1102 E. Chicago Ave.
Chicago, IL 60606

Invoice
No. 16AA0079

Please make deliveries to the front desk.


Page 1

CUSTOMER NUMBER	Invoice NUMBER	Invoice DATE	PACKING SLIP	TERMS	WHSE
002300	16AA0079	04/30/01	17AA9168001	2/10 N/30	002

BILL TO:

SHIPPED TO:

- Customer Number** *Description:* The number of the customer who placed the order.
Source: The Customer field on the Order Entry Header screen (menu-1.2).
-
- Invoice Number** *Description:* Invoice identifier.
Source: This is a system-generated number that cannot be modified.
-
- Invoice Date** *Description:* The date the invoice was generated.
Source: You can use Holiday Maintenance (menu-12.1.1.7) to skip holidays.
-
- Packing Slip** *Description:* The packing slip number associated with the invoice.
Source: The system automatically generates packing slip numbers.
-
- Terms** *Description:* The customer's payment terms.
Source: The Terms field on the Order Entry Header screen (menu-1.2) uses the terms assigned in Customer Master File Maintenance as the default, but this can be overridden. If an As Of Date is entered in Order Entry, the As Of Date takes precedence over any terms entered.
Terms codes are set up in Terms Maintenance (menu-12.2.10).
-
- Whse** *Description:* The number of the warehouse supplying the order.
Source: The warehouse number is indicated in the Warehouse field on the Order Entry Header screen (menu-1.2).
The warehouse number from the Customer Detail record is used as the default if the company indicated in the Company# field in Order Entry was selected from Customer Detail. Otherwise, the default warehouse for this Ship To record is used. If the default warehouse does not exist on the Ship To record, the system displays the default from the Company record.
The order entry operator can override the default if necessary.

BILL TO: C.G. Winchester Company 2400 Linden Lane Chicago, IL 60019 		SHIPPED TO: C.G. Winchester Company 2400 Linden Lane Chicago, IL 60019 Rear delivery after 5:00 p.m. Dept: 001 C.G. Winchester Company		
F.E.I.N:				
YOUR P.O. NUMBER	ORDER DATE	SALESPERSON	SHIPPED VIA	CARTONS
A-99999	04/30/01	001 Alex Wilson	052 A	1

Bill to: *Description:* The name and address of the customer being billed for the order.

Source: The customer name and address associated with the customer number entered in the Customer field on the Order Entry Header screen (menu-1.2) is used for this field.

Shipped to *Description:* The address where the order was shipped.

Source: The name and address associated with the ship to number entered in the Ship To field on the Order Entry Header screen (menu-1.2) is used for this field.

Special Instructions (e.g., "Rear delivery after 5:00 p.m.") *Description:* Any special instructions.

Source: The Spec Inst field on the Order Entry Header screen (menu-1.2). The default for this field is the instructions entered in the Spec Inst field in one of two places: Ship To Maintenance (menu-12.2.4) or Customer Master File Maintenance (menu-12.2.2).

F.E.I.N. *Description:* The Federal Employee Identification Number of the company taking the order.

Source: The EIN associated with the company number entered on the Order Entry Logon screen (menu-1.2). This number is entered in the E.I.N. Number field in Company Master File Maintenance (menu-12.1.1.1.F2)

Dept. Number and Name *Description:* The ship to, or the customer's department.

Source: The ship to number and name associated with the ship to number entered in the Ship To Field on the Order Entry Header screen (menu-1.2) is used for this field.

BILL TO: C.G. Winchester Company 2400 Linden Lane Chicago, IL 60019 ...	SHIPPED TO: C.G. Winchester Company 2400 Linden Lane Chicago, IL 60019 Rear delivery after 5:00 p.m.													
F.E.I.N: Dept: 001 C.G. Winchester Company														
<table border="1"> <thead> <tr> <th>YOUR P.O. NUMBER</th> <th>ORDER DATE</th> <th>SALESPERSON</th> <th>SHIPPED VIA</th> <th>CARTONS</th> </tr> </thead> <tbody> <tr> <td>A-99999</td> <td>04/30/01</td> <td>001 Alex Wilson</td> <td>052 A</td> <td>1</td> </tr> </tbody> </table>					YOUR P.O. NUMBER	ORDER DATE	SALESPERSON	SHIPPED VIA	CARTONS	A-99999	04/30/01	001 Alex Wilson	052 A	1
YOUR P.O. NUMBER	ORDER DATE	SALESPERSON	SHIPPED VIA	CARTONS										
A-99999	04/30/01	001 Alex Wilson	052 A	1										

Your P.O. Number

Description: The customer's purchase order number.

Source: The purchase order number entered in the Cust Ord# field on the Order Entry Header screen (menu-1.2) is used for this field.

If the PO Required field in Customer Master File Maintenance (menu-12.2.2) is Y, the entry of a PO number is required in Order Entry. If the CustPO Match field in Customer Master File Maintenance contains a pattern, the number entered in Order Entry must match this pattern.

Order Date

Description: The date that the order was placed/entered in Vision.

Source: The order date from the Order Entry Logon screen (menu-1.2) is included on the invoice. The current date is the default.

Salesperson

Description: The salesperson who receives credit for this sale. The salesperson is assigned to the customer or ship to location.

Source: The Salesrep1 field on the Order Entry Header screen (menu-1.2). The default for this field is the salesperson assigned to the customer through Customer Detail Maintenance (menu-12.2.3); this can be overridden for the ship to location in Ship To Maintenance (menu-12.2.4). In addition, the order entry operator can override the default salesperson during Order Entry.

Shipped via

Description: The map location used for routing the order.

Source: The Ship To field on the Order Entry Header screen (menu-1.2) identifies the shipping address used for this order. The map location is linked to this ship to location.

Ship to codes are created through Ship To Maintenance (menu-12.2.4). Map locations are established in Map Location Maintenance (menu-12.2.11). The Map Location field in Ship To Maintenance links a map location to the ship to location.

Cartons

Description: The number of cartons being shipped.

Source: The number of cartons specified during verification (menu-9).

ITEM	DESCRIPTION	UNIT	ORDER QTY	BACK ORDERED	INV QTY	NET PRICE	EXT PRICE
STK05	STOCK PRODUCT 5	EA	1	0	1	36.010	36.01
STK03	Original Product: STK03						
NSTK03	NON STOCK PRODUCT 3	EA	1	1	0		0.00
STK03	STOCK PRODUCT 3	EA	1	1	0		0.00
	DELIVERY CHARGE						12.33

For one or more of the products on this order, we have sent you what we find to be a superior product. If you do not agree, please let us know and we will gladly replace it and note your preference on your account.

Item	<p><i>Description:</i> The product number of the item that the customer ordered.</p> <p><i>Source:</i> The Item Number field on the Order Entry Line Item screen (menu-1.2).</p>
Description	<p><i>Description:</i> The product description associated with the item number.</p> <p><i>Source:</i> The Item Desc field on the Order Entry Line Item screen (menu-1.2). For this Item Desc field, the system automatically fills in the description that was entered for this product in Product Master File Maintenance (menu-12.3.2).</p>
Unit	<p><i>Description:</i> The unit of measure for the product that the customer ordered.</p> <p><i>Source:</i> The Um field on the Order Entry Line Item screen (menu-1.2).</p> <p>If the product ordered is available in only one unit of measure, the default for this field in Order Entry is pulled from the Units of Measure screen in Product Master File Maintenance (menu-12.3.2.F2).</p> <p>If more than one unit of measure exists in the Product Master file for this product, the valid units of measure are displayed in Order Entry. The order operator's choice must consist of one of the displayed units. If a value for the Min. Sell Um exists for this product in the Product Master record, the number of units that the customer orders must meet or exceed this minimum.</p>

ITEM	DESCRIPTION	UNIT	ORDER QTY	BACK ORDERED	INV QTY	NET PRICE	EXT PRICE
STK05	STOCK PRODUCT 5	EA	1	0	1	36.010	36.01
STK03	Original Product: STK03						
NSTK03	NON STOCK PRODUCT 3	EA	1	1	0		0.00
STK03	STOCK PRODUCT 3	EA	1	1	0		0.00
	DELIVERY CHARGE						12.33

For one or more of the products on this order, we have sent you what we find to be a superior product. If you do not agree, please let us know and we will gladly replace it and note your preference on your account.

Order Qty *Description:* The quantity of the displayed unit of measure that the customer wants.

Source: The Ord field on the Order Entry Line Item screen (menu-1.2).

Backordered *Description:* The quantity of the product that has no inventory to commit to the order.

Source: The read-only B/O field on the Order Entry Line Item screen (menu-1.2). The backordered quantity can be overridden later during verification (menu-9).

Inv Qty *Description:* The invoice quantity; the quantity shipped to the customer.

Source: The read-only Ship field on the Order Entry Line Item screen (menu-1.2). This quantity can be overridden later during verification (menu-9).

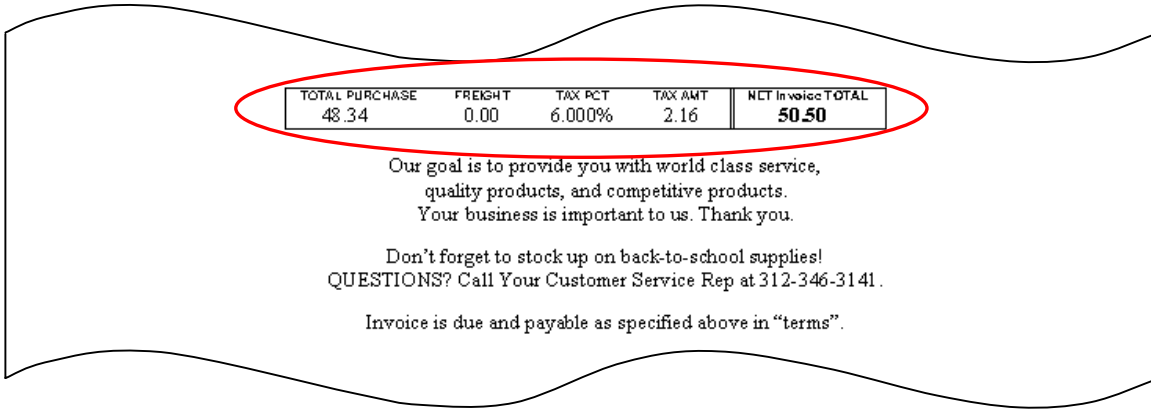
Price (e.g., Net Price, List Price, Ext Price) *Description:* The price of the product.

Source: The prices that are determined during Order Entry (menu-1.2) are used on the invoice. The price can be overridden later during verification (menu-9).

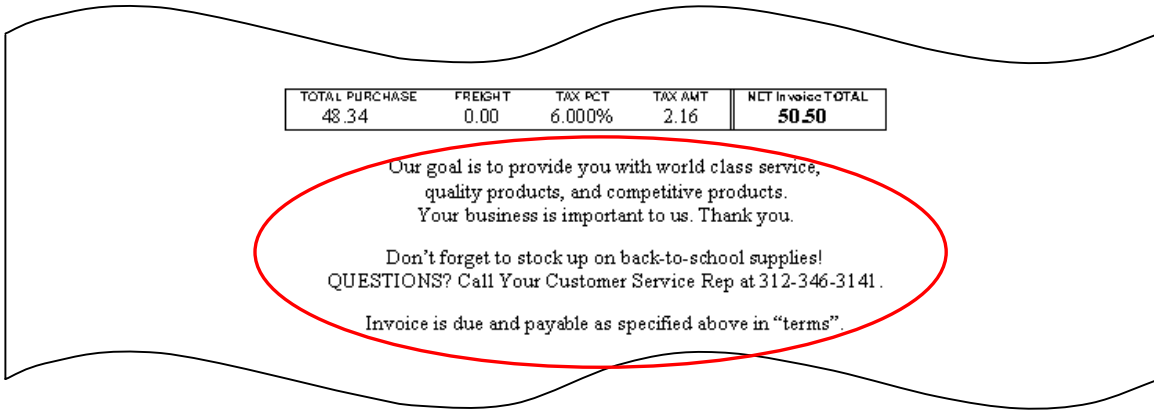
The Net/Show/Msg field in Customer Master File Maintenance (menu-12.2.2) indicates what prices (net, list, extended, etc.) print on the customer's invoices.

Substitution Message (This may appear below the list of items ordered.) *Description:* A note added to the invoice if a substitution product replaces the product that the customer originally ordered.

Source: This message is entered in the Substitution Message field on screen three of Company Master File Maintenance (menu-12.1.1.1.F3).



Total Purchase	<p><i>Description:</i> The sum of the prices of all of the items being invoiced.</p> <p><i>Source:</i> The total purchase price of the merchandise; this is calculated by the system, and it does not included taxes, freight, etc.</p>
Freight	<p><i>Description:</i> The dollar amount of any freight charges for which the customer is responsible.</p> <p><i>Source:</i> The Freight field on the Order Entry Total screen (menu-1.2). This freight charge can be overridden later during verification (menu-9).</p> <p>The freight may or may not be taxable; this is set up in Tax Parameter Maintenance (menu-12.1.3.10).</p>
Tax Pct	<p><i>Description:</i> The tax percentage.</p> <p><i>Source:</i> The Tax% field on the Order Entry Total screen (menu-1.2). The tax percentage can be overridden later during verification (menu-9).</p>
Tax Amt	<p><i>Description:</i> The dollar amount of tax being added to the order.</p> <p><i>Source:</i> The system calculates the tax amount automatically by applying the tax rate percentage to the total merchandise amount.</p>
Net Invoice Total	<p><i>Description:</i> The sum of all charges on the invoice.</p> <p><i>Source:</i> The system calculates this total.</p>
Invoice Savings Message (not shown on the sample invoice) such as "Your total savings is..."	<p><i>Description:</i> This is the message that may be included on the invoice below the total box to indicate the dollar amount or percentage that the customer saved.</p> <p><i>Source:</i> This message is included on the invoice if the following conditions are met:</p> <ul style="list-style-type: none"> • The Net/Show/Msg field in Customer Master File Maintenance (menu-12.2.2) is M or B. • A message has been entered in the Savings Msg field in Parameter Maintenance (menu-12.1.4.1). This is the message that appears on the invoice, along with the dollar amount saved or the percentage saved. • There is an indicator in the Saving Flag field in Parameter Maintenance. • The savings amount is greater than zero.



**Global Message
(e.g., "Our goal is to
provide you with
world class
service...")**

Description: This note appears on all invoices and statements.

Source: This is the message that was entered in the three Global Msg fields in Parameter Maintenance (menu-12.1.4.1).

**Invoice Message
(e.g., "Don't forget to
stock up on back-to-
school supplies!")**

Description: This is a customized note that appears on a customer's invoices above the CSR line.

Source: This is the message that was entered in the Invoice Msg field in screen two of Customer Master File Maintenance (menu-12.2.2.F2).

This message is included on the invoice if the PRT CSR Invc Msg field in screen two of Company Master File Maintenance is set to Y.

Questions? Call...

Description: This line includes the customer service representative's name and phone number.

Source: A customer is assigned a customer service representative when the CSR code is entered in the Cust.Srv.Rep field on screen two of Customer Master File Maintenance (menu-12.2.2.F2). This code is then automatically loaded into the order when an order is placed in Order Entry (menu-1.2). The CSR field on the Order Entry Header screen shows the CSR code; the order entry operator can override this code.

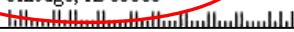
Customer Service Representative Maintenance (menu-12.2.13) is used to set up CSR codes and the corresponding CSR names and phone numbers that are printed on invoices.

You may deduct \$1.50 if you pay by 05/10/01.

CUSTOMER NAME		PLEASE RETURN THIS PORTION FOR PROPER PROCESSING				
C.G. Winchester Company						
CUSTOMER NUMBER	Invoice NUMBER	DATE	TOTAL PURCHASE	FREIGHT	TAX	
002300	16AA0079	04/30/01	48.34	0.00	2.16	

Office Products, Inc.
1102 E. Chicago Ave.
Chicago, IL 60606

Invoice TOTAL: 50.50



**Terms Message (e.g.,
“You may deduct
\$1.50 if you pay by
05/10/01.”)**

Description: Message that may appear according to the customer’s payment terms for the invoice.

Source: This is based on the Terms field on the Order Entry Header screen (menu-1.2), which uses the terms assigned in Customer Master File Maintenance as the default; this can be overridden in Order Entry.

Summary Fields

Description: The Customer Name, Customer Number, Invoice Number, Date, Total Purchase, Freight, Tax, and Invoice Total fields are repeated at the bottom of the invoice.

Source: The information from the corresponding fields in the top part of the invoice.

Company Name and Address

Description: The name and address of the company taking the customer’s order.

Source: The company entered on the Order Entry Logon screen (menu-1.2).

Frequently Asked Questions about Invoices

Following are some common questions and answers about Vision invoices.

Q: Why does a particular invoice list a price of zero for a product?

A: It may be because that item is on a contract that is set to a zero price while someone is doing research on it: before he or she had a chance to remove the zero price, the contract start date was reached, so the zero pricing took affect.

Q: How do I change a salesperson for a closed order?

A: When an order is closed, too many files are updated; it is no longer possible to change the salesperson. The only alternative is to void the invoice through Invoice & Credit Memo Voids (menu-1.6) and reenter the invoice through One-Step Invoicing (menu-1.7).

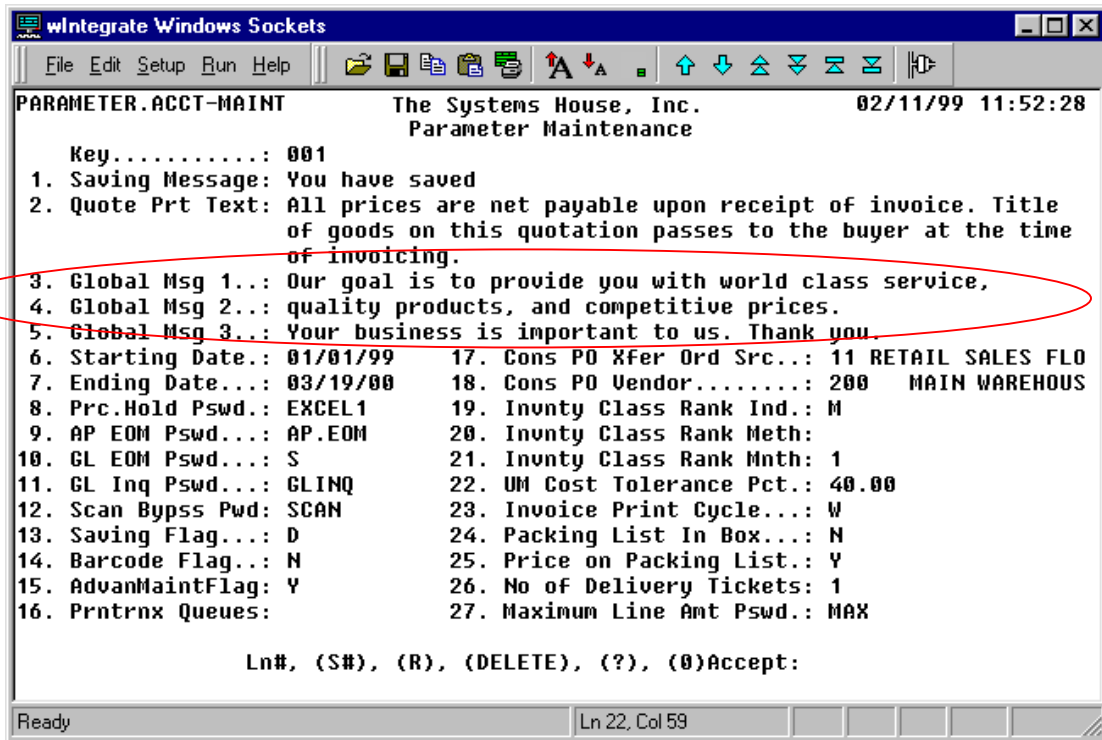
Q: How do I add a message to all invoices for a customer?

A: Enter the invoice message in Customer Master File Maintenance (menu-12.2.2.F2):

The screenshot shows a window titled "wIntegrate Windows Sockets" with a menu bar (File, Edit, Setup, Run, Help) and a toolbar. The main area displays customer data for "The Systems House, Inc." with fields for "Ext Cust #", "C.G. Winchester Company", and "Internal#". A list of 29 fields follows, including "1. Deposit Req. %", "2. Serv. Priority", "3. Response Time", "4. Fax #", "5. Bypass. MinOrd", "6. Co Identifier", "7. DUNS Number", "8. Pull Stmt. Ind", "9. NewBusinessDt", "10. Survey Date", "11. Send BO info?", "12. Apply Credit?", "13. SIC Code", "14. Cust. Srv. Rep.", "15. Credit Card #", "16. Invoice Msg", "17. Desktop Delivery", "18. Gift Eligible?", "19. Flyer Eligible?", "20. Fax/Email Ord Ack?", "21. Num. Of Workers", "22. PWDS Indicator", "23. Remote OE MapLoc", "24. OE Alloc Match", "25. Cred. Card Level", "26. National Sales", "27. E-Mail Order Ack", "28. Report Card Grp", and "29. C.C. Ref". The "16. Invoice Msg" field contains the text "Don't forget to stock up on back-to-school supplies!" and is circled in red. Below the list are fields for "Ln#", "(S#)", "(R)", "(DELETE)", "(F#)", "(?)", and "(0)Accept". The status bar at the bottom shows "Ready", "Ln 22, Col 62", "CAP", and "NUM".

Q: How do I add a message to all invoices and statements for a system?

A: Enter the global message in Parameter Maintenance (menu-12.1.4.1):



Q: How do I know if an invoice should be voided or if instead a credit memo should be issued?

A: Invoice voids are allowed only if the A/R record is on the system but it has not been paid yet. If the customer has paid, then you should issue a credit memo and use the old invoice as a reference only.

Q: Where in Vision do I set up daily invoicing?

A: You can specify daily, weekly, or monthly invoicing in the *Indiv. Invs* field in *Ship To Maintenance* (menu-12.2.4).

Q: How can I obtain an *Invoice Register* for a specific date range?

A: There is no *Invoice Register* with date ranges. There is a *Monthly Invoice Register* (menu-3.1) and a *Daily Invoice Register Reprint* (menu-3.7).