odoo
SALES MANAGEMENT

Request a down payment

A down payment is a partial payment made by the buyer when a sales contract is concluded. This implies both parties' full commitment (seller and buyer) to honor the contract. With a down payment, the buyers show their will to acquire the product and agree to pay the rest later, while the sellers are obliged to provide the goods by accepting it.

Sometimes a down payment is required for expensive orders or projects. That way, you can protect yourself and make sure that your customer is reliable.

First time you request a down payment

When a sales order is confirmed, you then have the possibility to create an invoice. Invoices are automatically created in drafts so that you can review them before validation. To create an invoice, Odoo Sales offers you 3 options:

- Regular invoice
- Down payment (percentage)
- Down payment (fixed amount)

In terms of down payment, it can either be a fixed amount or a percentage of the total amount. The first time you request a down payment, you can set a percentage or a fixed amount of your choice, and select the right income account and taxes. These settings will be reused for future down payments.

Create Invoice

○ Regular invoice

● Down payment (percentage)

○ Down payment (fixed amount)

Down Payment Amount   20   %

Income Account   101401 Bank   ▼   ☑

Customer Taxes   (Tax 15.00% ✕)   ▼

CREATE AND VIEW INVOICE   **CREATE INVOICE**   **CANCEL**

Basic sales flow using down payments

For this first example, we will use a 50% amount down payment with a product using **ordered quantities** as invoicing policy. Make sure to check out our documentation about invoicing policies here: **Invoice based on delivered or ordered quantities** , before requesting your first down payment. When it comes to create and view the invoice, you will only have access to a draft invoice mentioning the down payment (as you can see below).

There, you can post the invoice and register the payment of your customer. But, we all know that in real life this flow does not happen immediately. So, for now, you can return to the sales order. There, you will have the possibility to see the order as a customer with the **Customer preview** button or to reach easily the previous draft invoice with the **Invoice** button. In any case, the down payment will be mentioned on both (sales order and draft invoice).

S00023

Customer	Azure Interior, Brandon Freeman 4557 De Silva St Fremont CA 94538 United States	Order Date	02/18/2020 13:32:14
		Payment Terms	End of Following Month

Quotation Template

Order Lines | Other Info

Product	Description	Quantity	Delivered	Invoiced	Unit Price	Taxes	Subtotal
[DESK0006] Customizable Desk (CONFIG) (Custom, Black)	[DESK0006] Customizable Desk (CONFIG) (Custom, Black) 160x80cm, with large legs.	5.000	0.000	0.000	750.00	Tax 15.00%	$ 3,750.00
Down payment	Down Payment: 02 2020	0.000	0.000	1.000	1,875.00	Tax 15.00%	$ 0.00

Untaxed Amount:	$ 3,750.00
Taxes:	$ 562.50
Total:	**$ 4,312.50**

To complete the flow, when the customer wants to pay the rest of his sales order, you must create another invoice. Once again, you will have the choice to make another down payment or to deduct all the down payments and so, paying the rest of the invoice as a regular invoice.

Invoice Lines | Other Info

Product	Label	Quantity	Price	Taxes	Subtotal
[E-COM07] Large Cabinet	[E-COM07] Large Cabinet	1.000	320.00	Tax 15.00%	320.00
Down payment	Down Payment: 02 2020	-1.000	160.00	Tax 15.00%	-160.00

Untaxed Amount:	$ 160.00
Tax 15%:	$ 24.00
Total:	**$ 184.00**

This flow is also possible with a down payment taking into account a fixed amount.

> **Important**
>
> Be careful that if you do a down payment with a product using **delivered quantities** as invoicing policy, you won't be able to deduct all the down payments when it comes to invoicing your customer. Indeed, you have to deliver a product before creating the final invoice. If nothing has been delivered, you create a **credit note** that cancels the draft invoice created after the down payment. To do so, you have to install the **Inventory App** to confirm the delivery. Otherwise, you can enter the delivered quantity manually on the sales order.

Modify the income account and customer taxes

From the products list, search for the **Down Payment** product.

Products   Product Down Payment ✖ Search...

CREATE

IMPORT   ‹ ›

Down payment
Price: $ 1.00

You can edit it and under the **General Information Tab** you will be able to change the customer taxes. Now, to change the income account, you will need to install the **Accounting App** to have the possibility to see the **Accounting Tab** on the product form.

Product Name

Down payment

☑ **Can be Sold**
☑ **Can be Purchased**

General Information	Variants	Sales	Purchase	Accounting

Receivables

Income Account   101401 Bank   ▾ ☑

Send a pro-forma invoice

A pro-forma invoice is an abridged or estimated invoice in advance of a delivery of goods. It notes the kind and quantity of goods, their value, and other important information such as weight and transportation charges. Pro-forma invoices are commonly used as preliminary invoices with a quotation, or for customs purposes in importation. They differ from a normal invoice in not being a demand or request for payment.

Send a pro-forma invoice

From any quotation or sales order, you know have an option to send a pro-forma invoice.

When you click on send, Odoo will send an email with the pro-forma invoice in attachment.

Invoice based on time and materials

Time and Materials is generally used in projects in which it is not possible to accurately estimate the size of the project, or when it is expected that the project requirements would most likely change.

This is opposed to a fixed-price contract in which the owner agrees to pay the contractor a lump sum for the fulfillment of the contract no matter what the contractors pay their employees, sub-contractors, and suppliers.

For this documentation I will use the example of a consultant, you will need to invoice their time, their various expenses (transport, lodging, …) and purchases.

Invoice time configuration

To keep track of progress in the project, you will need the *Project* app. Go to **Apps ‣ Project** to install it.

In *Project* you will use timesheets, to do so go to **Project ‣ Configuration ‣ Settings** and activate the *Timesheets* feature.
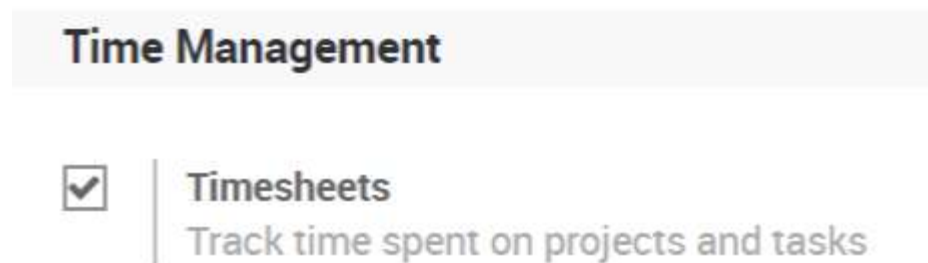
Invoice your time spent

From a product page set as a service, you will find two options under the invoicing tab, select both *Timesheets on tasks* and *Create a task in a new project*.

You could also add the task to an existing project.

Once confirming a sales order, you will now see two new buttons, one for the project overview and one for the current task.

You will directly be in the task if you click on it, you can also access it from the *Project* app.

Under timesheets, you can assign who works on it. You can or they can add how many hours they worked on the project so far.

Initially Planned Hours	300:00		

Progress ████ 18%

Date ▼	Employee	Description	Duration
04/12/2018	Julien Bertrand (jub)	First session	08:00 🗑
04/12/2018	Julien Bertrand (jub)	Consulting	08:00 🗑
04/12/2018	Julien Bertrand (jub)	Consulting	38:00 🗑

From the sales order, you can then invoice those hours.

	Invoice Lines	Other Info							

Product	Section	Description	Account	Analytic Account	Analytic Tags	Quantity	Unit Price	Discount (%)	Taxes	Subtotal
[S002] Content Consulting (Hour)		[S002] Content Consulting (Hour)	701000 Ventes en Belgique (produits finis)	SO034 - Aviato		54.000	150.00	0.00	21%	8,100.00 €

Expenses configuration

To track & invoice expenses, you will need the expenses app. Go to **Apps ‣ Expenses** to install it.

You should also activate the analytic accounts feature to link expenses to the sales order, to do so, go to **Accounting ‣ Configuration ‣ Settings** and activate *Analytic Accounting*.

Add expenses to your sales order

From the expense app, you or your consultant can create a new one, e.g. the hotel for the first week on the site of your customer.

You can then enter a relevant description and select an existing product or create a new one from right there.

Expense Description

Hotel w1 - Consultant LAP - Project S0034

Product   Hotel

Here, we are creating a *Hotel* product:

Product Name

Hotel

☑ **Can be Sold**
☑ **Can be Purchased**
☑ **Can be Expensed**

General Information	Sales	Purchase	Invoicing

Product Type	Service
Internal Reference	
Barcode	
Category	All / Expenses
HS Code	

under the invoicing tab, select *Delivered quantities* and either *At cost* or *Sales price* as well depending if you want to invoice the cost of your expense or a previously agreed on sales price.

Invoicing

Invoicing Policy

○ Ordered quantities

◉ Delivered quantities

Re-Invoice Expenses

○ No

◉ At cost

○ Sales price

To modify or create more products go to **Expenses ‣ Configuration ‣ Expense products**.

Back on the expense, add the original sale order in the expense to submit.

| Sale Order | SO034 ▾ |
| Analytic Account | SO034 - Aviato ▾ |

It can then be submitted to the manager, approved and finally posted.

SUBMIT TO MANAGER **APPROVE** **POST JOURNAL ENTRIES**

It will then be in the sales order and ready to be invoiced.

Invoice purchases

The last thing you might need to add to the sale order is purchases made for it.

You will need the *Purchase Analytics* feature, to activate it, go to **Invoicing ‣ Configuration ‣ Settings** and select *Purchase Analytics*.

While making the purchase order don't forget to add the right analytic account.

Invoicing

Invoicing Policy

◯ Ordered quantities

◉ Delivered quantities

Re-Invoice Expenses

◯ No

◉ At cost

◯ Sales price

Once the PO is confirmed and received, you can create the vendor bill, this will automatically add it to the SO where you can invoice it.

How to adapt your prices to your customers and apply discounts

Odoo has a powerful pricelist feature to support a pricing strategy tailored to your business. A pricelist is a list of prices or price rules that Odoo searches to determine the suggested price. You can set several criteria to use a specific price: periods, min. sold quantity (meet a minimum order quantity and get a price break), etc.

As pricelists only suggest prices, they can be overridden by vendors completing sales orders. Choose your pricing strategy from **Sales ‣ Settings**.

Sale Price	● A single sale price per product
	○ Different prices per customer segment
	○ Advanced pricing based on formula

> **Note**
>
> - *A single sale price per product :* doesn't let you adapt prices, it use default product price ;
> - *Different prices per customer segment :* you will set several prices per products ;
> - *Advanced pricing based on formula :* will let you apply discounts, margins and roundings.

Several prices per product

To apply several prices per product, select *Different prices per customer segment* in **Sales ‣ Settings**. Then open the *Sales* tab in the product detail form. You can settle following strategies.

Prices per customer segment
Create pricelists for your customer segments: e.g. registered, premium, etc.

Product Name

iPad Retina Display

☑ **Can be Sold**
☑ **Can be Purchased**
☐ **Use eBay**

GENERAL INFORMATION   INVENTORY   **SALES**   VARIANTS   ACCOUNTING   NOTES

Pricing

Pricelist	Price	Min. Quantity	Start Date	End Date	
Gold Customers (USD)	699.99	1			🗑
Public Pricelist (USD)	749.99	1			🗑
Registered Customers (USD)	734.99	1			🗑
Add an item					

The default pricelist applied to any new customer is *Public Pricelist*. To segment your customers, open the customer detail form and change the *Sale Pricelist* in the *Sales & Purchases* tab.

CONTACTS & ADDRESSES   INTERNAL NOTES   **SALES & PURCHASES**

Sale

Is a Customer	✔
Salesperson	▼
Delivery Method	Normal Delivery Charges ▼ 🔗
Sale Pricelist	Registered Customers (USD) ▼ 🔗

Temporary prices

Apply deals for bank holidays, etc. Enter start and end dates dates.

Pricing

Pricelist	Price	Min. Quantity	Start Date	End Date	
Public Pricelist (USD)	749.99	1			🗑
Public Pricelist (USD)	729.99	1	12/01/2016	12/31/2016	🗑

Prices per minimum quantity

Pricing

Pricelist	Price	Min. Quantity	Start Date	End Date	
Public Pricelist (USD)	749.99	1			🗑
Public Pricelist (USD)	699.99	5			🗑
Public Pricelist (USD)	599.99	15			🗑

Discounts, margins, roundings

Advanced pricing based on formula allows to set price change rules. Changes can be relative to the product list/catalog price, the product cost price, or to another pricelist. Changes are calculated via discounts or surcharges and can be forced to fit within floor (minimum margin) and ceilings (maximum margins). Prices can be rounded to the nearest cent/dollar or multiple of either (nearest 5 cents, nearest 10 dollars).

Once installed go to **Sales ‣ Configuration ‣ Pricelists** (or **Website Admin ‣ Catalog ‣ Pricelists** if you use e-Commerce).

Pricelist Items

Applicable On	Min. Quantity	Start Date	End Date	Price
Category: Software	1			15.0 % discount
All Products	1	12/01/2016	12/31/2016	20.0 % discount
All Products	1			10.0 % discount and 0.0 surcharge

Each pricelist item can be associated to either all products, to a product internal category (set of products) or to a specific product. Like in second option, you can set dates and minimum quantities.

Apply On
- ○ Global
- ○ Product Category
- ● Product
- ○ Product Variant

How to sell in foreign currencies

Pricelists can also be used to manage prices in foreign currencies.

- Check *Allow multi currencies* in **Invoicing/Accounting ‣ Settings**. As admin, you need *Adviser* access rights on Invoicing/Accounting apps.
- Create one pricelist per currency. A new *Currency* field shows up in pricelist setup form.

Tip

To activate a new currency, go to **Accounting ‣ Configuration ‣ Currencies**, select it in the list and press *Activate* in the top-right corner. Now it will show up in currencies drop-down lists.

Prices in foreign currencies can be defined in two fashions.

Automatic conversion from public price

The public price is in your company's main currency (see **Accounting ‣ Settings**) and is set in product detail form.

Bose Mini Bluetooth Speaker

✓ **Can be Sold**
✓ **Can be Purchased**

GENERAL INFORMATION   INVENTORY   SALES   ACCOUNTING   NOTES

Product Type	Stockable Product
Internal Reference	E-COM05
Barcode	
HS Code	

Sale Price	$249.00
Cost	$140.00

The conversion rates can be found in **Accounting ‣ Configuration ‣ Currencies**. They can be updated from Yahoo or the European Central Bank at your convenience: manually, daily, weekly, etc. See **Accounting ‣ Settings**.

Set your own prices

This is advised if you don't want your pricing to change along with currency rates.

iPad Mini

✔ **Can be Sold**
✔ **Can be Purchased**

GENERAL INFORMATION   INVENTORY   SALES   ACCOUNTING   NOTES

Pricing

Pricelist	Price	Min. Quantity	Start Date	End Date
MXN Pricelist (MXN)	5,999.00	1		
USD Pricelist (USD)	329.99	1		
EUR Pricelist (EUR)	359.99	1		

Process returns and refunds

The **Sales** app provides two different ways to process returns based on whether an invoice has been sent or not.

Before invoicing

Returns are completed using *Reverse Transfers* when a customer decides to return a product before an invoice has been sent or validated.

> **Note**
>
> In order to use Reverse Transfers, the **Inventory** app must also be installed.

To start a return, open the **Sales** app, navigate to the customer's sales order, and click on the **Delivery** smart button to open the associated delivery order.

On the validated delivery order, click **Return** to open the **Reverse Transfer** pop-up window. By default, the **Quantity** matches the validated quantities from the delivery order. Update the quantities if necessary. Click on the trash icon next to a line item to remove it from the return.

Reverse Transfer

Product	Quantity	Unit of Measure	⋮
[FURN_0096] Customizable Desk (Steel, White)	20.00	Units	🗑

Next, click **Return** to confirm the return. This generates a new warehouse operation for the incoming returned product(s). Upon receiving the return, the warehouse team validates the warehouse operation. Then, on the original sales order, the **Delivered** quantity will reflect the difference between the initial validated quantities and the returned quantities.

	Product	Description	Quantity	Delivered	Invoiced
Order Lines / Other Info	Customizable Desk	[FURN_0096] Customizable Desk (Steel, White) 160x80cm, with large legs.	20.00	15.00 ⬛	0.00

When an invoice is created, the customer receives an invoice only for the products they are keeping.

After invoicing

Sometimes, customers return an item after they receive and/or pay for their invoice. In these cases, a return using only *Reverse Transfers* is impossible since validated or sent invoices cannot be changed. However, *Reverse Transfers* can be used in conjunction with *Credit Notes* to complete the customer's return.

To start a return, navigate to the relevant sales order. If there is a payment registered on the sales order, then the payment details will appear in the Chatter, and the invoice (accessible through the **Invoices** smart button) will have a green banner across it.

From the sales order, click on the **Delivery** smart button to view the validated delivery order. Then, click **Return** to open the **Reverse Transfer** pop-up window. Next, edit the **Product** or **Quantity** as needed for the return, and then click **Return**. This generates a new warehouse operation for the incoming returned product(s), which is validated by the warehouse team once the return is received. Then, on the sales order, the **Delivered** quantity will reflect the difference between the initial validated quantities and the returned quantities.

Select the **create invoice** icon that is highlighted in green to the top left hand corner of your screen to process the credit note.

Accounting Credit Note

To process a refund that doesn't affect your invntory, click **Add Credit Note** from the validated invoice.

Credit Note

Credit Method   ● Partial Refund

                  ○ Full Refund

                  ○ Full refund and new draft invoice

The credit note is created in draft and can be edited before being issued.

Reason

Reversal Date   ● Specific

                  ○ Journal Entry Date

Use Specific Journal   Customer Invoices   ▼ ⬈

Refund Date   05/19/2021   ▼

Choose whether to issue a **Partial Refund**, **Full Refund**, or **Full refund and new draft invoice**. The **Partial Refund** option creates a draft credit note that can be edited before posting. The **Full refund and new draft invoice** option validates the credit note and duplicates the original invoice as a new draft.

A **Reason** for the credit and a **Specific Journal** to use to process the credit can also be specified. If a **Specific Reversal Date** is selected, then a **Refund Date** must also be selected.

After the information is filled, click **Reverse**. Then, for a **Partial Refund** or **Full refund and new draft invoice**, **Edit** the draft as needed, and finally, click **Confirm**.