



# Invoices

A tutorial on how to invoice customers for samples & inventory



## Invoicing Creators

When a customer connects with you (the supplier) and wants to purchase custom samples or an inventory order, you will need to invoice the customer. You will find out the details of the order by chatting with them through the Pietra Partner Portal.

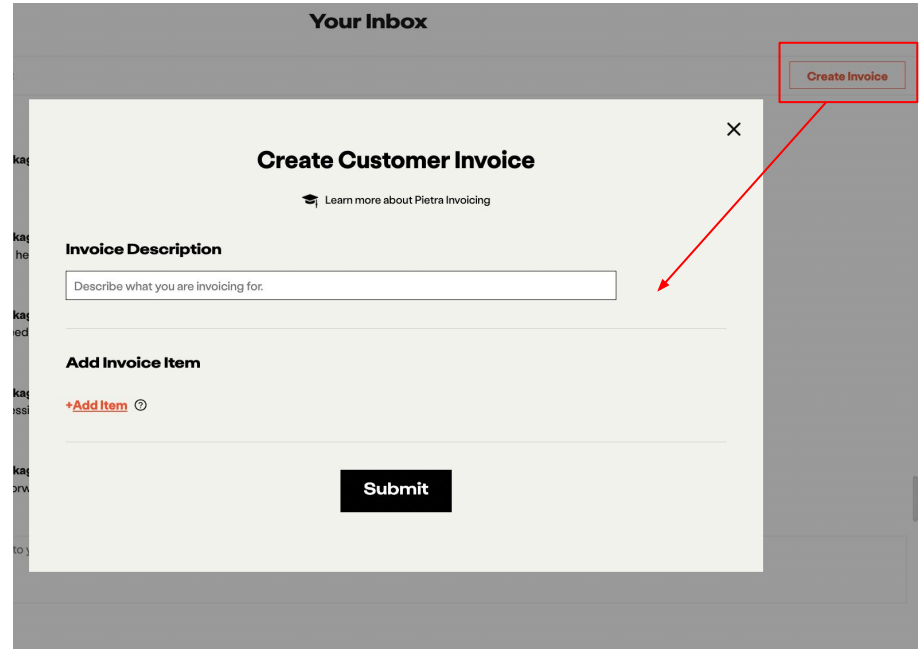
If you have items listed in your profile's catalogue, then Creators can check out for those products without any assistance from the supplier. You will only need to invoice the creator for samples manually if the item has been listed as "Get Quote" and doesn't show a price.



# Invoicing Creators


When it comes time to invoice a Creator for a custom sample or inventory order, please click the Create Invoice button at the top right of the chat box.

This will open a template to create an invoice. Please give the project a relevant description.



**Your Inbox**

**Create Customer Invoice** ×

 Learn more about Pietra Invoicing

**Invoice Description**

**Add Invoice Item**

[+Add Item](#) ⓘ

**Submit**



# Invoicing Creators

Choose the invoice “Type” as it corresponds to your project.

Packaging - Any packaging items


Product - Any physical good

Services - All services, non-tangible offerings, or extra fees added to projects.

Shipping Fee - Select this if you are charging a stand along shipping fee for a product you have already billed the Creator for.

×

Create Customer Invoice

 Learn more about Pietra Invoicing

Invoice Description

Test Invoice

Add Invoice Item

Type <sup>?</sup>

Name <sup>?</sup>

Variants <sup>?</sup>

Per Unit Cost <sup>?</sup>

Image (Optional) <sup>?</sup>

Production Time <sup>?</sup>

Packaging

Product

Services

Shipping Fee

Other

\$ 0.00

+Upload

50

+

-

variants

days

# Invoicing Creators

Please fill out the invoice with as much detail as possible. You must break up variants within each line item or list them as separate line items. Failure to do so will result in a penalty.

Any products within a line item must be the same price. The invoice will multiply the Per Unit Cost by the quantity to get the total. To add more items click +Add Item at the bottom.

You can add as many products and fees to an invoice as needed.

Type ?	Product ▾		
Name ?	Black Cotton Screenprinted Hoodies		
Variants ?	Small	50	+ -
	Medium	75	+ -
	Large	100	+ -
	<input type="checkbox"/> This item does not have variants		
Total Units	225		
Per Unit Cost ?	\$ 15.00		
Image (Optional) ?	<div>+Upload</div>		
Production Time ?	15	days	

Type ?	Product ▾		🗑
Name ?	Black Cotton Joggers		
Variants ?	Small	50	+ -

[+Add Item](#) ?



# Invoicing for Shipping Fees

Next it'll ask youtube confirm what the payment is for. Please select the most appropriate answer.

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**What is this payment for?**

- ☐ Services or other fees
  - ☐ Production Run
  - ☐ Samples
  - ☐ Shipping Fee
-



## Invoicing for Shipping Fees - Domestic Suppliers

If you are a supplier based in the United States and are generating an invoice for a sample or inventory order, do not charge the Creator for any shipping fees on the invoice. Please select the first option and use Pietra's pre-paid labels.

If you are a domestic supplier shipping a large freight order or a palletized order, select "Use My Own Shipping Label & Charge Customer" to add the shipping cost to the invite. OR select "I will charge shipping on a separate invoice when the items are ready to ship" and bill them at a later date for the shipping cost.

### Shipping

Please choose the shipping method.

- ☒ **Use Pietra's pre-paid labels [FOR DOMESTIC ORDERS ONLY]**  
*For orders requiring pallets or freight forwarders, please DO NOT select this option.*
- ☐ Use My Own Shipping Label & Charge Customer
- ☐ This invoice does not require shipping (i.e. services, or shipping invoice)
- ☐ I will charge shipping as a separate invoice when the items are ready to ship



# Invoicing for Shipping Fees - Domestic Suppliers

If you are a domestic supplier shipping a large freight order or a palletized order, select “Use My Own Shipping Label & Charge Customer” to add the shipping cost to the invoice. OR select “I will charge shipping on a separate invoice when the items are ready to ship” and bill them at a later date for the shipping cost.

Always ship all items to Pietra’s fulfillment center.

## Shipping

Please choose the shipping method.

☐ Use Pietra's pre-paid labels [FOR DOMESTIC ORDERS ONLY]

☒ **Use My Own Shipping Label & Charge Customer**

Shipping Cost  USD

### Ship To Pietra Fulfillment Center

850 Third Ave, Suite 502  
Brooklyn, NY  
11232  
US

Pietra will inspect the delivery and forward shipment to your customer.

☐ This invoice does not require shipping (i.e. services, or shipping invoice)

☐ I will charge shipping as a separate invoice when the items are ready to ship





# Invoicing for Shipping Fees - International Suppliers

International suppliers must select the second option “Use My Own Shipping Label & Charge Customer”. Enter the cost of shipping in USD and it will be added to the total and your payout. Please then ship the item to Pietra’s fulfillment center. The address is listed there for your reference.

You may also select the last option and charge the creator for shipping at a later date.

## Shipping

Please choose the shipping method.

☐ Use Pietra's pre-paid labels [FOR DOMESTIC ORDERS ONLY]

☒ **Use My Own Shipping Label & Charge Customer**

Shipping Cost  USD

### Ship To Pietra Fulfillment Center

850 Third Ave, Suite 502  
Brooklyn, NY  
11232  
US

Pietra will inspect the delivery and forward shipment to your customer.

☐ This invoice does not require shipping (i.e. services, or shipping invoice)

☐ I will charge shipping as a separate invoice when the items are ready to ship



## Invoicing for Additional Fees

If additional charges occur over the course of the project (i.e. the Creator requests extra details, increases the order size, changes the order etc.) and you need to bill the Creator, create a new invoice but check the box “This invoice does not require shipping”.

You can charge a Creator as many times as needed throughout the project.

### Shipping

Please choose the shipping method.

- ☐ Use Pietra's pre-paid labels [FOR DOMESTIC ORDERS ONLY]
- ☐ Use My Own Shipping Label & Charge Customer
- ☒ **This invoice does not require shipping (i.e. services, or shipping invoice)**
- ☐ I will charge shipping as a separate invoice when the items are ready to ship



## Payment Deposits

You can now break up invoices by requesting a deposit. By selecting “Pay Immediately” the Creator will be asked to pay the full amount up front.

By selected Request Deposit, you can enter the amount of the first installment and request the remaining balance at a later date. Please note that a payment can only be split up into two installments at this time.

### Terms

☐

Pay Immediately

☒

Request Deposit

\$

# Payment Deposits

Select the Request Deposit options and enter in the amount you are requesting up front.

It is your responsibility as the supplier to come back and bill the Creator for the remaining amount at a later date. Pietra is not responsible for an unpaid installments. If you do not want want to chance not getting paid for the full order, please charge 100% of the amount before starting any work.

## Terms

☐ Pay Immediately

☒ Request Deposit

\$ 300



You are saving **\$30.00** by billing through Pietra

Typical payment tools cost suppliers between 2.5%-5%

**Total**

**\$1,000.00**

**Deposit Requested**

**\$300.00**

\* It will be your responsibility to come back to this invoice and request the remaining balance.

**Submit**



# Payment Deposits

The creator will see that they are paying a deposit on their invoice.

On the final screen they will see a note reminding them that the supplier will be requesting the remaining amount at a later date.

## Invoice Type

Production Run

Name	Cost Per Unit	Quantity	Total	ETA To Ship
Test Project	\$1,000.00	1	\$1,000.00	10 days

## Shipping

Continue to next screen for shipping details.

**Subtotal (USD)** \$1,000.00

**Total** \$1,000.00

**Deposit Due** \$500.00

Next

## Deposit Due

**\$500.00**

This payment is a deposit. Your supplier will request the remaining balance at a later date that you must complete to receive your order.

Pay Now

# Payment Deposits

The invoice will now say Deposit Paid in green in your chat with the Creator.

I just sent you an invoice that is awaiting payment.



Test Invoice

**Deposit Paid**

When it comes time to request the remaining balance, click the link Request Remaining Balance in your invoice history tab on the right hand column.

## Orders & Invoices

Test Invoice

Production Run

\$1,000.00

**Deposit Paid** Request Remaining Balance





# Payment Deposits

Submit the final installment to the Creator.

The Creator will receive a notification that they have another invoice waiting. When the invoice is paid, it will turn green and say Paid.

## Terms

☒ Request Remaining Amount



You are saving **\$30.00** by billing through Pietra  
Typical payment tools cost suppliers between 2.5%-5%

**Total**

**\$1,000.00**

**Balance Requested**

**\$500.00**

**Submit**



# Creator Email Notification

This is the email the creator receives once the supplier has sent them an invoice.

**Pietra**

Your supplier has sent you an invoice

[View Chat & Pay Invoice](#)



Work with a supplier to bring your idea to life.

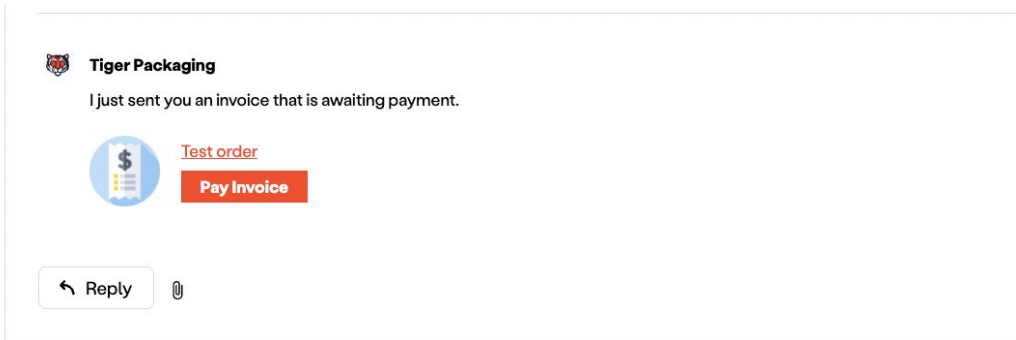






# Creator Chat Notification

This is how the chat notification appears to the creator once the supplier has sent them an invoice.



September 20, 2022

# Supplier Chat View

This is how the invoice will appear in the supplier side chat when it has not been paid yet.

 **Tiger Packaging** 11:32 am  
I just sent you an invoice that is awaiting payment.



[Test order](#)

[Share Payment Link](#)

Send a message to your customer

Send



This is how the invoice once paid will appear in the supplier side chat.



**Tiger Packaging** 3:05 pm

Hello, I have submitted an invoice that is awaiting payment. Please login to the Creator Hub to complete this payment.



[Custom 4X6 Notecards](#)

**Paid**

Below is the automessage suppliers will receive once the creator has paid the invoice.



**ByKwest** 10:30 pm

I just completed your payment request.



# Creator Payment View

When the creator goes to pay the invoice, this is how the screen appears on the check out page.

Invoice Details

[Download As PDF](#)

Invoice Description

Custom Boxes

Billed To:

Test Candles 123  
c/o Pietra Fulfillment Center  
850 Third Ave, Suite 502  
Brooklyn, NY  
11232  
US

Billed From:

Tiger Packaging  
United States

Issue Date

09/09/21

Paid Date

08/05/22

Invoice #

26761

Invoice Type

Production Run

Name	Sku Number	Cost Per Unit	Quantity	Total	ETA
100 Custom Boxes	-	\$3.00	100	\$300.00	

Shipping Address

850 Third Ave, Suite 502  
Brooklyn, NY  
11232  
US

Status

In Production

Total

\$300.00

# Invoicing Creators

Once the Creator pays the invoice, the supplier will receive a notification and the Creator order will show up in the Orders & Shipments tab under Pending Orders.

Home

Set Up Profile

Set Up Products

Messages

**Orders & Shipments**

Set Up Deposit Info

Custom Requests

Educational Resources

Pending Orders

Shipped Orders

Canceled Orders

Learn how to manage your orders and shipments

[Download Receiving Guidelines](#)

Order ID	Item	Qty	Customer	Date	Shipment	Type	Paid Date	Actions
<a href="#">#62626</a>	Custom Packaging Order (Custom bubble mailers...	1300	Hannah Jarrah	Nov 4, 9:14 am	<input checked="" type="checkbox"/> Shipping from within US <input type="checkbox"/> Shipping from outside US	INVENTORY	Nov 10, 3:26 pm	<div>Create Shipment</div> <div><a href="#">Download Packing Slip</a></div>
<a href="#">#60753</a>	5X7 Custom Notecards (Custom printed notecard...	1000	FORM	Oct 24, 3:00 pm	<input checked="" type="checkbox"/> Shipping from within US <input type="checkbox"/> Shipping from outside US	INVENTORY	Oct 24, 3:35 pm	<div>Create Shipment</div> <div><a href="#">Download Packing Slip</a></div>
<a href="#">#59694</a>	Taykit Custom Polymailers (Custom Printed PoL...	100	TAYKIT	Oct 18, 11:52 am	<input checked="" type="checkbox"/> Shipping from within US <input type="checkbox"/> Shipping from outside US	INVENTORY	Oct 24, 5:38 pm	<div>Create Shipment</div> <div><a href="#">Download Packing Slip</a></div>

*(Samples that Creators have checked out automatically for from the Creator Hub will also show up under Pending Orders.)*



## Payments to Suppliers

- Supplier payments for inventory orders are paid within 1 business day of the Creator paying the invoice. It may take up to 3-5 business days for the funds to appear in your account. For international suppliers please allow an additional 1-3 days to receive the funds in your account.
- Supplier payments for samples are paid to the supplier to the bank account listed in the Partner Portal. Payments are sent within 1 business day of the sample being purchased. Funds may take up to 3-5 business days to arrive in the bank account. International suppliers should allow for an extra 1-3 days of processing time.

Please email [suppliers@pietrastudio.com](mailto:suppliers@pietrastudio.com) for all supplier payment questions.