Support Manual

iLabPOS – Invoicing and Credit Control

Version 1.0

May 2019

1. Introduction

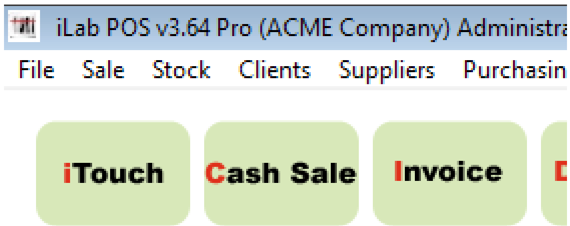
Before proceeding with this manual you should have already created some products (or services) in iLabPOS. Refer to the "Quick Start Guide" and the "Start Selling" user manuals before proceeding with this user Manual.

iLabPOS can be used by Wholesalers and Service Providers to issue invoices and manage payments and statements. This user manual will show you how to:

Create an Invoice
Accept Payments
Check Customer Balances
Print Statements
Set Credit Limits and Credit Terms
Issue Quotes

2. The Invoice Screen

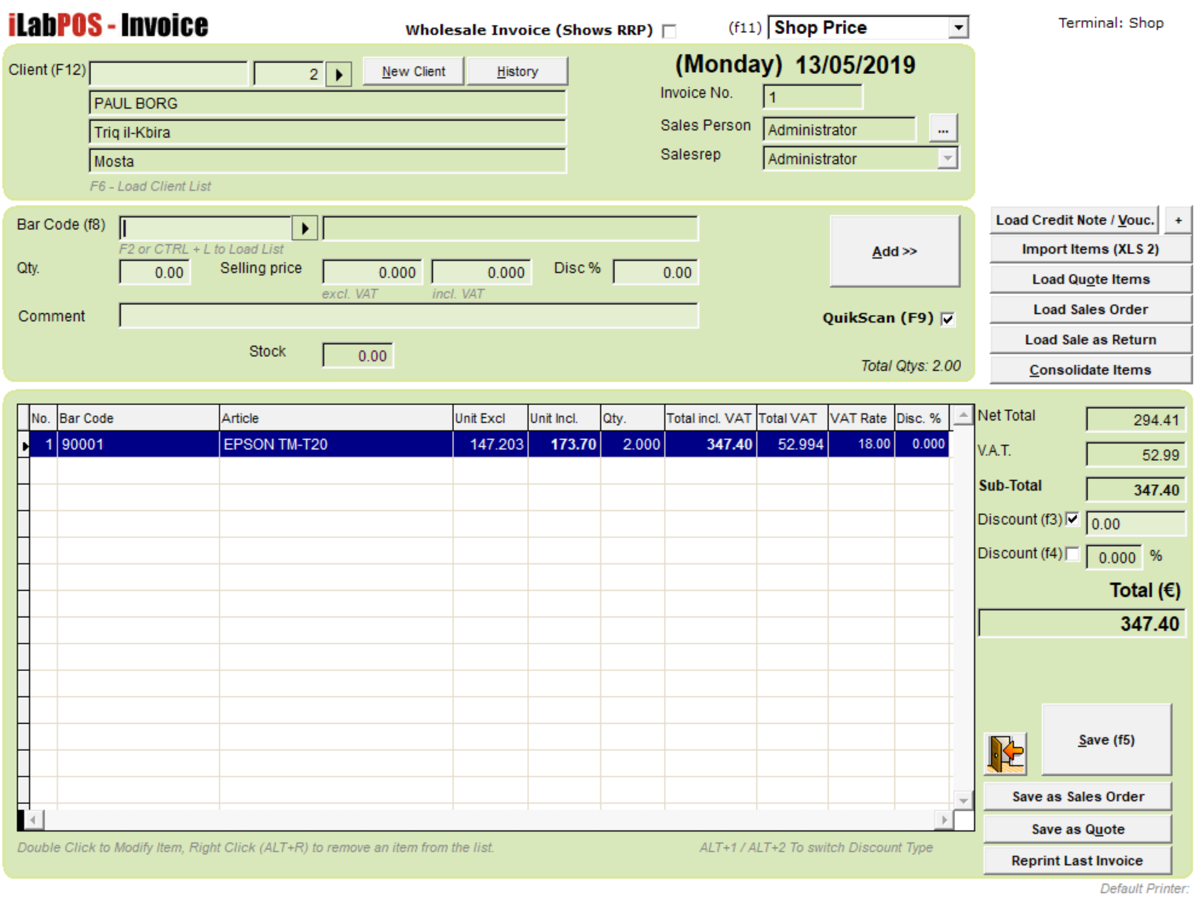
To start a new invoice, click on the “Invoice” button on the main screen, or else go to “Sale”, “Invoice / Quote”.



An invoice needs to be issued against a client. The first step in issuing an invoice is to either insert a new client, or search for an existing client. To insert a new client, click on “New Client” and specify all the necessary details.

To search for an existing client, either type in the client name next to “Client (F12)”, or click on the arrow between the client code and “New Client” button.

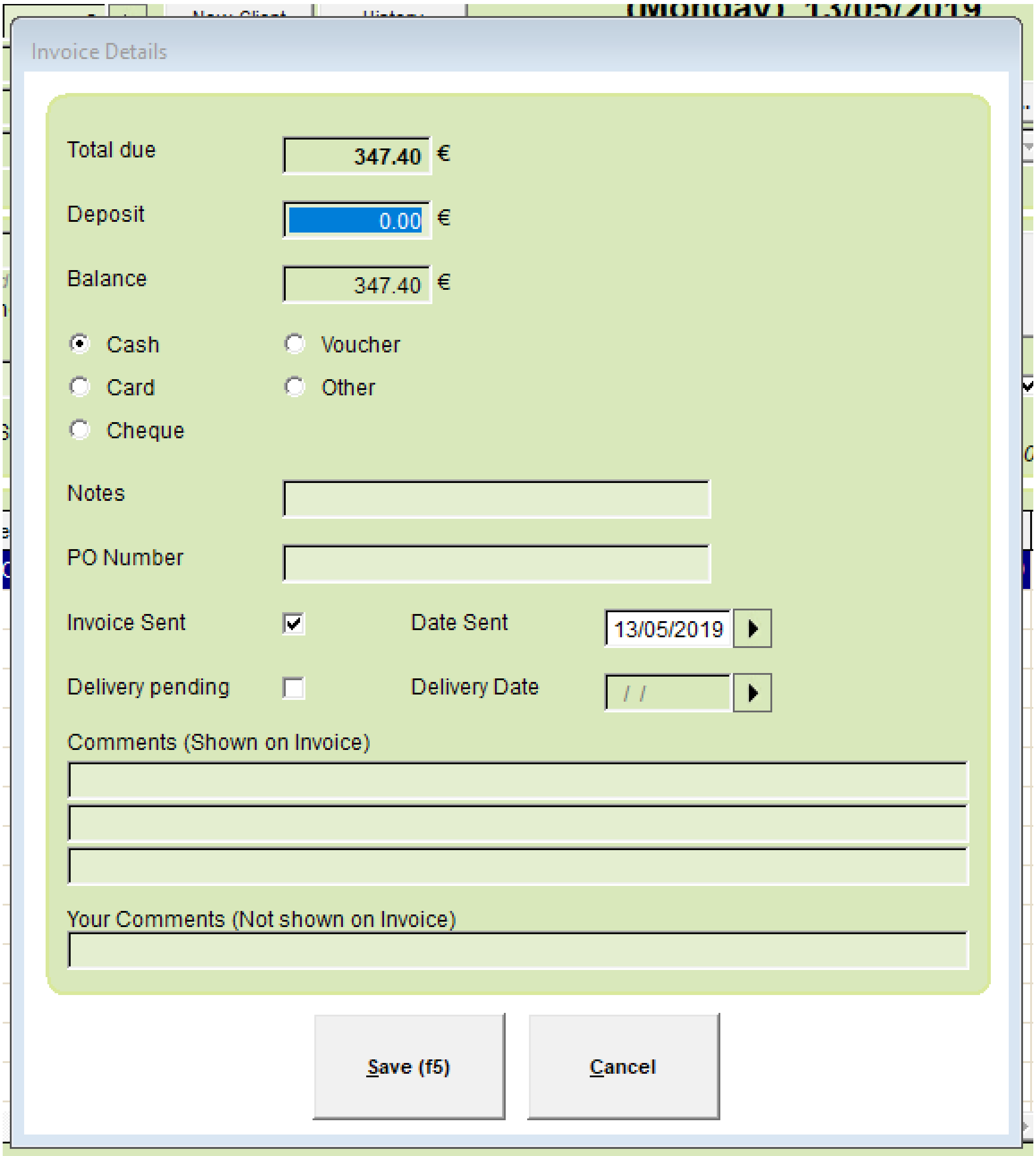
After choosing an existing client, you can click on the “History” button to view a summary of sales history for that particular client.



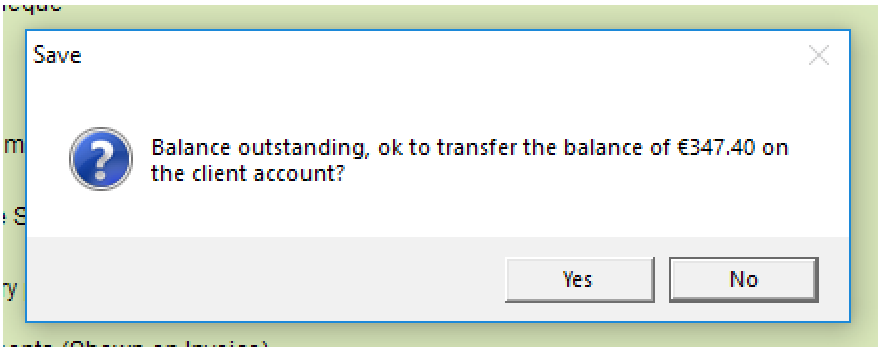
Once you choose the client, start choosing/adding the products or services you intend to sell in this invoice. This part works like the "Cash Sale" module, so refer to the "Start Selling" user manual if in difficulty.

The **"Wholesale Invoice (Shows RRP)"** tick box at the top determines whether this is a Wholesale Invoice or a Sales Invoice. The only difference is that in a Wholesale Invoice, the "RRP" or "Suggested Retail Price" is shown at the end of each line in the invoice. For the RRP to appear on the invoice, ensure that the RRP is set on the stock cards.

When ready, click on the "Save" button. You will now be prompted to input the deposit, if any, the customer has given you. If there is no deposit, leave it at 0. You can specify some further comments which are visible on the invoice at the bottom of this screen as portrayed below. When ready click on save.



At this point you will be asked to confirm that the pending balance is moved on account. If the client exceeds the credit limit with this invoice, you will also be warned.

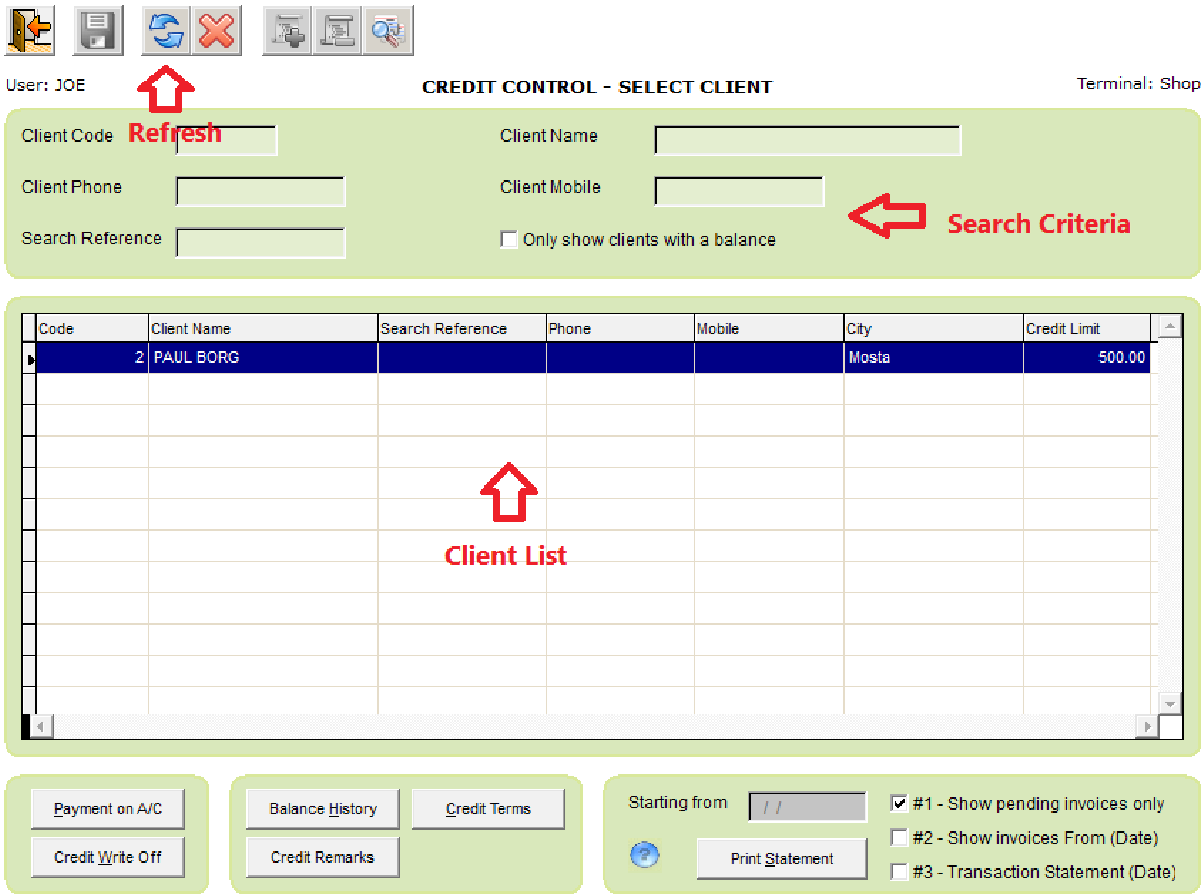


Click on "Yes" to proceed, and print the invoice. If you wish to re-print the invoice, you can click on "Re-print Last Invoice". The "Re-print Last Invoice" feature will give you the possibility to choose the printer, where-as the first print-out will print the invoice on the preset Invoice Printer set from "File", "Hardware Setup".

Proceed to Chapter 3 to see how to manage incoming payments on invoices and print statements.

3. Credit Control

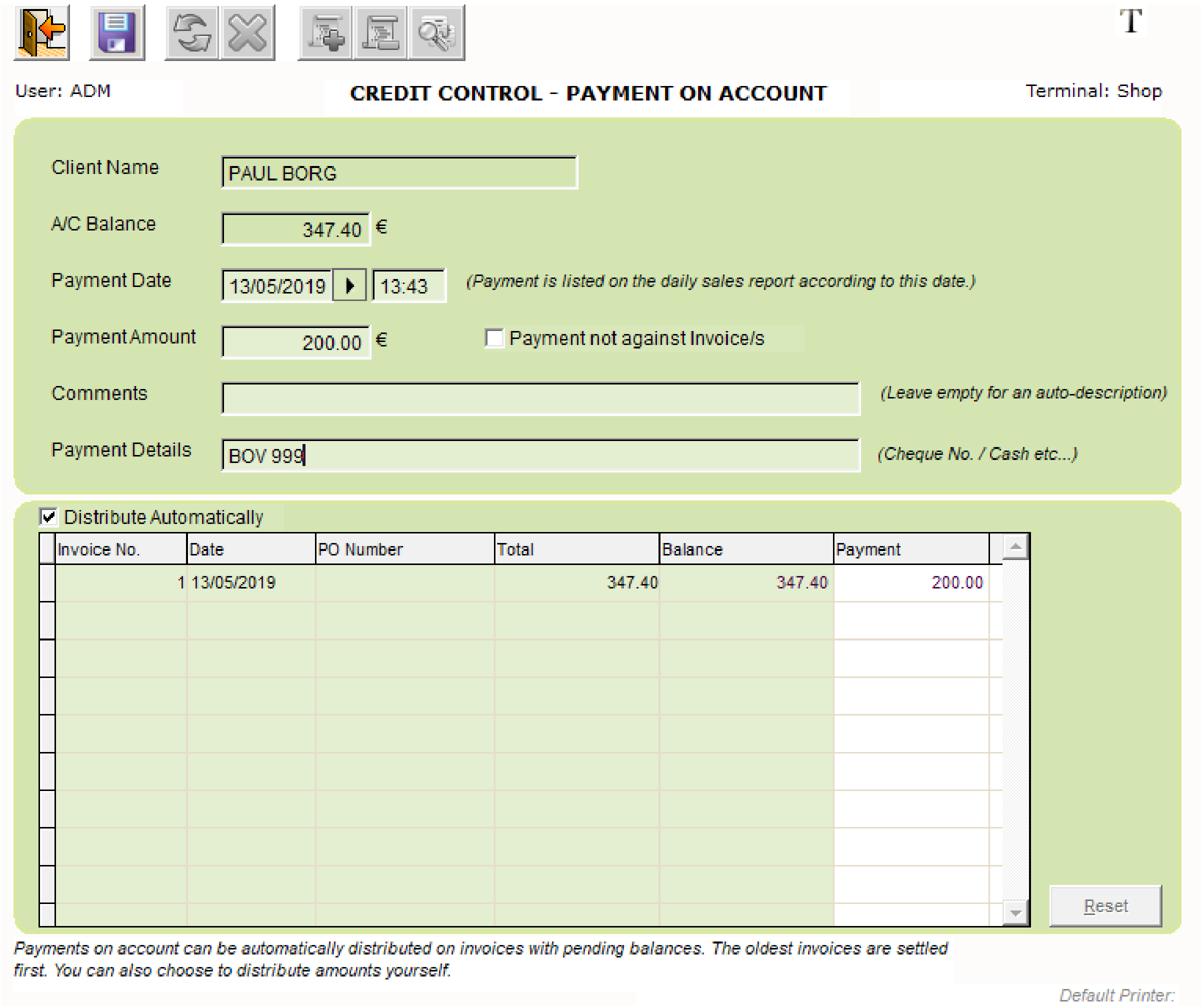
To open the Credit Control feature, go to "Clients", "Credit Control". In this screen you will see all clients inputted in your database, with features to filter clients accordingly.



To search for a specific client, enter some search criteria, such as the Client Code or Client Name, and click on the Refresh Button (Two blue arrows). You can also list only those clients with a balance by ticking the "Only show clients with a balance" tick box, followed by refresh.

3.1 Accepting a Payment

To accept an incoming payment on account, click on the "Payment on A/C" button after highlighting the client you wish to accept a payment for.



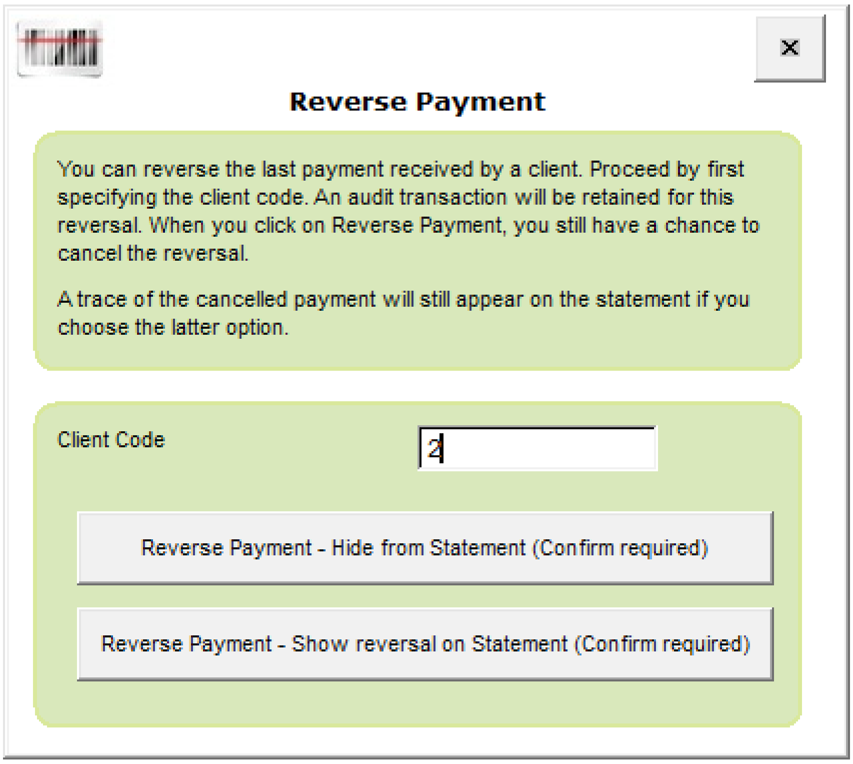
In the “Payment Amount” field type in the amount being received. In the field “Payment Details”, type in a payment description, such as the Cheque Number, or “Paid Cash”. Whatever you type in the Payment Details will appear on the client's statement.

Note: iLabPOS is flexible in receiving payments. You can have several payments for one invoice. One payment can also cover several invoices. When the tick box “Distribute Automatically” is switched on, the software will allocate the amount starting from the oldest invoice. If you untick “Distribute Automatically”, then you will be allowed to type in the amounts directly next to each invoice in the “Payment” column. In this case the “Payment Amount” field at the top is disabled and calculated automatically from the “Payment” column.

Once a payment is saved, the system will ask you whether you wish to print a receipt. A receipt can also be printed from the balance history screen.

3.2 Cancelling a Payment accepted by Mistake

iLabPOS will allow you to delete the last payment accepted for a client. Look up the client and take note of the client code. Then go to “Tools”, “Cancel Payment”. Specify the client code and then click on one of the two buttons.



You can cancel a payment completely when clicking on the first button (Reverse Payment – Hide from Statement). Alternatively you can cancel a payment, but let it still appear on the statement. The latter option is normally used in cases where a cheque bounces and you wish to show a track of what happened.

3.3 Understanding Allocations and Manual Allocations

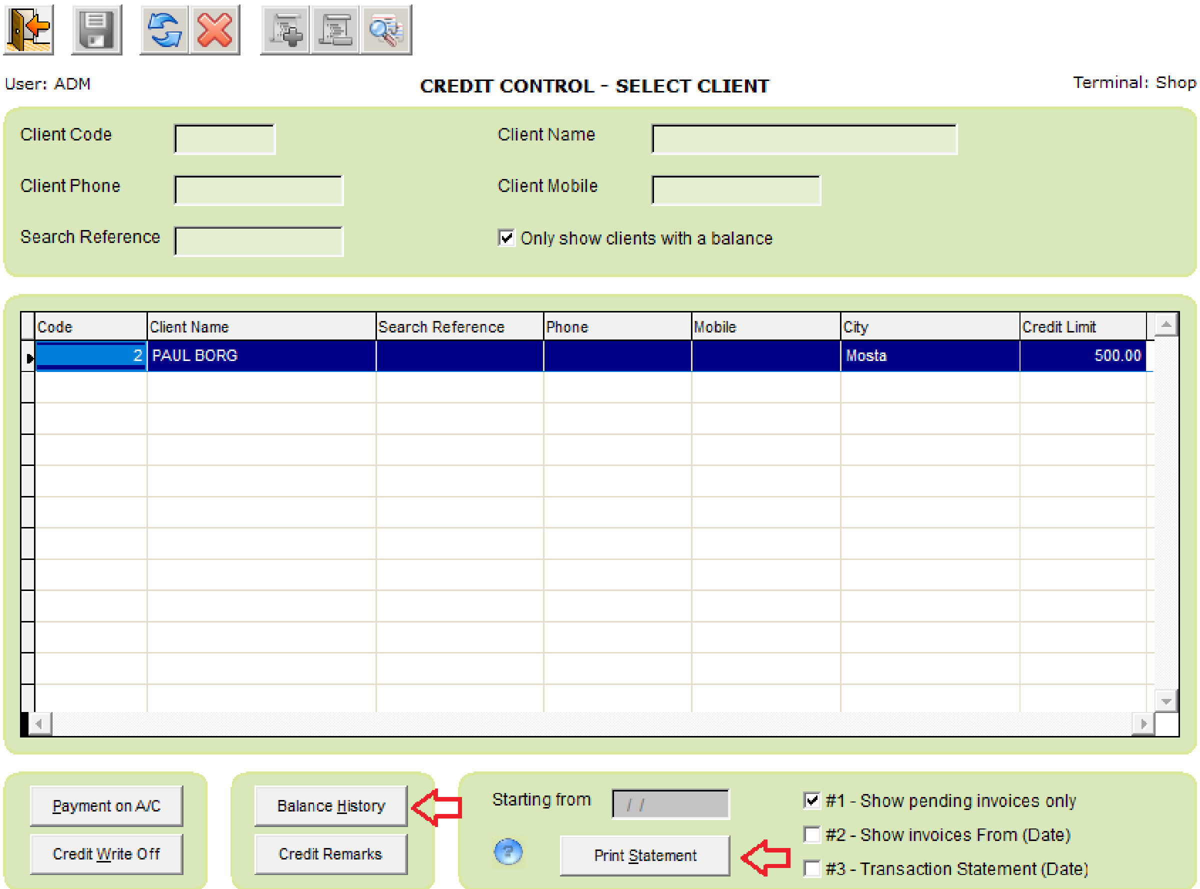
Payments received need to be allocated on a particular invoice. This way you can clearly show your client which invoices have been settled, and which are still pending. Normally allocation is carried out automatically when inputting payments.

When however invoices are reversed, allocation is not carried out automatically. A reversal of an invoice should always be placed on account, and being a refund, it also needs to be allocated.

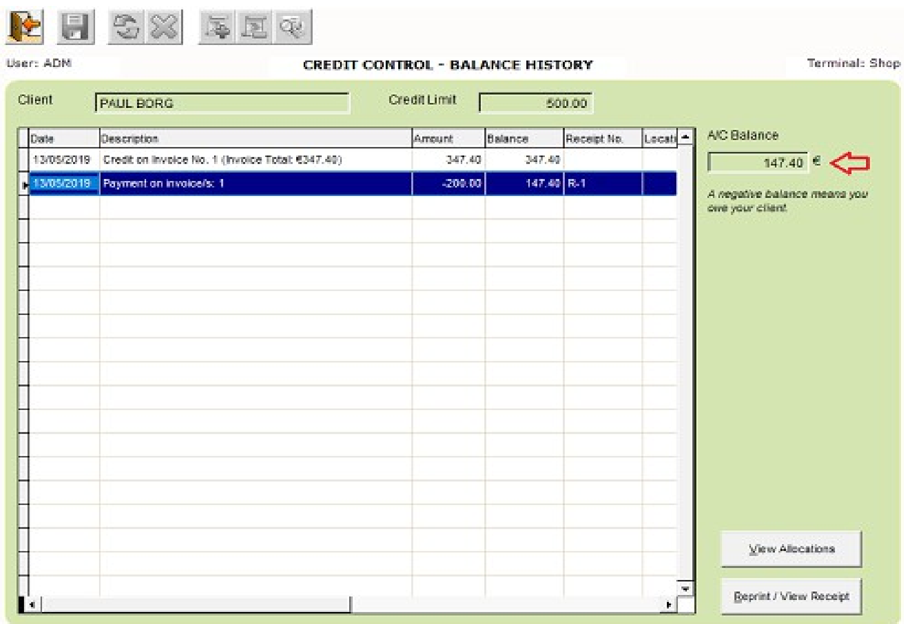
In normal circumstances, an invoice is reversed in full and the amount is allocated on the original invoice. It can also happen that an invoice is returned partially, or you can have a whole mix and match situation. In reality it does not make much difference.

To allocate a refund, from the Invoice Management Screen, list all pending invoices for client in question (By ticking “Invoices Pending Payment” and specifying the client code or client name). Then highlight the invoice you wish to allocate the payment on and click on the button “Allocate”. The invoice management screen will show you two columns, one for the Invoice Total and one for the amount settled for that invoice.

3.4 Balance History and Statements



To quickly view the balance for a client, highlight the client you are interested in and click on "Balance History". This screen will show you all the client's transactions with a running balance and the current final balance on the right.



In the balance history screen you can view or reprint a receipt, and also view which invoices were covered by one particular payment.

To print a statement, click on the "Print Statement" button. There are 3 different types of statements which you can print:

"Show pending invoices only" - will only show invoices with a balance.

"Show invoices from" - will show all invoices, or all invoices starting from a particular date you specify, irrespective of whether they are settled or not.

"Transaction Statement" - will show all transactions (both payments and invoices), or all transactions starting from a particular date you specify, in date order.

ACME Company
Main Road
Mellieha
MLH02

Client Details

PAUL BORG
Triq il-Kbira
Mosta

VAT No.: MT99999999

STATEMENT AS AT 13/05/2019

Date	Invoice / Payments	Invoice Total €	Payments €	Pending Balance €
13/05/2019	Balance on Invoice No. 1 *Payment on 13/05/2019 of €200.00 (BOV 999)*	347.40	200.00	147.40

Total Outstanding Balance: € 147.40

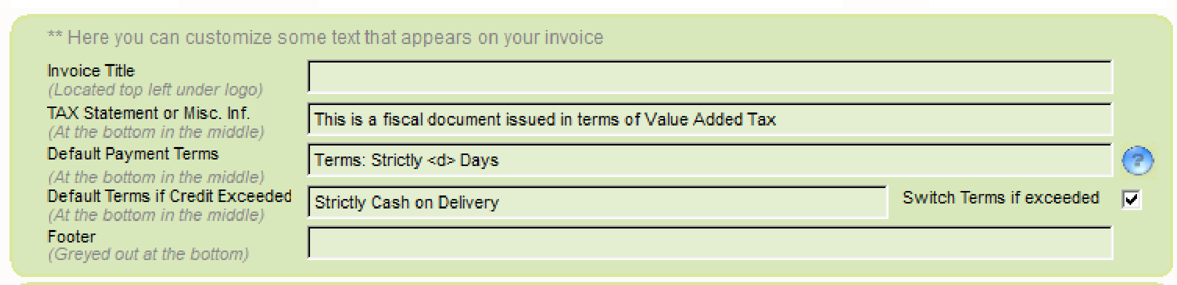
3.5 Credit Terms

From the Credit Control module you can set the credit terms for a client. Credit terms can work both in amount (Credit Limit), and also days. When creating a new client, the default credit terms set in "File", "Other Settings" are taken. If you specify "0" in both credit limit and credit days, then there will not be any limits.

When credit terms are exceeded, the system will always warn you when you try to save a new invoice on the particular client. Further more, when credit terms are exceeded, the text in the Invoice Footer can be changed.

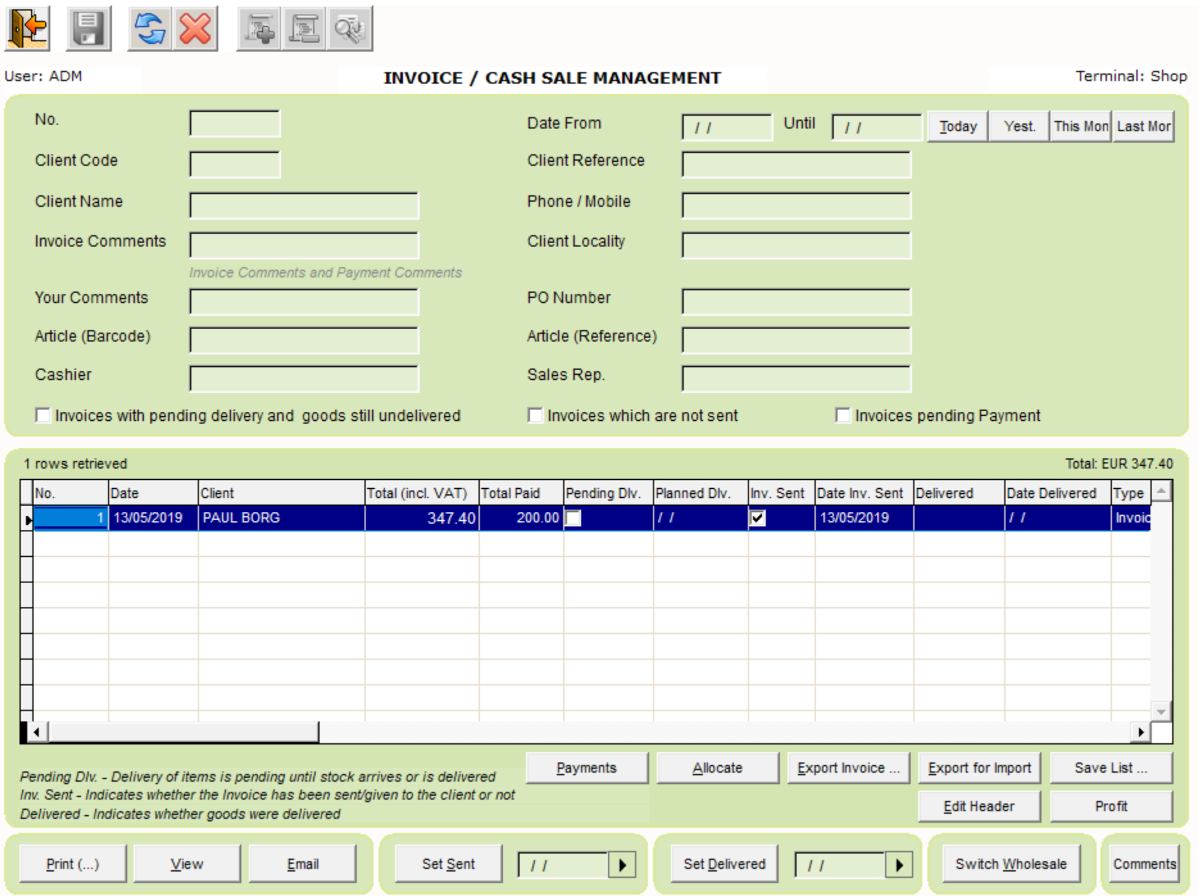
The previous example will show “Credit Terms: 90 days”, and when the client's balance either exceeds EUR 500, or an invoice older than 90 days still has a pending balance, then the invoice will have “Please Pay Cash” instead.

Notice the use of <d>. iLabPOS will replace <d> with whatever you specify in “Credit Limit Days”. The default credit terms can be set from “File”, “Customisable Text”.



4. Invoice History

You can view a list of past invoices from “Sale”. “Invoice Management”.



Through this module you can carry out several tasks, such as:

View or Re-Print an Invoice
by locating the invoice and clicking on “Print” or “View”

View payments carried out on an invoice
by locating the invoice and clicking on “Payments”

Search for invoice/s by Cheque Number
by specifying the cheque number in Invoice Comments

Switch an Invoice to a Wholesale invoice and by vice versa
by locating the invoice and clicking on Switch Wholesale

View only invoices pending a payment
by ticking the tick box “Invoices pending Payment”

View the profit made on an invoice
by locating the invoice and clicking on the profit button

View all Sales Invoices/Cash Sales were a particular product was sold
by specifying the barcode or reference code in the search criteria

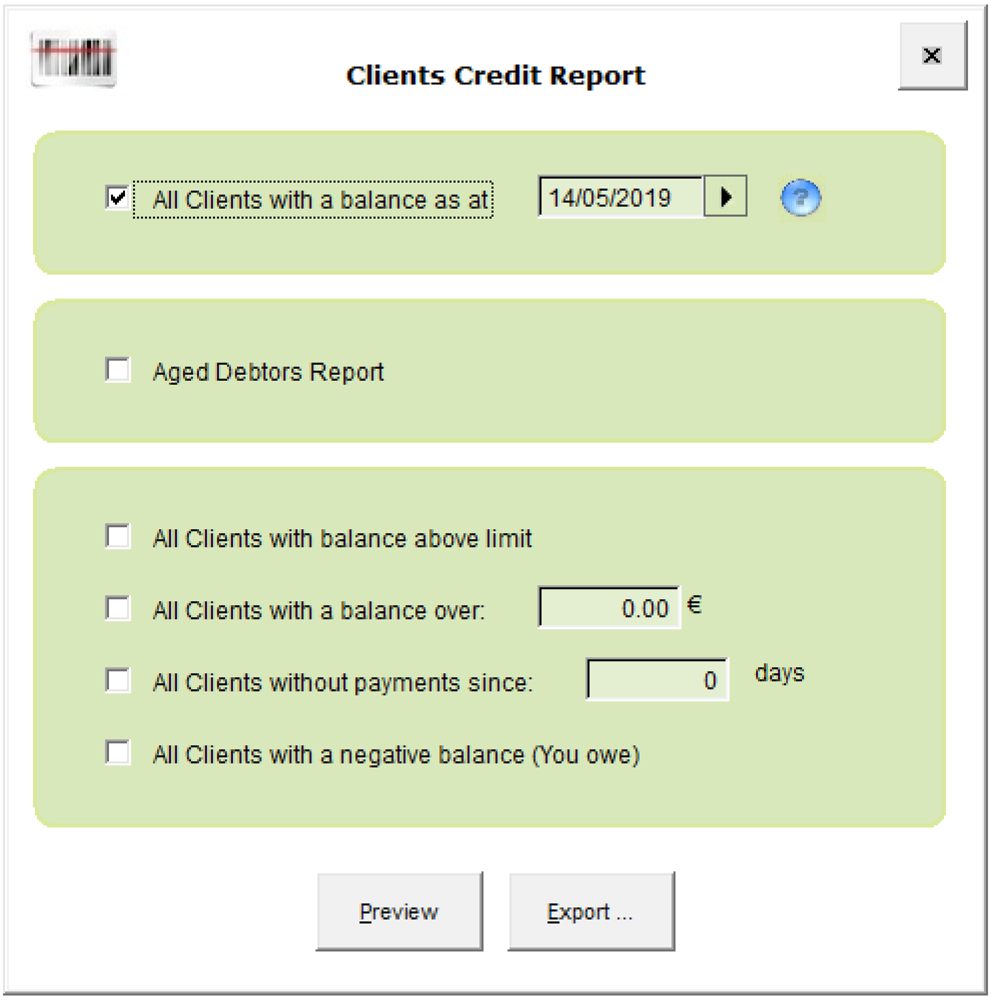
Change/Set the Purchase Order Number and comments on an invoice
by locating the invoice and clicking on "Edit Header"

Export a list of invoices
by Clicking on the Export List – Will export all invoices matching the search criteria you specify, if any.

Quickly view total of sales
The total is shown for all filtered invoices, incl. VAT

5. Credit Reporting

Under “Reports”, “Credit Report” you can issue a number of reports.



“All clients with a balance” will show you exactly that,l with the current balance and the last payment.

The “Aged Debtors” report will split balances by client and period (0 – 30 days, 31 – 60 days etc..)

You can also issue a list of invoices pending payment from the “Invoice Management” screen.