

CLIENT LOGO HERE

CLIENT

Sales to Cash

STANDARD OPERATING PROCEDURES

VERSION 1.0

CONTENTS

- Document Control..... 2
 - Version 2
 - Change Control..... 2
- Overview 3
- A. Billing..... 4
 - 1. Customer Statements..... 4
 - 1. Generate Statement..... 4
 - 2. Save the File 5
 - 2. Generate a Pro-Forma Invoice 7
 - 1. Save Purchase order Email..... 7
 - 2. Add Purchase Order in NetSuite 8
 - 3. Generate an Invoice 11
 - 1. Update Item Fulfilment..... 11

DOCUMENT CONTROL

VERSION

Document version	1.0
Date	
Status	Final

CHANGE CONTROL

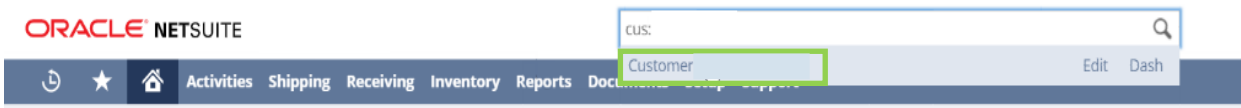
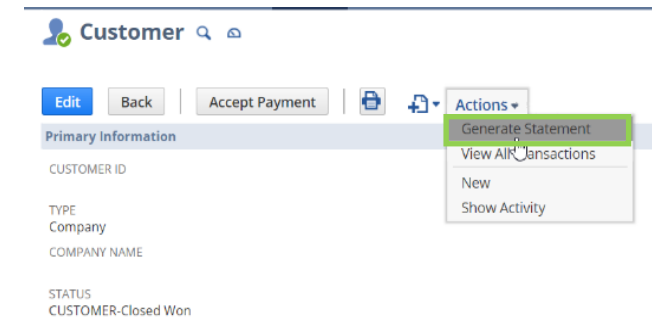


Version	Change Description	Date
1.0	Issued Final	

OVERVIEW

Billing	
Customer Statements	<ul style="list-style-type: none">• Generate Statement• Save the File
Generate a Pro-Forma Invoice	<ul style="list-style-type: none">• Save Purchase Order Email• Add Purchase Order in NetSuite
Generate an Invoice	<ul style="list-style-type: none">• Update Item Fulfilment

A. BILLING

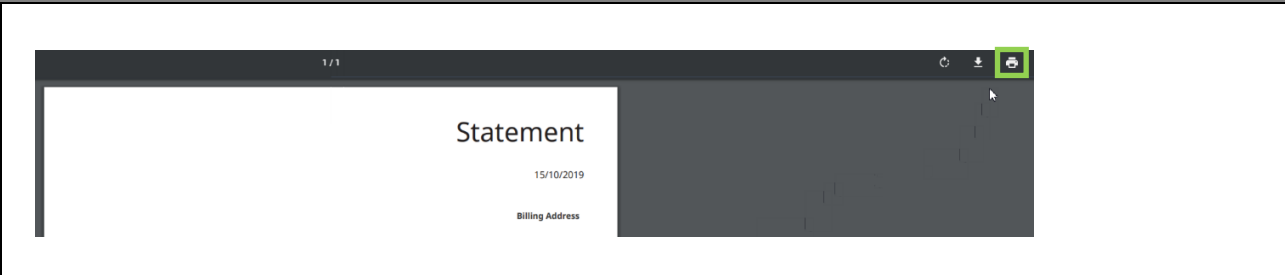
1. CUSTOMER STATEMENTS

STEPS	SUPPORTING IMAGE
<p>1. GENERATE STATEMENT</p>	
<p>1. Log into 'NetSuite' 2. Type in and select the customer's account in the search field (e.g. Customer:)</p>	 <p>The screenshot shows the Oracle NetSuite search bar. The text 'Customer' is entered in the search field and is highlighted with a green box. The search bar also shows 'cus:' and a magnifying glass icon. Below the search bar, there are navigation tabs for 'Activities', 'Shipping', 'Receiving', 'Inventory', 'Reports', and 'Documents'. The 'Customer' tab is selected and highlighted with a green box. To the right of the search bar, there are 'Edit' and 'Dash' buttons.</p>
<p>3. Click on 'Actions' > 'Generate Statement'</p>	 <p>The screenshot shows the NetSuite Customer record page. The 'Actions' menu is open, and the 'Generate Statement' option is highlighted with a green box. Other options in the menu include 'View All Transactions', 'New', and 'Show Activity'. The record details show 'CUSTOMER ID', 'TYPE Company', 'COMPANY NAME', and 'STATUS CUSTOMER-Closed Won'. There are buttons for 'Edit', 'Back', 'Accept Payment', and 'Print'.</p>
<p>4. Click on the  (calendar) icon and select the first day of the current year (e.g. 1/1/2019) 5. Tick the 'SHOW ONLY OPEN TRANSACTIONS' box 6. Click on 'Print'</p>	 <p>The screenshot shows the 'Print Individual Statement' form. There are three green boxes with numbers indicating steps: - Box 4: Points to the calendar icon next to the 'START DATE' field, which is set to '1/1/2019'. - Box 5: Points to the 'SHOW ONLY OPEN TRANSACTIONS' checkbox, which is checked. - Box 6: Points to the 'Print' button. The form also includes fields for 'CUSTOMER-PROJECT', 'SUBSIDIARY', 'BALANCE 20,815.95 USD', and 'STATEMENT DATE 15/10/2019'. There are also 'Print' and 'Actions' buttons at the top.</p>

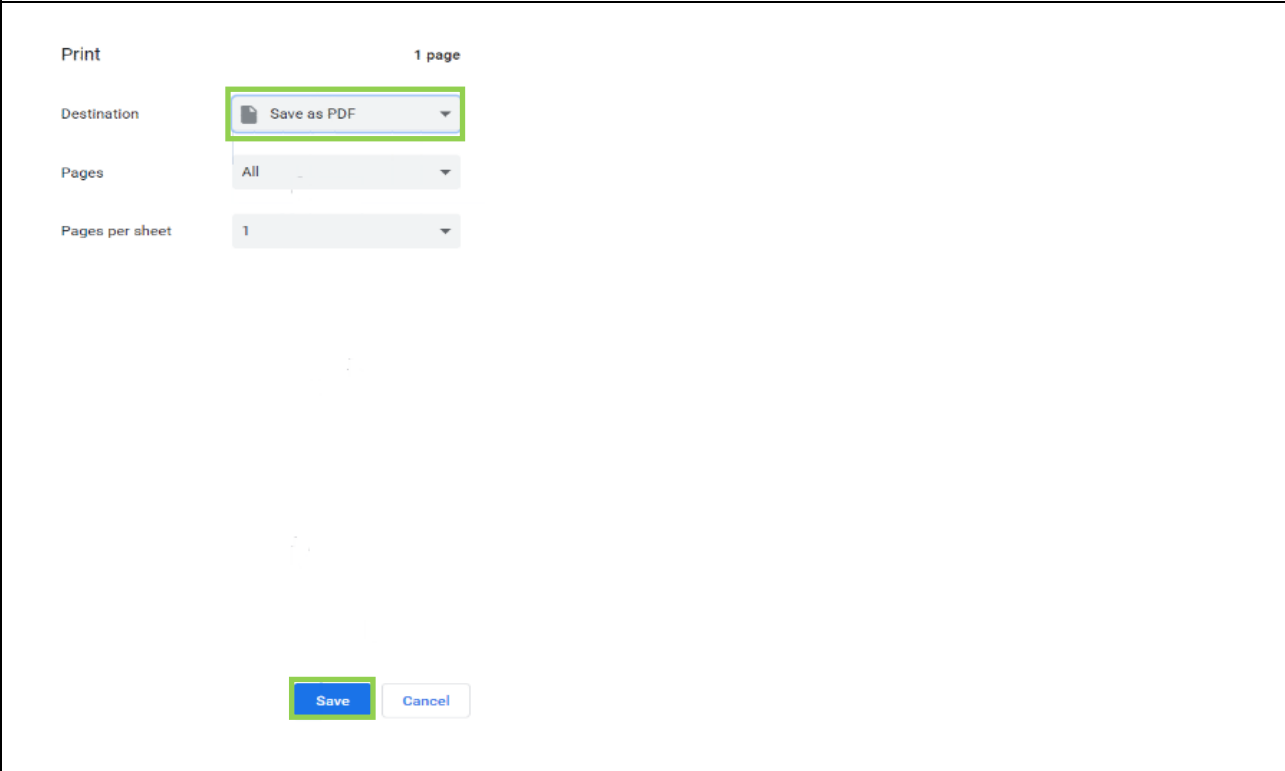
STEPS	SUPPORTING IMAGE
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2. SAVE THE FILE	
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1. Click on the  icon



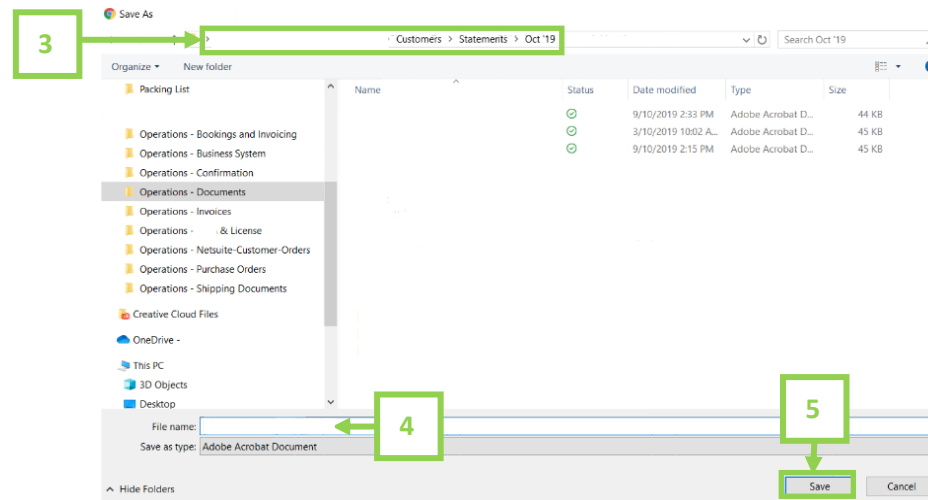
2. Save the file as PDF




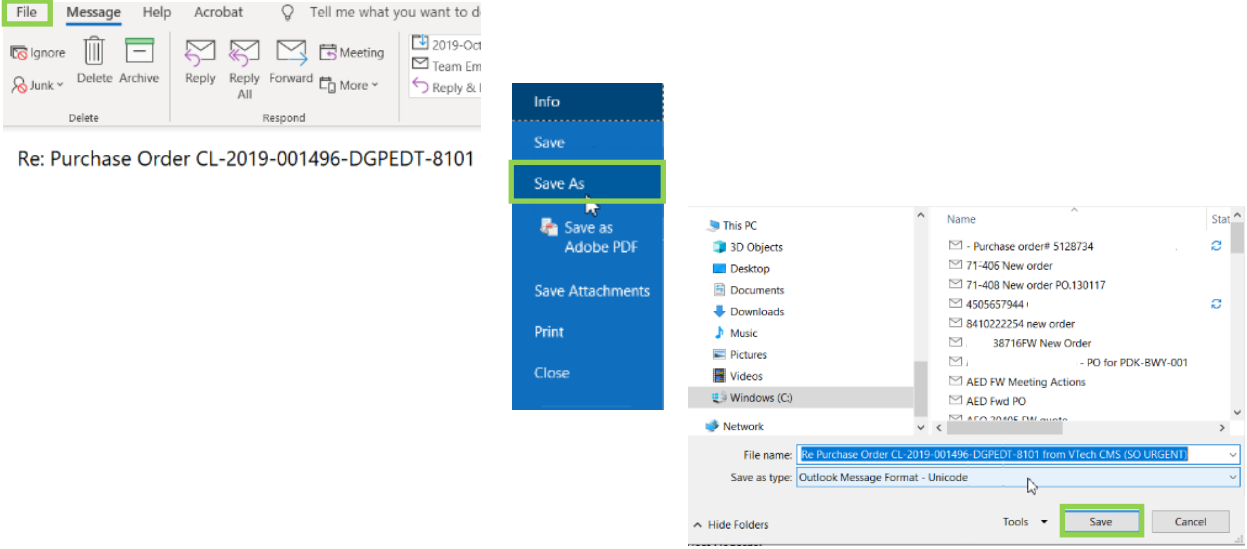
STEPS

3. Select the location to save the file
4. Name the file as '[customer name] [current month – year] Statement'
5. Click on **'Save'**

SUPPORTING IMAGE




2. GENERATE A PRO-FORMA INVOICE

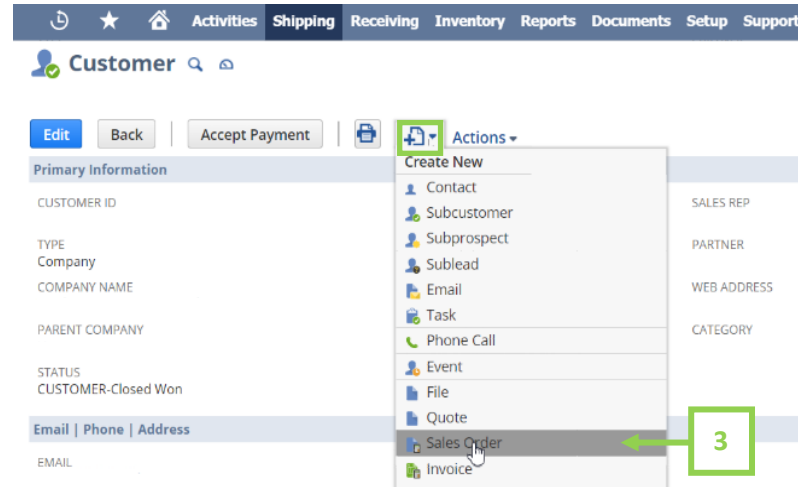
STEPS	SUPPORTING IMAGE
1. SAVE PURCHASE ORDER EMAIL	
<p>1. Locate and open the purchase order email and take note of the following</p> <ul style="list-style-type: none"> • Purchase Order Number (e.g. CL-2019-001496-DGPEDT-8101) • Buyer Reference (e.g. Name of sender) • Customer (e.g. Name of customer) 	 <p>Re: Purchase Order CL-2019-001496-DGPEDT-8101 from (SO URGENT)</p> <p>BL</p> <p>To</p> <p>Cc</p> <p>You replied to this message on 15/10/2019 15:11.</p> <p>CL-2019-001496.xls 64 KB</p> <p>Can you advise the Urgent goods status ?</p>
<p>2. Click on 'File' > 'Save As' > 'Save'</p>	 <p>File Message Help Acrobat Tell me what you want to do</p> <p>Ignore Delete Archive Reply Reply Forward Meeting 2019-Oct Team Em Junk Delete Archive Reply Reply Forward More Team Em Reply & I Delete Respond</p> <p>Re: Purchase Order CL-2019-001496-DGPEDT-8101</p> <p>Info</p> <p>Save</p> <p>Save As</p> <p>Save as Adobe PDF</p> <p>Save Attachments</p> <p>Print</p> <p>Close</p> <p>This PC</p> <ul style="list-style-type: none"> 3D Objects Desktop Documents Downloads Music Pictures Videos Windows (C) Network <p>Name</p> <ul style="list-style-type: none"> - Purchase order# 5128734 71-406 New order 71-408 New order PO.130117 4505657944 8410222254 new order 38716FW New Order - PO for PDK-BWY-001 AED FW Meeting Actions AED Fwd PO AGA 2019E DM <p>File name: Re: Purchase Order CL-2019-001496-DGPEDT-8101 from Vtech CMS (SO URGENT)</p> <p>Save as type: Outlook Message Format - Unicode</p> <p>Hide Folders Tools Save Cancel</p>

STEPS

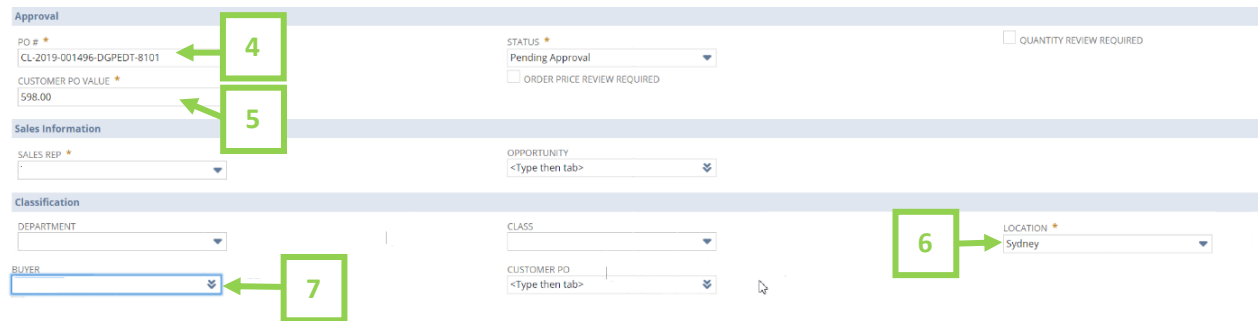
SUPPORTING IMAGE

2. ADD PURCHASE ORDER IN NETSUITE

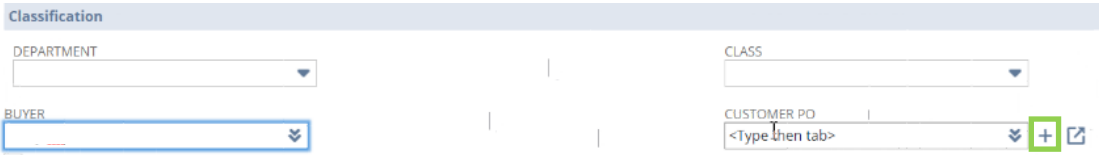
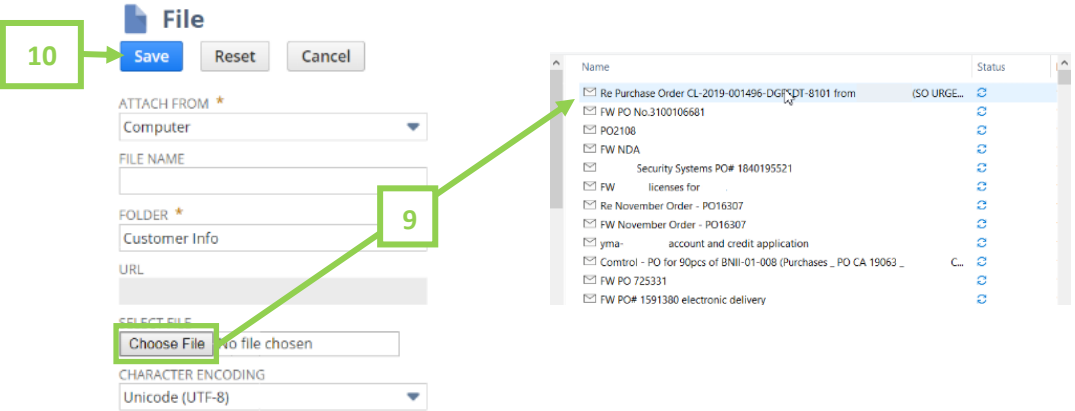
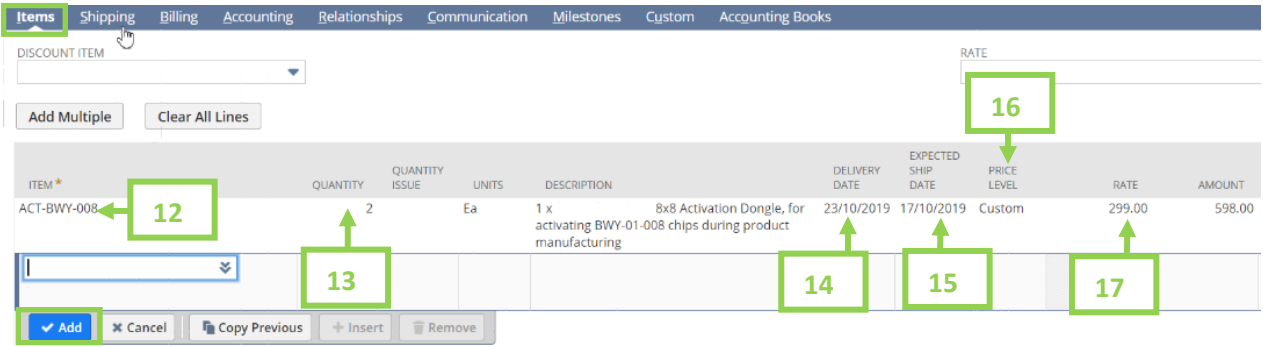
1. Log into 'NetSuite'
2. Go to the customer page
3. Click on the  icon and select 'Sales Order'


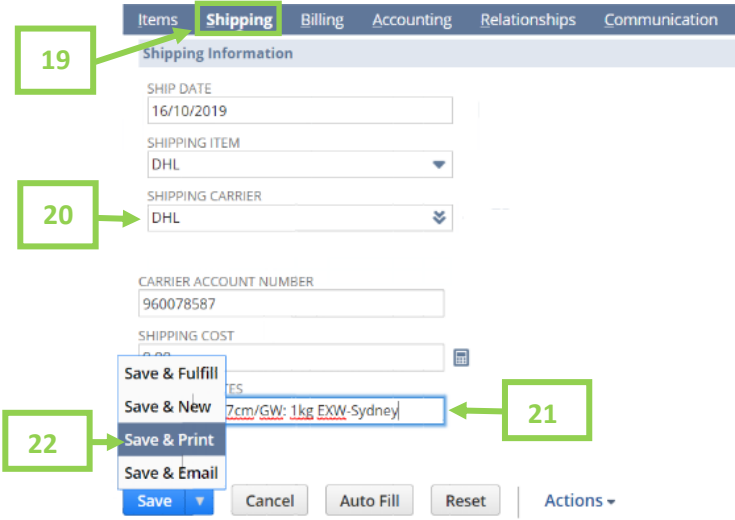


4. Enter the 'PO #' (e.g. CL-2019-001496-DGPEDT-8101)
5. Enter the total value in the 'CUSTOMER PO VALUE' field (e.g. 598.00)
6. Select the 'LOCATION' from the dropdown menu (e.g. Sydney)
7. Type in and select the 'BUYER' from the dropdown menu

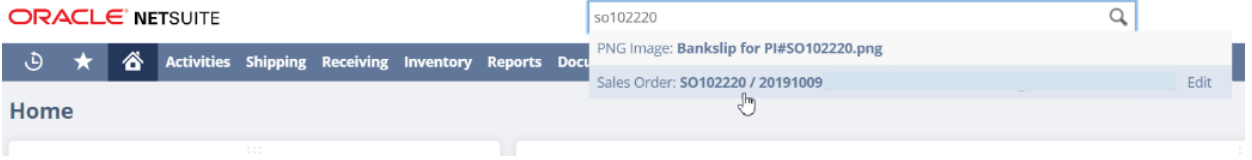
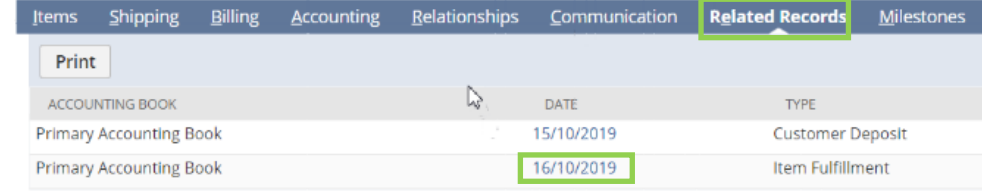
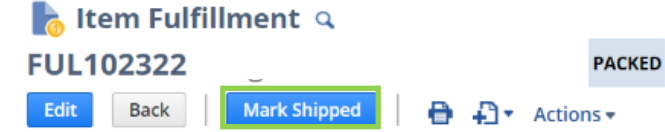
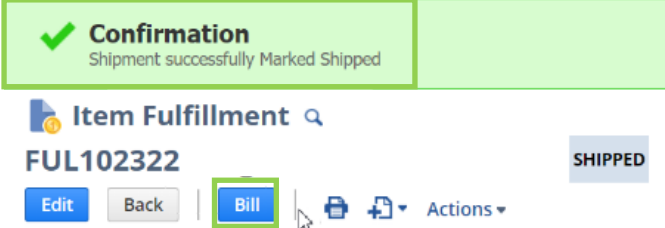




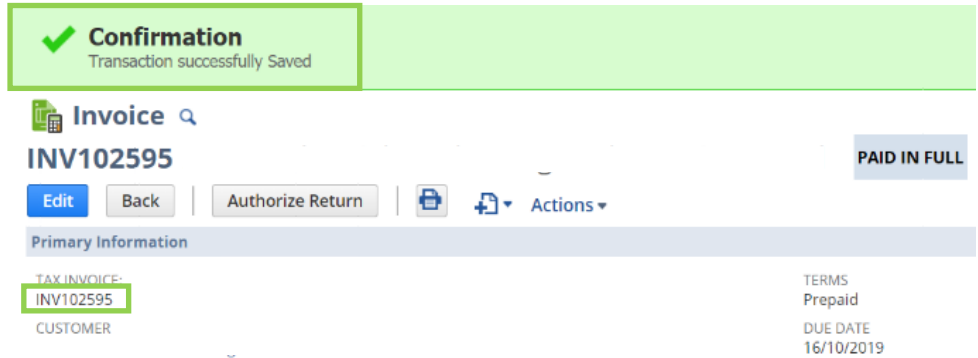
Note: See [step J.2.1.1](#) for reference

STEPS	SUPPORTING IMAGE
<p>8. Click on the + (add) icon from the 'CUSTOMER PO' field</p>	
<p>9. Click on 'Choose File' and select the purchase order email file (see step J.2.1.2 for reference)</p> <p>10. Click on 'Save'</p>	
<p>11. Click on the 'Items' tab</p> <p>12. Type in and select the product number in the 'ITEM' field (e.g. ACR-BWY-008)</p> <p>13. Enter the 'QUANTITY' (e.g. 2)</p> <p>14. Enter the 'DELIVERY DATE' (e.g. 23/10/2019)</p> <p>15. Enter the 'EXPECTED SHIP DATE' (e.g. 17/10/2019)</p> <p>16. Set 'PRICE LEVEL' to 'CUSTOM'</p> <p>17. Enter the 'RATE' (e.g. 299.00)</p> <p>18. Click on 'Add'</p>	

STEPS	SUPPORTING IMAGE
<p>19. Click on the 'Shipping' tab</p> <p>20. Type in and select the 'SHIPPING CARRIER' from the dropdown menu (e.g. DHL)</p> <p>21. Add any references in the 'SHIPPING NOTES' field (e.g. 1 ctn 24x21x7cm/GW: 1kg EXW-Sydney)</p> <p>22. Click on the  icon and select 'Save & Print'</p>	 <p>The screenshot shows the 'Shipping' tab in a software interface. The 'Shipping Information' section includes fields for SHIP DATE (16/10/2019), SHIPPING ITEM (DHL), SHIPPING CARRIER (DHL), CARRIER ACCOUNT NUMBER (960078587), and SHIPPING COST. A dropdown menu is open over the 'SHIPPING NOTES' field, which contains the text '1 ctn 24x21x7cm/GW: 1kg EXW-Sydney'. The menu options are 'Save & Fulfill', 'Save & New', 'Save & Print', and 'Save & Email'. The 'Save & Print' option is highlighted. At the bottom of the form, there are buttons for 'Save', 'Cancel', 'Auto Fill', 'Reset', and 'Actions'.</p>

3. GENERATE AN INVOICE

STEPS	SUPPORTING IMAGE									
1. UPDATE ITEM FULFILMMENT										
1. Log into 'NetSuite' 2. Type in and select the sales order number from the search field (e.g. Sales Order: SO102220 / 20191009)	 <p>ORACLE NETSUITE</p> <p>so102220</p> <p>PNG Image: Bankslip for PI#SO102220.png</p> <p>Sales Order: SO102220 / 20191009</p>									
3. Click on the 'Related Records' tab 4. Click on the item fulfillment date (e.g. 16/10/2019)	 <table border="1"> <thead> <tr> <th>ACCOUNTING BOOK</th> <th>DATE</th> <th>TYPE</th> </tr> </thead> <tbody> <tr> <td>Primary Accounting Book</td> <td>15/10/2019</td> <td>Customer Deposit</td> </tr> <tr> <td>Primary Accounting Book</td> <td>16/10/2019</td> <td>Item Fulfillment</td> </tr> </tbody> </table>	ACCOUNTING BOOK	DATE	TYPE	Primary Accounting Book	15/10/2019	Customer Deposit	Primary Accounting Book	16/10/2019	Item Fulfillment
ACCOUNTING BOOK	DATE	TYPE								
Primary Accounting Book	15/10/2019	Customer Deposit								
Primary Accounting Book	16/10/2019	Item Fulfillment								
5. Click on 'Marked Shipped' <i>Note: Stamp the hard copy as 'Shipped' and write the shipping date.</i>	 <p>Item Fulfillment</p> <p>FUL102322</p> <p>PACKED</p> <p>Edit Back Mark Shipped Actions</p>									
6. Wait until you receive a confirmation that the shipment has been successfully marked as shipped. 7. Click on 'Bill'	 <p>Confirmation</p> <p>Shipment successfully Marked Shipped</p> <p>Item Fulfillment</p> <p>FUL102322</p> <p>SHIPPED</p> <p>Edit Back Bill Actions</p>									

STEPS	SUPPORTING IMAGE
<p>8. Click on the  (calendar) icon and select the shipping date (e.g. 16/10/2019)</p> <p>9. Click on 'Save'</p> <p><i>Note: Check the invoice page to ensure all the auto populated fields are correct.</i></p>	 <p>The screenshot shows the 'Invoice To Be Generated' form. At the top, there are buttons for 'Save', 'Cancel', and 'Reset', along with an 'Actions' dropdown. Below this is the 'Primary Information' section with several fields: 'CUSTOM FORM', 'POSTING PERIOD' (set to 'Oct 2019'), 'TAX INVOICE: To Be Generated', 'TERMS' (set to 'Prepaid'), 'CUSTOMER', 'DUE DATE', 'DATE' (set to '16/10/2019'), and 'PO' (set to '20191009'). A green box labeled '9' points to the 'Save' button, and another green box labeled '8' points to the calendar icon next to the 'DATE' field.</p>
<p>10. Wait until you receive a confirmation that the transaction has been successfully saved</p> <p>11. Take note of the invoice number and write it down on the hard copy (e.g. INV102595)</p>	 <p>The screenshot shows a confirmation message at the top: 'Confirmation Transaction successfully Saved'. Below it is the 'Invoice INV102595' page. The page includes buttons for 'Edit', 'Back', 'Authorize Return', and 'Actions'. The 'Primary Information' section shows 'TAX INVOICE: INV102595' (highlighted with a green box), 'CUSTOMER', 'TERMS: Prepaid', and 'DUE DATE: 16/10/2019'. A 'PAID IN FULL' status is also visible.</p>