# TROUBLESHOOTER: PRINTING INVOICES

## Introduction

This document outlines how invoices have been set up to print, and how to reset your NAXT system so that the functionality works correctly

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## STEPS

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| PRINTING ORIGINAL INVOICES – HOW NAXT WORKS | |
| **It is the responsibility of the branch staff to give a cash sale customer or Capricorn customer their original sales invoice (the system is set so the invoice will print to screen), the user should then print it to a printer (usually the branch default printer) and then give the printed invoice to the customer. Accounts Receivable is responsible for all other original invoices and branch staff should not attempt to produce the original invoice. (Branch staff can produce a copy invoice if required)**  **When the “Posting invoice” screen appears the user must not change any settings that appear in the right column. If this is done the default print settings the customer has requested will be altered.** Do not be concerned if for one customer invoice the boxes are ticked on, and for another ticked off, this is because they reflect different customer print settings.  Either of the following settings are ok:      **Important: As users may have altering these settings over the last few weeks, it is essential to reset the use print management area, the following box contains instructions to do so.**  Once the reset is complete remember **never change the “Print invoice” or “Use print management destination” under print options on the right hand side of the “Posting invoice” screen.** | |
| PRINTING ORIGINAL INVOICES – HOW TO RESET NAXT | |
| When the next invoice is processed if both boxes in the print area are blank – no change is required.  If however, only the Print invoice box is ticked, then also tick the “Use print management destination” box:   |  |  | | --- | --- | | Change from: | To: | |  |  |   Monitor to confirm the settings hold, ie: the “Posting Invoice” screen either presents with no ticks in the “Print invoice” and “Use print management destination” boxes, or with both boxes ticked.  Please prepare a helpdesk ticket if the settings are not holding, and manually tick both boxes so invoice printing occurs as required. | |
| Further Information Follows: | |
|  | Customer Settings Customers are set to have their invoices print in one of the three following ways:   * **Print immediately to screen** * **E-mail immediately** * **Print in an overnight batch** (Overnight print to the shared services printer in Gough head office Christchurch – invoices are then placed in the mail the following day)   These settings are maintained by Accounts Receivable.  These settings were determined in the following way:   * **Cash sales customers:** all cash sales customers are set to print immediately   (these are all customers with payment terms COD);   * **Capricorn customers:** all invoices for Capricorn customers with the invoice to account of Capricorn Society Ltd (Auckland) [3026527] are set to print immediately; * Other **Credit customers:** All credit customers had a communication set to them and they replied to Accounts receivable letting them know if they wished to receive their invoices and statements either by e-mail or in the mail, the customers were then set accordingly in NAXT. | |
|  | Responsibility to give invoice to customer **Branch Responsibility:**   * **Cash sales customers** - branch staff should give the original copy of the cash sales invoice to the customer. * **Capricorn Society -** branch staff should give the original copy of the invoice to the customer.   The original invoice will print to the users screen and the user should then click on the print button to send the invoice to their default printer, the invoice should then be handed to the customer.  This invoice could also be e-mailed (see box 5)  **Accounts Receivable (Shared Service) Responsibility:**   * **All other customers** (other credit customers) **-** it is Accounts receivable responsibility to ensure that the customer receives an original invoice.   **Note on Capricorn –** the branch provide the customer with the original invoice, then at the end of the month the accounts receivable team provide the Capricorn society with electronic details of all invoices the Gough group generated in the month. | |
|  | How the print management settings appear when invoicing **– Never change the settings on the right side. These will be different depending on the customer print management settings as the following examples show:**  **Capricorn customer set to print to screen:**  *Reference only - Accounts Receivable Invoice Print Management settings:*    Posting invoice:    Answer [Yes] to the infolog below if it appears:    The invoice will print to screen as shown below, click on the print icon in the black area at the bottom to send to the printer.    **Customer is set to E-mail:**  *Reference only - Accounts Receivable Invoice Print Management settings:*    Posting Invoice:    *How do you know the invoice has been generated?*  Nothing will appear on screen but the “tax invoice” icon in the generate area will grey out (indicating the invoice has been generated), and the “invoice” in the journals area will be available indicating that a copy of the invoice is available.    **Customer is set to Mail (via overnight batch print)**  Active welding 3010116  *Reference only - Accounts Receivable Invoice Print Management settings:*  Customer has no individual setting so is caught in the default mail batch       |  |  |  | | --- | --- | --- | | If this screen appears click [OK] |  | This indicates the invoice will not print immediately, but will print in the overnight mail batch |   *How do you know the invoice has been generated?*  Nothing will appear on screen but the “tax invoice” icon in the generate area will grey out (indicating the invoice has been generated), and the “invoice” in the journals area will be available indicating that a copy of the invoice is available. | |
|  | Cash Sale / Capricorn Customer – prints to user’s screen – then print to user’s default printer and give to customer   Click on print icon in black banner at bottom. If this does not print to the users default printer get in contact with IT as they may need to change the users default citrix printer. | |
|  | Cash Sale / Capricorn Customer – prints to users screen – e-mail to customer It is best practice to e-mail the invoice to yourself, then forward it to the customer. This way the users outlook sent box will record that the e-mail was sent to the customer, should any verification be required.  Use the print button in the top left hand corner to access the e-mail functionality:    Chose Bottomline e-mail and full in the details:    Click **OK** | |
|  | Standard cash sale customer and print management As cash sale functionality applies (invoice via the Sell tab > Cash register payment type), no print management settings are visible, but in the background the print management settings have been applied to the invoice and they send it to screen.  *Reference only - Accounts Receivable Invoice Print Management settings:*    Cash sale invoicing: | |
|  | How to produce a “copy” of any invoice – cash sale, capricorn or credit customer requests to the branch   1. Sales Order (SO) number as reference   In the sales order go to the invoice tab, select “Invoice” in the journals area:    The following screen will appear:    Note the printed area indicates the number of invoices that have been printed. If an invoice is set to mail the count will not change from 0 until the overnight batch runs, so do not be concerned if it reads 0.  Click on Preview/Print    And a copy of the original invoice will appear on screen, this can then be printed and handed to the customer, or e-mailed to the customer.    Note – the Eastech original invoice was set to e-mail, but the copy printed to screen so the branch could access it.   1. Sales Invoice (SI) number as reference   If sales invoice number is only known, go to Accounts receivable > inquiries > journals >invoice journal:    Filter on the relevant SI number, then use the same Preview/Print functionality | |