# Purpose

This Guide should be used when selling items that are on-hand over the counter when payment is received immediately.

**Gough CAT Items only** - Customers with COD (cash on delivery) payment terms block you from using the delivery note button. You must use arrival journals or picking journals to produce a packing slip before going to cash register.

This procedure is linked with the following business processes:

* PRT\_1.2(SOP)Create and Manage a Sales order
* PRT\_1.1 (SOP)Item availability
* PRT\_5.4 (SOP)Recover freight
* PRT\_3.4(SOP)Source Parts through Backorder
* PRT\_3.1(SOP)Create a Purchase Order from Backorder
* FAR\_2.12(SOP)Create and Manage a Banking journal
* FAR\_2.10(SOP)Reconcile Daily Banking

# What is covered in this guide

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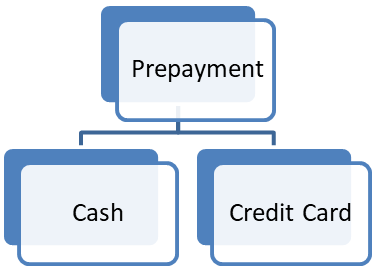
# Terminology

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| **Backorder item** | The part will need to be sourced from the vendor or another warehouse |

# Use of icons

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| --- | --- | --- | --- | --- | --- |
|  | **Business rule** |  | **Key point / Tips** |  | **Information** |

Banking journal creation and responsibility



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|  | **PRT\_2.1(SOP)Invoice a Cash Sales Order**   * Gough CAT only - Arrival journal or Picking journal must be used to deliver parts * Gough CAT only - Do not use Update line > registration / pick as no packing slip will be produced |
|  | **FAR\_2.9(SOP)Apply a customer Prepayment**   * Do not use with COD payment type! * Imported CAT parts should have freight estimate applied via Freight Estimator * Receive payment before approving backorder and ordering parts |

**Banking**

* FAR\_2.12(SOP)Create and Manage a Banking Journal
* FAR\_2.10(SOP)Reconcile Daily Banking

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| --- | --- |
|  | * ARCS - C journal created automatically, or line added * The branch balances payment journal and posts |
|  | * ARCS - V journal created automatically, or line added * Accounts Receivable balances payment journal and posts |
|  | * Find existing ARCS - C journal and add line or create one manually * The branch balances payment journal and posts |
|  | * Find existing ARCS - V journal and add line or create one manually * Accounts Receivable balances payment journal and posts |

1. Create a sales order to a cash customer

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| 1. You need to create a Sales order on a customer’s account   **Select GGNZ > Sales and marketing > Common > Sales orders > All sales** |
| 1. Select **Sales order** from the ribbon |
| 1. If it is not on a Customer account, you need to search for and use your branch cash sales account. |
| 1. For branch accounts, you need to look for one of the following customer names:  * TWL Cash\* * EQU Cash\* * Palfinger Cash\* * TSL Cash\* * GMH Cash\* |
| Confirm mode of delivery is set   1. From the Create sales order window,   Select **Shipping**  Choose **Mode of delivery** |
| 1. Select **Ok** |
| To change delivery address and / or add a customer reference  See PRT\_2.3(SOP)Create and update a sales order |
| Shipping will have a red asterisk if Terms of Payment are COD |
| Staff purchases are made to COD account: 3030541 - Gough Group Cash Sale Staff |

1. Identify if a customer is COD after sales order creation

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| 1. To review customer payment terms, open    1. Select **Sales order**    2. Select **Header view**    3. Check the payment terms, next to **price and discount** fast tab, they should read **COD** |
| COD terms means the Delivery note button will be greyed out, and you will need to either;   * 1. Use journals to deliver see PRT\_5.1\_Manage Picking Packing and Delivery Notes   Or   * 1. Cancel the sale and return items to branch see PRT\_6.2\_Process Customer Return |

1. Take payment in advance – optional

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| If all items are on hand, see task deliver items.  If items are to be backordered, it is highly recommended you use a branch prepayment account for prepayments which will allow you to issue a tax invoice to the customer to request payment.  **Refer FAR\_2.9(SOP)Apply a Customer prepayment** |
| 1. Navigate to and open   **GGNZ/Sales and marketing/Common/Sales orders/My sales orders** |
| 1. If you are accepting an advanced payment on a COD account, select:   **Sell > Generate group > Sales order confirmation** |
| 1. Complete the following fields    1. Tick **Print confirmation**    2. Click **OK** |
| 1. Find an existing banking journal (or create a new one)   Refer **FAR\_2.12(SOP)Create and Manage a banking journal** |
| 1. Add a line to go with the payment in advance. |
| Remember to update the description about the prepayment |
| The cash register process automatically creates a banking journal, so after the items are delivered, you’ll need to find and delete the new banking journal if you’ve already created one. |

1. Deliver items

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| See PRT\_5.1 Manage Picking, Packing, and Delivery |
| **CAT parts only**  Make sure all items are delivered using a picking journal or arrival journal, this will create a packing slip when customer terms are COD. |
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| Do not use **Update line > registration to pick / register** because that process does not produce a packing slip / delivery note and the cash register process will not work. |
| Refer PRT\_2.3(SOP)Create and update a sales order  Freight service items to be credited will not appear on a delivery note created via an arrival journal but will appear on the final invoice. |

1. Invoice a cash sales order

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| 1. Navigate to and open   **GGNZ/Sales and marketing/Common/Sales orders/My sales orders** |
| 1. To Invoice a cash sales order, go to the sales order and select    1. Sell    2. Cash register    3. Cash register payment type |
| 1. Select the **Payment type code** |
| 1. Select **OK** |
| Gough Group no longer accepts Diners or AMEX (American Express).  If the customer changes their mind about how they will pay in the next form, exit the cash register form and select the **Payment type code** in this screen again or the banking journal will be confused. |
| The Payment type code **Cash\_Cheque** will end up creating an ARCSC banking journal.  The Payment type code **Visa\_Mastercard\_EFTPOS** will end up creating an ARCSV banking journal. |
| The Cash payment screen opens   1. Two sections must be completed, the remainder, only if relevant.   **Mandatory sections**   * 1. **Payment reference:** enter Payment method or Sales order number      + EFTPOS      + CASH      + SO0062990   2. **Method of payment:**       + Cash      + Cheque      + EFTPOS (Includes VISA)   **As** **required**   * 1. **Description**: Enter reason for payment   2. **Amount**: (displays the amount customer should pay) e.g.$23.30   3. **Amount** **tendered**: (optional for cash) Type cash paid here then press tab key e.g. $30.00   4. **Change**: this is the Amount minus the Amount tendered e.g. $30.00 cash - $23.26 = $6.80 change   5. Only required for cheques, see **step 18** |
| 1. For Cheques only you need to complete:    1. **Approval** **cheque number** Type in cheque number    2. **Drawer** **bank** **branch**: Type in bank and branch from cheque    3. **Drawer** **name**: Type in name from cheque e.g. Douglas Adams (cheque only) |
| 1. Select **Tax Invoice** when you have finished filling in the form. |
| 1. The Invoice will automatically print to your default printer when you press Tax Invoice.   Give this to the customer. |
| 1. Selecting Tax Invoice will create a banking journal or add a line to an existing cash journal for a cash sale. |
| If Payment type code does not equal Method of payment, do not  select Tax Invoice! Select Close and start again.   * e.g. Cash\_Cheque + EFTPOS = X * e.g. Visa\_Mastercard\_EFTPOS + EFTPOS = ☺ |
| 1. Select **Close** |
| It is important to select **Close** immediately or you’ll create unwanted extra work for accounts receivable staff. |
| If you had taken payment in advance and created a manual banking journal at that time, you will need to go to the new banking journal line created at the end of the cash register process you just completed and delete that journal line.  Note down the invoice number from the form that prints to screen to help identify the line to remove. If in doubt, contact Accounts Receivable. |

What next

* FAR\_2.12(SOP)Create and Manage a Banking Journal
* FAR\_2.10(SOP)Reconcile Daily Banking