

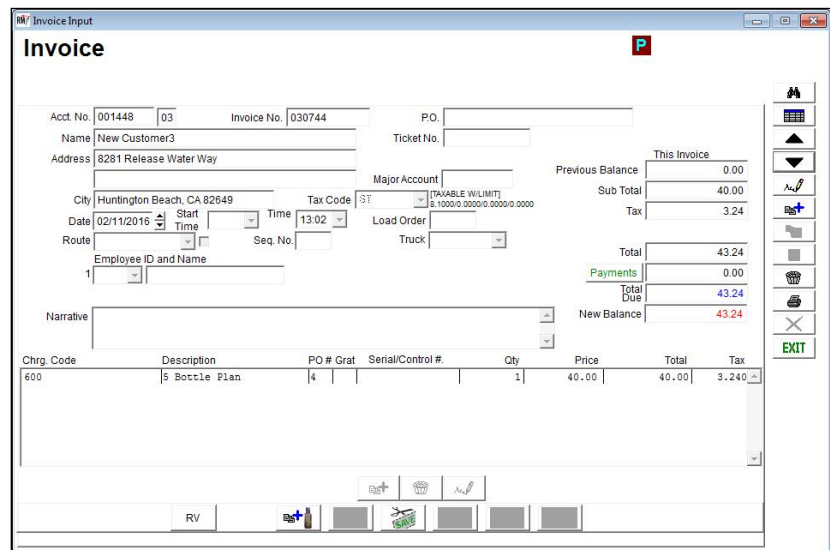
# Chapter 3.01: Creating Invoices and Adjustments

## Overview

This chapter will guide you through the process of creating desktop invoices in Route Manager. It is recommended that you actually participate by entering an invoice while learning this process.

## Invoices and Adjustments

Invoices can be created on the desktop by navigating to *Transactions > Invoices and Adjustments*.



**Invoice**

Acct. No. 001448 03 Invoice No. 030744 P.O. \_\_\_\_\_  
 Name New Customer3 Ticket No. \_\_\_\_\_  
 Address 8281 Release Water Way Major Account \_\_\_\_\_  
 City Huntington Beach, CA 82649 Tax Code 3T (TAXABLE W/LIMIT) \$ 1000/0.0000/0.0000/0.0000  
 Date 02/11/2016 Start Time \_\_\_\_\_ Time 13:02 Load Order \_\_\_\_\_  
 Route \_\_\_\_\_ Seq. No. \_\_\_\_\_ Truck \_\_\_\_\_  
 Employee ID and Name \_\_\_\_\_

Previous Balance	0.00
This Invoice Sub Total	40.00
Tax	3.24
<b>Total</b>	<b>43.24</b>
Payments	0.00
<b>Total Due</b>	<b>43.24</b>
<b>New Balance</b>	<b>43.24</b>

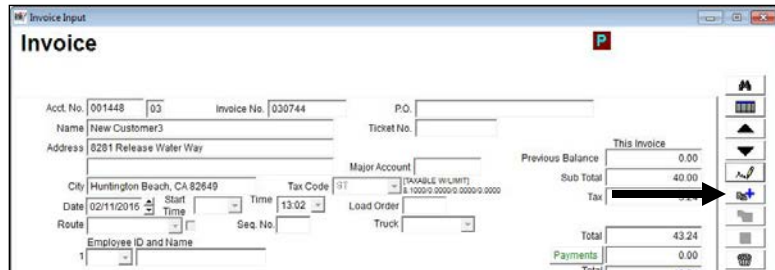
Chrg. Code	Description	PO #	Grat	Serial/Control #	Qty	Price	Total	Tax
600	5 Bottle Plan	4			1	40.00	40.00	3.240

RV

To add a new invoice to the system, follow the steps on the following page.

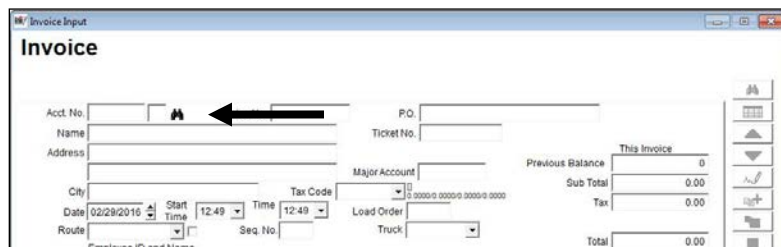
## Creating an Invoice

1. Click the **Add** key on the toolbar.



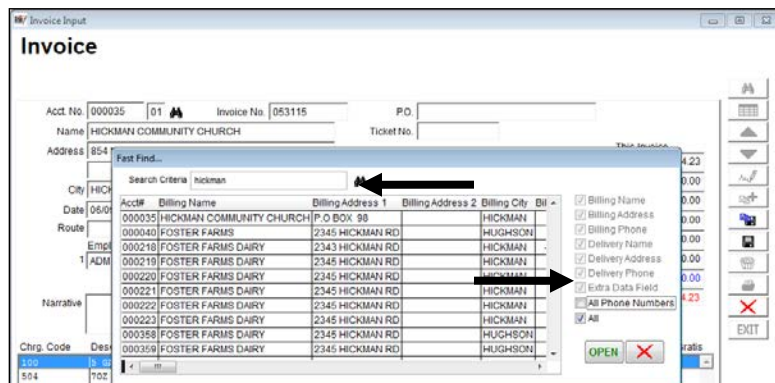
The screenshot shows the 'Invoice Input' window. The 'Acct. No.' field contains '001448' and '03'. The 'Invoice No.' field contains '030744'. The 'Name' field contains 'New Customer3'. The 'Address' field contains '6281 Release Water Way'. The 'City' field contains 'Huntington Beach, CA 92649'. The 'Date' field contains '02/11/2016'. The 'Time' field contains '13:02'. The 'Tax Code' field contains '07'. The 'Major Account' field contains 'TAXABLE W/LMT'. The 'Load Order' field contains '0'. The 'Truck' field contains '0'. The 'Previous Balance' field contains '0.00'. The 'This Invoice' field contains '40.00'. The 'Sub Total' field contains '40.00'. The 'Tax' field contains '0.00'. The 'Total' field contains '43.24'. The 'Payments' field contains '0.00'. An arrow points to the 'Add' key on the toolbar.

2. Enter the customer's account number in the *Acct. No* field:



The screenshot shows the 'Invoice Input' window. The 'Acct. No.' field is highlighted with a black arrow. The 'Name' field is empty. The 'Address' field is empty. The 'City' field is empty. The 'Date' field contains '02/28/2016'. The 'Time' field contains '12:49'. The 'Tax Code' field contains '0'. The 'Major Account' field contains '0'. The 'Load Order' field contains '0'. The 'Truck' field contains '0'. The 'Previous Balance' field contains '0'. The 'This Invoice' field contains '0'. The 'Sub Total' field contains '0.00'. The 'Tax' field contains '0.00'. The 'Total' field contains '0.00'.

If you do not know the account number, press the *Tab* or *Enter* key on your keyboard to activate the *Customer Fast Find* screen. Check any of the boxes on the right side of the screen and enter your criteria, followed by the *Enter* key to search for the account:



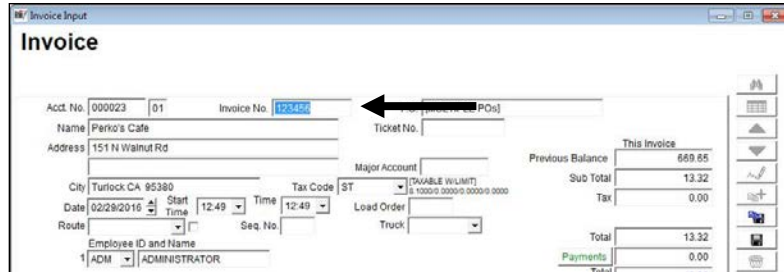
The screenshot shows the 'Invoice Input' window with the 'Customer Fast Find' screen open. The 'Acct. No.' field contains '000035' and '01'. The 'Invoice No.' field contains '053115'. The 'Name' field contains 'HICKMAN COMMUNITY CHURCH'. The 'Address' field contains '854'. The 'City' field contains 'HICK'. The 'Date' field contains '05/0'. The 'Time' field contains '12:49'. The 'Tax Code' field contains '0'. The 'Major Account' field contains '0'. The 'Load Order' field contains '0'. The 'Truck' field contains '0'. The 'Previous Balance' field contains '4.23'. The 'This Invoice' field contains '0.00'. The 'Sub Total' field contains '0.00'. The 'Tax' field contains '0.00'. The 'Total' field contains '4.23'. The 'Customer Fast Find' screen shows a search criteria of 'hickman'. The search results table is as follows:

Acct#	Billing Name	Billing Address 1	Billing Address 2	Billing City	Billing State	Billing Zip
000035	HICKMAN COMMUNITY CHURCH	P.O BOX 98		HICKMAN		
000040	FOSTER FARMS	2345 HICKMAN RD		HUGHSON		
000218	FOSTER FARMS DAIRY	2343 HICKMAN RD		HICKMAN		
000219	FOSTER FARMS DAIRY	2345 HICKMAN RD		HICKMAN		
000220	FOSTER FARMS DAIRY	2345 HICKMAN RD		HICKMAN		
000221	FOSTER FARMS DAIRY	2345 HICKMAN RD		HICKMAN		
000222	FOSTER FARMS DAIRY	2345 HICKMAN RD		HICKMAN		
000223	FOSTER FARMS DAIRY	2345 HICKMAN RD		HICKMAN		
000358	FOSTER FARMS DAIRY	2345 HICKMAN RD		HUGHSON		
000359	FOSTER FARMS DAIRY	2345 HICKMAN RD		HUGHSON		

The 'Customer Fast Find' screen also has a 'Search Criteria' field containing 'hickman' and a 'Find' button. The 'Customer Fast Find' screen has several checkboxes on the right side: 'Billing Name', 'Billing Address', 'Billing Phone', 'Delivery Name', 'Delivery Address', 'Delivery Phone', 'Extra Data Field', 'All Phone Numbers', and 'All'. The 'Customer Fast Find' screen also has an 'EXIT' button.

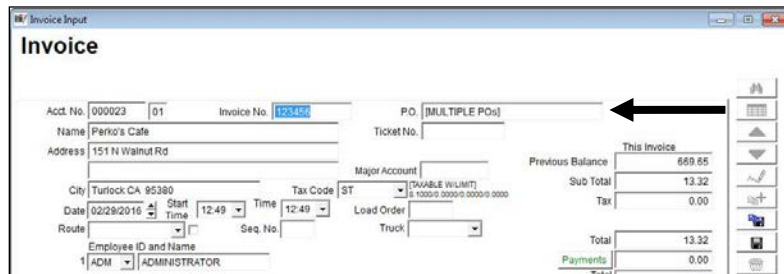
Double-click on the desired account displayed to continue.

- Enter an invoice number in the *Invoice #* field or click the *Enter* key to use the next available invoice number — established within *Branch Setup*, on the *Setup* tab.



The screenshot shows the 'Invoice Input' window. The 'Invoice No.' field contains the value '123456' and is highlighted with a blue selection box. An arrow points from the right towards this field. Other fields include 'Acct. No.', 'Name', 'Address', 'City', 'Date', 'Route', 'Employee ID and Name', 'Major Account', 'Tax Code', 'Load Order', 'Truck', 'Ticket No.', 'Previous Balance', 'This Invoice', 'Sub Total', 'Tax', 'Total', and 'Payments'.

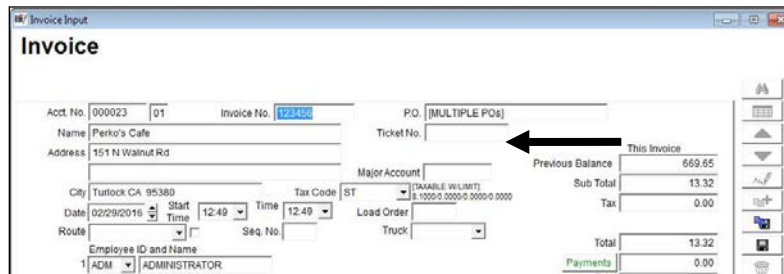
- Enter a *Purchase Order* in the *P.O.* field (if needed) — if there is a standing *Purchase Order* on the customer's account, it will automatically be added to the invoice.



The screenshot shows the 'Invoice Input' window. The 'P.O.' field contains the value '[MULTIPLE POs]' and is highlighted with a blue selection box. An arrow points from the right towards this field. Other fields are the same as in the previous screenshot.

**NOTE:** Refer to *Chapter 2.10* of the *Supplemental Guide* for further information on managing *Purchase Orders*.

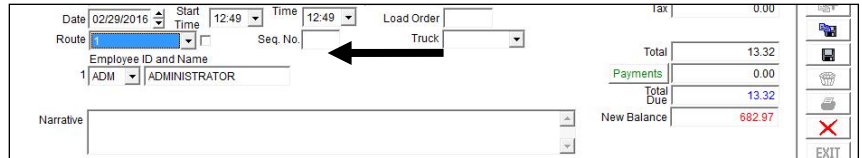
- Enter an assigned *Ticket Number* if this invoice is associated with a *Delivery Order*.



The screenshot shows the 'Invoice Input' window. The 'Ticket No.' field is highlighted with a blue selection box. An arrow points from the right towards this field. Other fields are the same as in the previous screenshots.

**NOTE:** Refer to *Chapter 3.09* of the *Supplemental Guide* for further information on managing *Delivery Orders*.

- Enter the date that will be assigned to the invoice; Route Manager will automatically insert the current module date into this field. Additionally, add the route and employee that will be associated with the invoice; Route Manager will automatically populate the employee field with the user currently logged into the program. If you are paying commissions, the selected employee will receive credit for the invoice.



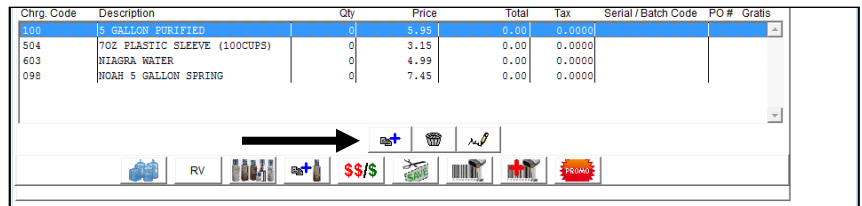
## Adding Products

Depending on the types of products being added to an invoice, the entry method and options available will vary.

### Standard Products

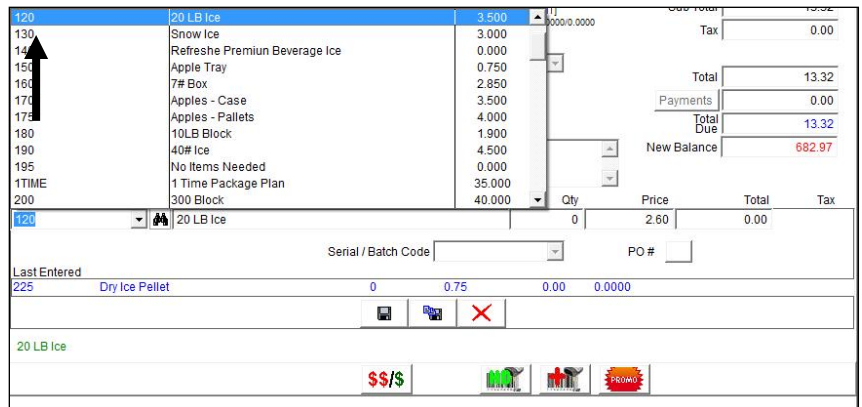
These types of items do not require deposits or any unique choices.

- Click the **Add** key on the bottom of the screen.



Chrg. Code	Description	Qty	Price	Total	Tax	Serial / Batch Code	PO #	Grats
100	5 GALLON PURIFIED	0	5.95	0.00	0.0000			
504	7OZ PLASTIC SLEEVE (100CUPS)	0	3.15	0.00	0.0000			
603	NIAGRA WATER	0	4.99	0.00	0.0000			
098	NOAH 5 GALLON SPRING	0	7.45	0.00	0.0000			

- Enter or select the product from the drop-down list.



Chrg. Code	Description	Qty	Price	Total	Tax
120	20 LB Ice	0	2.60	0.00	
130	Snow Ice	0	3.000	0.0000	
14	Refresh Premium Beverage Ice	0	0.000		
154	Apple Tray	0	0.750		
164	7# Box	0	2.850		
174	Apples - Case	0	3.500		
174	Apples - Pallets	0	4.000		
180	10LB Block	0	1.900		
190	40# Ice	0	4.500		
195	No Items Needed	0	0.000		
1TIME	1 Time Package Plan	0	35.000		
200	300 Block	0	40.000		

If you enter a charge code that does not exist in the database, an error message will appear in the *Description* field:



Chrg. Code	Description	Qty	Price	Total	Tax
5	Invalid Product!	0	0.00	0.00	

- Enter the quantity sold, followed by the item price. The price that is automatically used is based on the customer's account settings and can be overwritten if necessary.

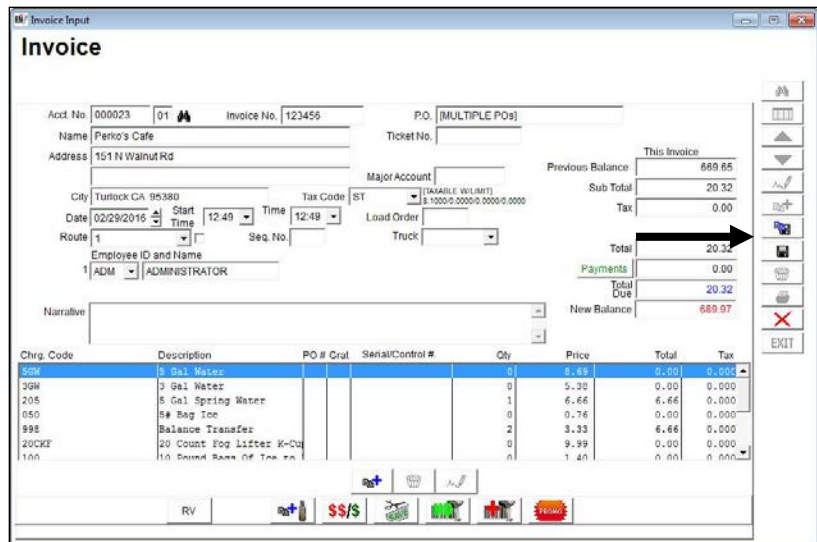
Chrg. Code	Description	Qty	Price	Total	Tax
100	10 Pound Bags Of Ice to keep stuff cool	5	1.40	7.00	
Last Entered		Serial / Batch Code	PO #	Grats <input type="checkbox"/>	
225	Dry Ice Pellet	0	0.75	0.00	0.0000
<input type="button" value="Print"/> <input type="button" value="More"/> <input type="button" value="X"/>					

**NOTE:** Refer to *Chapter 2.01 of the Supplemental Guide* for further information on pricing options within Route Manager.

- Click the **Save** key to finish entering products on this invoice or the **More** key to enter additional items on the invoice.

Chrg. Code	Description	Qty	Price	Total	Tax
100	10 Pound Bags Of Ice to keep stuff cool	5	1.40	7.00	
Last Entered		Serial / Batch Code	PO #	Grats <input type="checkbox"/>	
225	Dry Ice Pellet	0	0.75	0.00	0.0000
<input type="button" value="Print"/> <input type="button" value="More"/> <input type="button" value="X"/>					

- Click the **Save** on the screen to finish entering invoices or the **More** key to enter additional invoices on the desktop.

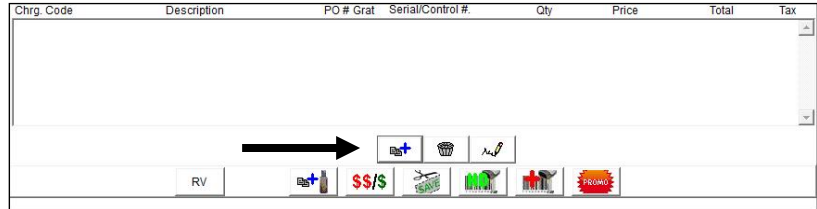


Chrg. Code	Description	PO #	Crat	Serial/Control #	Qty	Price	Total	Tax
5GW	5 Gal Water				0	8.69	0.00	0.000
3GW	3 Gal Water				0	5.30	0.00	0.000
205	5 Gal Spring Water				1	6.66	6.66	0.000
050	5# Bag Ice				0	0.76	0.00	0.000
998	Balance Transfer				2	3.33	6.66	0.000
20CKF	20 Count Fog Lifter K-Cu				0	9.99	0.00	0.000
100	10 Pound Bags Of Ice to keep stuff cool				5	1.40	7.00	0.000

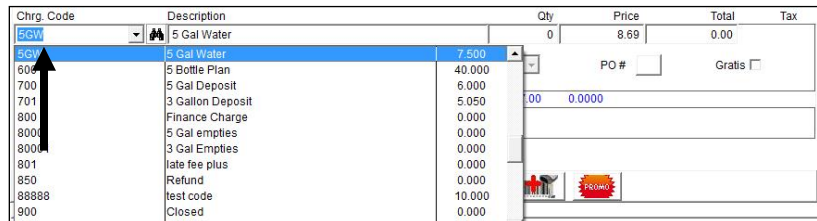
## Deposit Items

These types of items require deposits when they are sold.

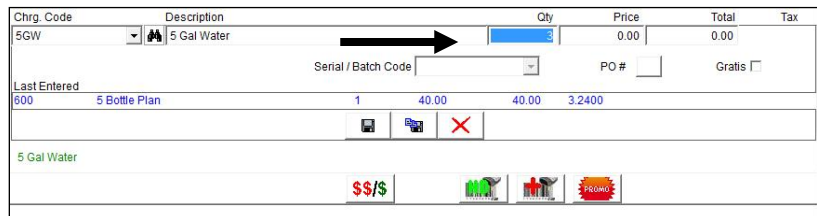
1. Click the **Add** key on the bottom of the screen.



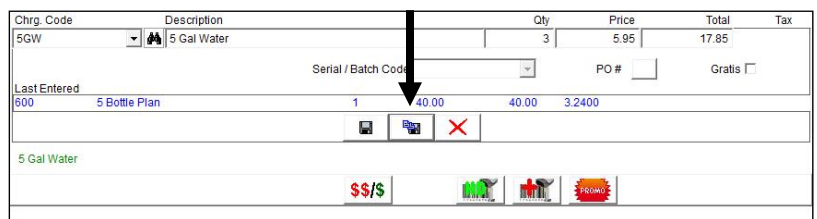
2. Enter or select the product from the drop-down list.



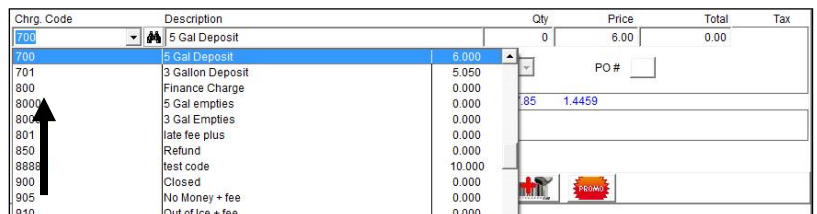
3. Enter the quantity sold, followed by the item price.



4. Click the **More** key to enter the deposit(s) on the invoice.



5. Enter or select the associated deposit item from the drop-down list.



**NOTE:** Refer to *Chapter 2.04* of the *Supplemental Guide* for further information on deposit tracking in Route Manager.

- In the Qty field, enter the result of the following formula:  
Containers Sold - Containers Returned = Deposit Quantity.

Chrg. Code	Description	Qty	Price	Total	Tax
700	5 Gal Deposit	3	6.00	0.00	
Serial / Batch Code		PO #			
Last Entered					
5GW	5 Gal Water	3	5.95	17.85	1.4459
5 Gal Deposit					

**NOTE:** If more containers were picked up than delivered, enter the quantity as a negative number. Additionally, refer to *Chapter 2.04* of the *Supplemental Guide* for an alternate deposit entry method (Quick Return Entry).

- Click the **Save** key to finish entering products on this invoice or the **More** key to enter additional items on the invoice.

Chrg. Code	Description	Qty	Price	Total	Tax
700	5 Gal Deposit	3	6.00	18.00	
Serial / Batch Code		PO #			
Last Entered					
5GW	5 Gal Water	3	5.95	17.85	1.4459
5 Gal Deposit					

- Click the **Save** on the screen to finish entering invoices or the **More** key to enter additional invoices on the desktop.

Chrg. Code	Description	PO #	Grat	Serial/Control #	Qty	Price	Total	Tax
5GW	5 Gal Water				3	7.50	22.50	1.822
700	5 Gal Deposit				3	6.00	18.00	0.000




## Rentals









These types of items require assigned serial numbers when they are added to an invoice.

**NOTE:** Refer to *Chapter 3.11 of the Supplemental Guide* for further information on equipment rent in Route Manager.

1. Click the **Add** key on the bottom of the screen.


Chrg. Code	Description	PO #	Grat	Serial/Control #	Qty	Price	Total	Tax



2. Enter or select a rental item from the drop-down list.

Chrg. Code	Description	Qty	Price	Total	Tax
405	Merch rent	0	20.00	0.00	0.0000
410	Merch rent	20.000			
410	Equipment Repair	0.000			
415	Cooler	10.000			
5GW	5 Gal Water	7.500			
600	5 Bottle Plan	40.000			
700	5 Gal Deposit	6.000			
701	3 Gallon Deposit	5.050			
800	Finance Charge	0.000			
8000	5 Gal empties	0.000			
80001	3 Gal Empties	0.000			
801	late fee plus	0.000			




3. Enter a quantity of '1' in the *Qty* field. The default price displayed is based on the rental amount assigned to the customer's equipment — the price can be overwritten if necessary.





Chrg. Code	Description	Qty	Price	Total	Tax
405	Merch rent	1	120.00	0.00	0.0000

Last Entered



Chrg. Code	Description	Qty	Price	Total	Tax
700	5 Gal Deposit	3	6.00	18.00	0.0000




4. Select the *Serial Number* (Equipment ID) that will receive the rental charge from within the *Serial / Batch Code* drop-down list.





Chrg. Code	Description	Qty	Price	Total	Tax
405	Merch rent	1	120.00	0.00	0.0000

Last Entered

Chrg. Code	Description	Qty	Price	Total	Tax
700	5 Gal Deposit	3	6.00	18.00	0.0000

**NOTE:** All assigned equipment on the account will be displayed within this field.



- Click the **Save** key to finish entering products on this invoice or the **More** key to enter additional items on the invoice.

Chrg. Code	Description	Qty	Price	Total	Tax
405	Merch rent	1	120.00	120.00	9.7200
Serial / Batch Code: 08F0767		PO #			
Last Entered					
700	5 Gal Deposit	3	6.00	18.00	0.0000
Merch rent					

Buttons: Save, More, Cancel, Print, Record

- Click the **Save** on the screen to finish entering invoices, or the **More** key to enter additional invoices on the desktop.

Invoice Input

**Invoice**

Acct. No. 000010 01 Invoice No. P.O. Ticket No.

Name Advantage Route Systems, Inc.

Address 3201 Liberty Square Plwy

City Turlock CA 95380 Tax Code Tax Major Account Previous Balance This Invoice

Date 02/29/2016 Start Time 14:01 Time 14:01 Load Order Truck

Route Employee ID and Name 1 ADM ADMINISTRATOR

Narrative

Chrg. Code	Description	PO #	Cost	Serial/Control #	Qty	Price	Total	Tax
58R	5 Gal Water				3	7.50	22.50	1.822
700	5 Gal Deposit				3	6.00	18.00	0.000
405	Merch rent			08F0767	1	120.00	120.00	9.720

Summary:

- Previous Balance: 427.57
- Sub Total: 160.50
- Tax: 11.54
- Total: 172.04
- Payments: 0.00
- Total Due: 172.04
- New Balance: 599.71

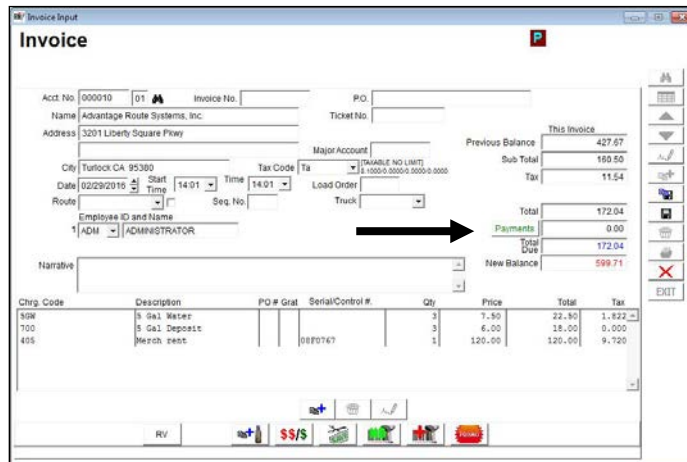
Buttons: Save, More, Cancel, Print, Record, EXIT

Continue to the next section to be guided through the process of receiving a payment with the invoice.

## Entering a Payment on the Invoice

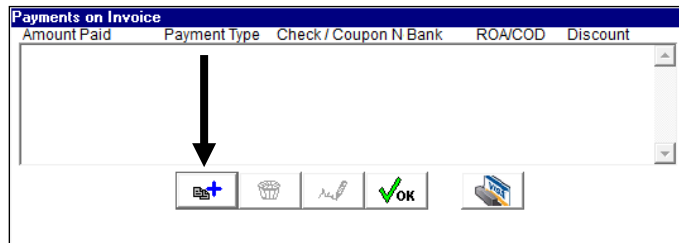
Payments can be applied to the current invoice by selecting the *Payments* key on the screen.

**NOTE:** Refer to *Chapter 3.02* if the *Supplemental Guide* for further information on entering payments in Route Manager.

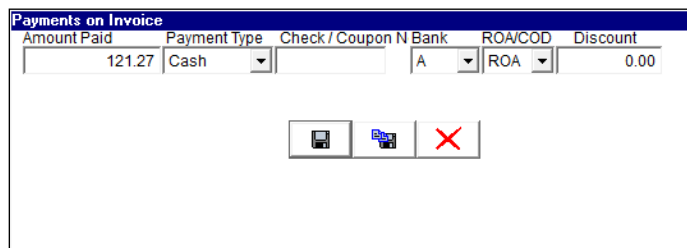


Chrg. Code	Description	PO #	Grat	Serial/Control #	Qty	Price	Total	Tax
508	5 Gal. Water				3	7.50	22.50	1.822
700	5 Gal. Deposit				3	6.00	18.00	0.000
405	Merch sent			08F0767	1	120.00	120.00	9.720

1. Select the **Add** key.

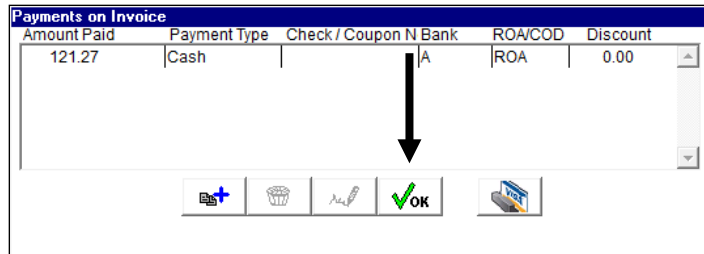


2. Enter the payment details and click **Save** or **More** (to add more than one payment).



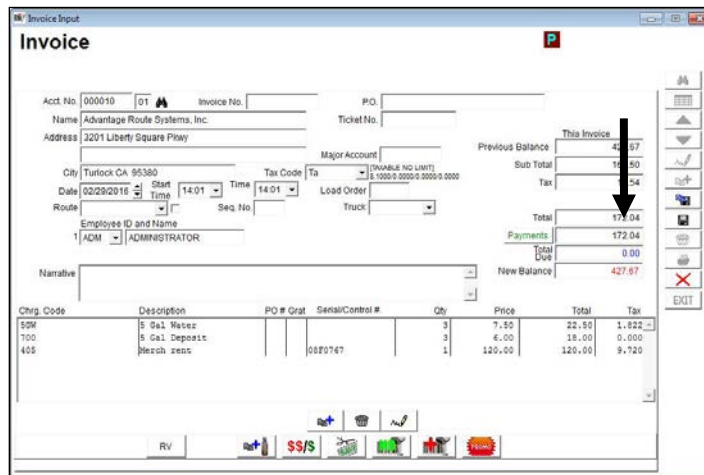
Amount Paid	Payment Type	Check / Coupon N Bank	ROA/COD	Discount
121.27	Cash		A	0.00

- Click **OK** to save the payment(s) and continue.



Amount Paid	Payment Type	Check / Coupon N Bank	ROA/COD	Discount
121.27	Cash	A	ROA	0.00

- The invoice will be updated to reflect the payment(s) received.



**Invoice**

Acct. No: 000010 | Invoice No: | PO: | Ticket No: |  
 Name: Advantage Route Systems, Inc. | Major Account: | Previous Balance: 427.67  
 Address: 3201 Liberty Square Plwy | City: Turlock CA 95380 | Tax Code: Ta | Tax: 54  
 Date: 02/28/2016 | Start Time: 14:01 | Time: 14:01 | Load Order: | Truck: | Sub Total: 172.04  
 Employee ID and Name: 1 | ACM | ADMINISTRATOR | Total: 172.04  
 Payments: 172.04  
 Total Due: 0.00  
 New Balance: 427.67

Chrg. Code	Description	PO #	Grat	Serial/Control #	Qty	Price	Total	Tax
50W	5 Gal Water				3	7.50	22.50	1.822
70S	5 Gal Deposit				3	6.00	18.00	0.000
40S	Wesch sens			0879747	1	120.00	120.00	9.720

This concludes basic invoice entry. For a complete list of field definitions within the *Invoices and Adjustments* screen, refer to *User Guide A*.

## Summary

Entering invoices on the desktop is a straightforward and important process that all users in Route Manager should learn. If you have any further questions regarding this feature, please contact Advantage Route Systems.

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