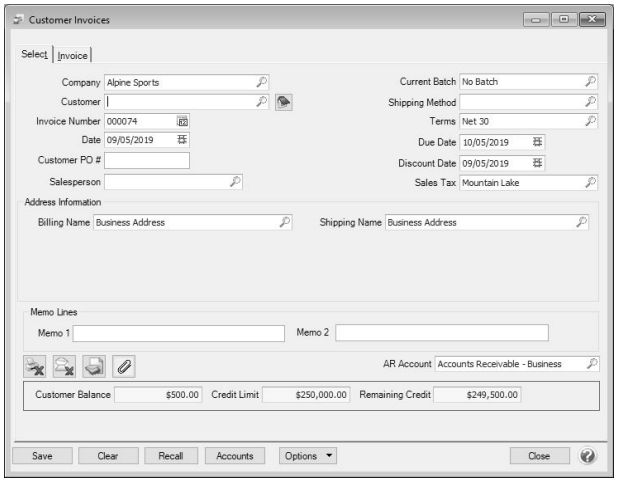
Enter an Unpaid Sales Invoice or Return

Document #:	3056	Product:	CenterPoint® Accounting

Customer Invoices are used to record a sale of goods or services. If the invoice is entered without a payment, the invoice will increase the customer's balance and the accounts receivable account. A return is entered using the same process, but negative quantities are used instead of positive.

Entering a Sale

1. To begin entering a sale or return, select **Processes** > **Sales**> **Customer Invoices** from the main CenterPoint Accounting screen.



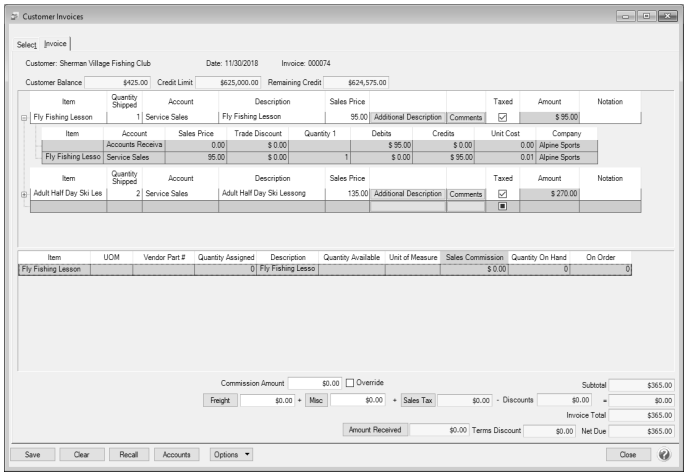
2. Enter the **Customer** by typing in a portion of the customer's name or abbreviation or click on the lookup button to display a list of your existing customers.
3. » If you enter a name into the Customer box and it does not exist, the Lookup screen automatically displays, from this screen you can either Create a New Customer or Create a One-Time Use Customer:
    - » **Create a New Customer** -Click **New** . The Add a New Customer screen displays with the name that you entered automatically displaying in the Company/Fund box. Complete the additional details to create the customer and then click **Save**.
    - » **Create a One-Time Use Customer** - Click **New One Time Use**. The New One Time Use Name screen displays with the name that you entered automatically displaying in the Name box. Complete the additional details to create the one time use customer, including the customer Price Level, and then click **Save**. When creating a new customer through the New One Time Use Name screen, the customer is automatically saved as an inactive customer in all companies/funds so it does not appear in Customer lookups (unless you chose to lookup inactive customers).

This documentation is for informational purposes only. For specific accounting guidance, please contact your accountant.

4. To view or add internal notes for a customer, click the **Additional Notes** icon .

> Note: To add a time stamp to a note added or edited on the Additional Notes screen, click **Stamp**. If you are adding/editing a stamp in a database without security, the stamp will display "Edited on (current date and time)". If you are adding/editing a stamp in a database with security, the stamp will display "Edited by (username) on (current date and time)".

5. Once the customer is selected, the , **Salesperson**, **Terms**, **Due Date, Discount Date** and **Sales Tax** fields will be populated automatically.
6. Complete all other needed fields on the **Select** tab. Most fields are optional – complete only those that are pertinent to your business.
7. Click on the **Shipping Name** button to specify a different address for the shipping address.
8. The Email or Print Options selected on the Email/Print tab in Setup > Names > Names and Setup > Customers will determine the default setting for the **Print** (an image of a printer displays on the button) and **E-mail** (an image of an envelope displays on the button) buttons (the selection can be changed on this screen). If the Print or E-mail buttons display with a red X, it means the invoice will not be printed or e-mailed when the invoice is saved. If the Print or E-mail buttons display with a green check mark, it means the invoice will be printed or e-mailed when the invoice is saved. To override the Print button default setting, click the Print button to display the Print Setting screen where you can override the Print Invoice setting for this invoice only, select the printer to print the invoice to, the number of copies of the invoice to print, and the form the invoice should be printed on. To override the E-mail button setting for this invoice only, click the E-mail button to display the Email Settings screen where you can override the E-mail Invoice setting and the default To, CC, BCC, From, Subject, Message, and form the invoice should be e-mailed on.
9. The system will automatically bring you to the **Invoice** tab when you enter/tab off of the last field on the Select tab. Otherwise you can click on the invoice tab manually.

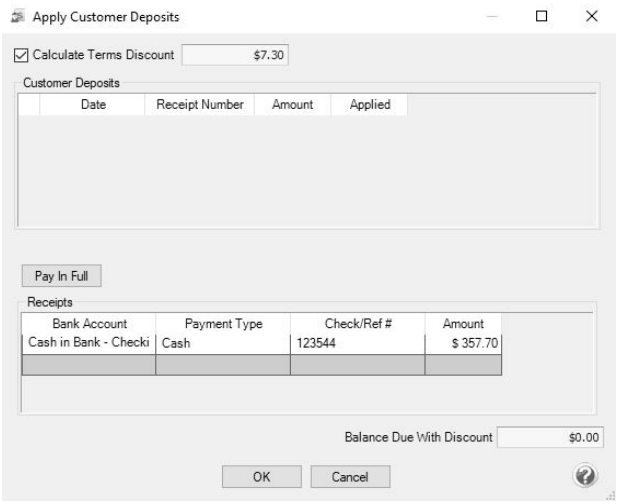


10. Select the first **Item** sold to the customer by either typing in a portion of the item abbreviation or the item description or click on the lookup button to display a list of items.
11. Once the Item is selected the system will automatically display the **Description, Account** and **Sales Price**. This information will pull from the information that has been setup on the item.
12. Specify the **Quantity** sold. A positive quantity is used for a sale, a negative quantity for a return. The **Description**, **Account** and **Sales Price** can also be modified, if needed.
13. Continue entering additional lines on the Invoice for each item that is sold to this customer.
    - The **Substitutes** button will be highlighted in red if there is not enough quantity available from the item/location combination and the item has a substitute. Click the button to display the Substitutes Locations/Items screen. The Inventory Locations tab allows you to view the quantity on hand, assigned, available at the locations available in the system. The Substitutes tab lists any substitute items, inventory locations, quantity on hand, assigned, available, on order, and unit of measure.

- If you click the **Additional Description** button on the data entry grid, the Sales Item Additional Description screen displays that allows you to type in a 3200 character additional description for each line item in the data entry grid.
- If you click the **Comments** button on the data entry gird, a Line Comments screen displays that allows you to type in a 3200 character comment for each line in the data entry grid.
- If you click the **Price Level** button in the data entry grid, the Price Levels screen displays the price levels for the pricing method for the item being entered and allows you to select a different price level for the item.
- The **Taxed** check box allows you to indicate if a sales item is taxable or non-taxable on each line of the invoice. If an exemption id is required for this customer, it can be entered in Setup > Customers > Accounting in the Exemption Id box.
- A **Notation** can also be entered if you'd like to specify a description of what was purchased. If the sales item has an additional description, it will display in the Notation column. The Notation field is optional.

Note: If you want to attach a document to this transaction, see the Attach Documents to Transactions topic for detailed information.

14. If applicable, enter **Freight** and **Miscellaneous** charges at the bottom of the screen. To specify management details to be posted for the freight or miscellaneous charges, for example profit center, location, project, etc. or a notation specific to these charges, click the **Freight** or **Miscellaneous** buttons and enter the information on the Details screen.
15. The **Sales Tax** will be calculated automatically based on the Sales Tax selected.
16. Click the **Amount Received** button to apply applicable customer deposits/term discounts and pay the remaining balance while assigning the receipt account, payment type, and check/ref#.Click **OK**.



17. Verify the information for accuracy and click **Save** to complete the invoice. If the Invoice Total is less than zero, the Customer Credit Invoices preference in File > Preferences > Customer Invoices > Customer Returns and Refunds will be checked to determine how to handle the negative invoice:

    - **Not Set** - When a negative customer invoice is entered and you click **Save**, the following screen will display for you to determine if you want the negative invoice saved as a Customer Deposit (Refundable Credit) that posts to Customer Deposits instead of an Accounts Receivable account or Negative Invoice that posts to your Accounts Receivable account. You also have the opportunity to save your selection as your preference in File > Preferences > Customer Invoices > Customer Returns and Refunds and not display this screen again
    - **Save as a customer deposit invoice (refundable credit)** - When a negative customer invoice is entered and you click **Save**, the negative invoice will be

saved as a Customer Deposit (Refundable Credit) that posts to Customer Deposits instead of an Accounts Receivable account. The Customer Deposit can then be refunded or applied to a future invoice. You will not see the Credit Invoice Save Options screen when this preference is set.

- **Save as negative invoice** - When a negative customer invoice is entered and you click **Save**, the negative invoice will be saved as a negative invoice that posts to your Accounts Receivable account. The amount will show as a credit on the customer's account and can be applied to an outstanding balance on the Receipts screen. You will not see the Credit Invoice Save Options screen when this preference is set.
- **Always Show me the Save Options** - When a negative customer invoice is entered and you click **Save**, the Credit Invoice Save Options screen will always display for you to determine if you want the negative invoice saved as a Customer Deposit (Refundable Credit) that posts to Customer Deposits instead of an Accounts Receivable account or Negative Invoice that posts to your Accounts Receivable account. You also have the opportunity to save your selection as your preference in File > Preferences > Customer Invoices and not display this screen again.

18. The invoice will be printed if the Print button had a green check mark on it or e-mailed if the E-mail button had a green check mark on it.

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