SAP Business One 10.0
Sales process
October 2020

SBO1004-EN

Table of contents

- Create document
- Sales process relationship map
- Sales process: From sales quotation to outgoing credit memo
- Sales process with sales down payment request and sales down payment invoice
- Sales process: A / R credit memo without a quantity reference
- Change documents / close documents

Create documents

There are several ways to create a document:

1. **Create new document**
   Open the dialog for the document to be created and enter the content. Each document can be created individually and without prior document. For example in invoice can be created alone without a prior sales order.

2. **Function "Copy to"**
   Call "Copy to" function in previous document and copy its content to a new document. The contents is applied accordingly.

3. **Function "Copy from"**
   Open the dialog for the new document, enter the customer or supplier code, and use the "Copy from" function to search for previous document(s) from which you want to copy. This process takes a little longer than "Copy to", but contents from several previous documents can be included. This procedure supports the quick creation of collective invoices.

4. **Duplicate for the same BP**
   Call up an existing document (duplicate right mouse click) and duplicate it for the same business partner

5. **Duplicate for another BP**
   Call up an existing document (duplicate right mouse click) and duplicate it for another business partner

Open sales document dialogs

Sales documents dialogs can be opened using the **module bar (1)** or the **Sales workbench (2)**.

Sales process: From sales quotation to outgoing credit memo

Using the relationship map

If documents are created using the "Copy To" and "Copy From" functions, there is a coherent flow of documents in SAP Business One. This can be viewed by opening one of the documents and using the right mouse button to call up the "Relationship Map" function.

Open corresponding document by double-click on the respective document field in the relationship map.

A red bar below the document box indicates that the document is partially or fully open. The yellow marking indicates that the relationship plan has been opened via this document.
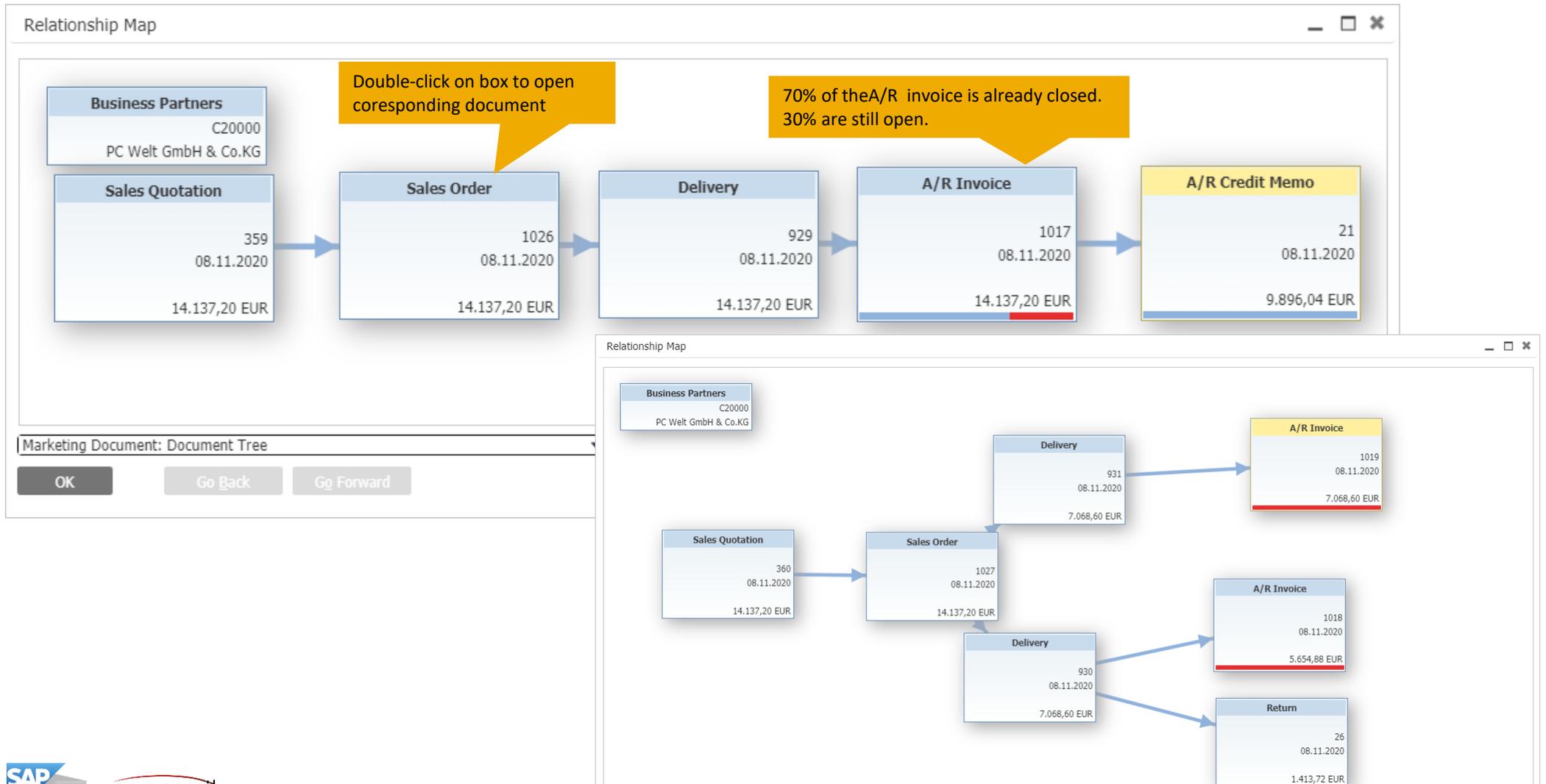
Sales process: Create sales quotation

1. Select customer by code
2. Select contact person if necessary
3. Enter customer reference number if necessary
4. Select article via article code
5. Enter quantity
6. Enter price, if it is not stored in the price list
7. Check tax codes
8. If necessary, insert and/or change warehouse, delivery date and free text
9. If necessary, insert a text line, select a text line "T" in the Type column
10. Add discount if necessary
11. If necessary, change the billing or delivery address in the Logistics tab
12. Add & View
    Current document is stored and viewed for reconciliation.
13. Send document (not visible in the screenshot)

Sales – A/R > Sales Quotation

Sales process: Create sales order based on a sales quotation

Sales – A/R > Sales Order

Open an existing sales quotation via Enterprise Search or list of offers
1. Copy To: Sales order
2. Optional: Enter customer reference number
3. Enter the desired delivery date in the header if it applies to the whole document or in the rows if the delivery date for the items is different
4. Optional: Adjust quantity
5. Optional: Insert or modify bearings and free text
6. Optional: Add a text line, select a text line (T) in the Type column
7. Optional: Add discount if necessary
8. Optional: Change the billing or delivery address in the Logistics tab
9. Add & View
   Current document is stored and viewed for reconciliation.
10. Send document (not visible in the screenshot)

The quotation is closed if the quantity of items in the sales order is the same as or exceeds the quantity in the sales quotation.
In the background, the items shown in the sales order are now reserved (committed quantity).

Sales process: Create delivery based on a sales order

Open an existing sales order via Enterprise Search or list of sales orders
1. Copy To: Delivery
2. Optional: Enter customer reference number
3. Optional: Adjust the delivery date in the header if it applies to the whole document or enter it in the rows if the delivery date for the items is different
4. Optional: Adjust quantity
5. Optional: Adjust other fields
6. Optional: Change the billing or delivery address in the Logistics tab
7. Add & View
   Current document is stored and viewed for reconciliation.
8. Send delivery document (not visible in the screenshot)

The Sales Order document is closed if the quantity of items in the delivery is equal to or greater than the quantity in the Sales Order (overdelivery). Otherwise, the sales order remains open until the remaining quantity is delivered or it is closed manually.
The warehouse stock is now reduced in the background.

9

Sales process: Create A/R invoice based on a delivery

Sales – A/R > A/R Invoice

Open existing delivery via Enterprise Search or list of deliveries
1. Copy To: A/R invoice
2. Optional: Adjust customer reference number
3. Optional: Adjust quantity
4. Optional: Adjust other fields
5. Add & View
   Current document is stored and viewed for reconciliation.
6. Send A/R invoice (not visible in the screenshot)

The delivery document is closed when the quantity of items in the A/R invoice is the same as in the delivery. Otherwise, the delivery remains open until the remaining quantity is invoiced or returned.
In the background, the sales and the receivable from the customer are posted.

Sales process: Journal Entry of an A/R invoice

Journal Entry								
Series	Number	Posting Date	Due Date	Doc. Date	Remarks			
Primär	3970	08.11.2020	08.12.2020	08.11.2020	A/R Invoices - C20000			
Origin	Origin No.	Trans. No.	Template Type	Template	Indicator	Project		
IN	1020	3988						
Trans. Code	Ref. 1	Ref. 2	Ref. 3					
	1020							

☐ Revaluation Reporting Exch. Rate
☐ EU Report
☐ Automatic Tax
☐ Manage Deferred Tax
☐ Manage WTax

Blanket Agreement

Contents | Attachments

▶ Expand Editing Mode

#	G/L Acct/BP Code	G/L Acct/BP Name	Debit	Credit	Remarks Template	Tax Group	Federal Tax ID	Receipt Num
1	C20000	PC Welt GmbH & Co.KG	18.064,20 EUR					
2	1776	Umsatzsteuer 19%		2.884,20 EUR		A2		
3	8400	Erlöse 16% USt / 19% USt		15.180,00 EUR				
			18.064,20 EUR	18.064,20 EUR				

By right-clicking on the A/R invoice, the automatically generated journal entry can be viewed.

OK | Cancel ☐ Display in FC ☐ Display in SC Import From Excel | Cancel Template

11

Sales process: Create A/R credit memo based on A/R Invoice

Sales – A/R > A/R Credit Memo

Open existing A/R invoice using Enterprise Search or list of invoices
Copy To: A/R credit memo
1. Optional: Adjust customer reference number
2. Optional: Adjust quantity
3. Optional: Adjust other fields
4. Add & View
   Current document is stored and viewed for reconciliation.
5. Send credit note (not visible in the screenshot)

The A/R invoice document is closed when the quantity of items in the credit memo is the same quantity as in the invoice. Otherwise, the A/R invoice remains open until the remaining quantity is paid or credited.

If it is determined before the invoice is issued that delivered items do not meet the customer's requirements, a return is created instead of a credit memo. This can be created from the delivery using the "Copy To" function. In the background, the item stock is increased again.

Sales process: Down payment request and down payment invoice

Sales > Down Payment Request / Down Payment Invoice

To create an A/R down payment request or A/R down payment invoice, a sales order must first be created. The A/R down payment request or A/R down payment invoice is opened and the "Copy From" function is used to copy the contents of the sales order to the A/R down payment request or A/R down payment invoice. The "Copy From" function is only activated once a customer has been selected. (It is not possible to create an A/R down payment request or A/R down payment invoice from the sales order).

When one or more incoming payments for the A/R down payment request(s) or A/R down payment invoice(s) are received, the A/R invoice can be created. Here the A/R invoice is opened and the "Copy From" function can be used to copy the contents of the sales order to the A/R invoice. The "Copy From" function is only activated once a customer has been selected. (It is not possible to create an A/R invoice from the A/R down payment request or the A/R down payment invoice; this must be done via the sales order). The posting of incoming payments is described in the Financial Accounting training material.

Several A/R down payment requests or A/R down payment invoices can be created from one sales order, as shown in the example below.
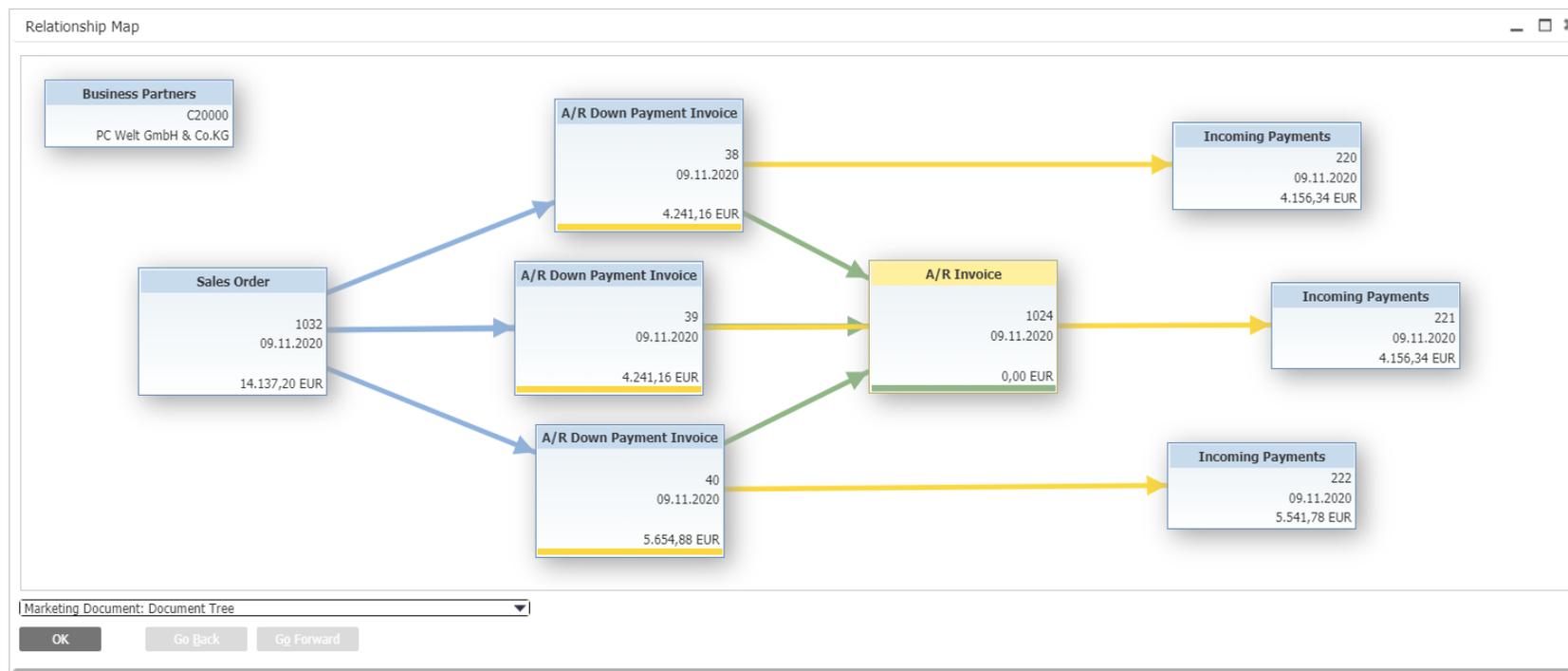
Sales process: Diff. between down payment request and down payment invoice

Down Payment Request:

No journal entry is created when the document is created. Neither VAT nor turnover is entered. For the system, the document is a noted item and a request to the customer for an incoming payment. When the down payment is received, it is posted to a down payment account. Sales, VAT, inventory change and expenses are posted when the down payment request(s) is/are converted to an A/R invoice.

Down Payment Invoice:

When the document is created, the VAT on the down payment amount is posted, the net down payment amount goes to a down payment clearing account. Sales, inventory changes and expenses are posted when the down payment invoice(s) is/are converted to an A/R invoice.

Sales process: A/R Credit Memo without quantity posting

Sales > A/R Credit Memo

If the checkbox "Without Qty Posting" is checked, the inventory quantity is not changed by this A/R credit memo; only a change in value is recorded in the general ledger.

Change documents / close documents

SAP Business One has an integrated financial accounting. When documents are created, the corresponding journal entries are automatically created. For this reason, posting-relevant information in documents cannot be changed after the document has been added. Quotations and sales orders do not create journal entries. They can be modified until they are closed. A document is considered closed when it has been cancelled or when it has been transferred to a subsequent document using the "Copy To" or "Copy From" function. The following table shows the possibilities to modify the different sales documents.

Sales documents	Quotation	Sales order	Delivery	A/R Returns	A/R Invoices	A/R Credit Memos
Can the document be changed again after it has been added?	Yes, until it is closed	Yes, until it is closed	No, because there is a journal entry in the background	No, because there is a journal entry in the background	No, because there is a journal entry in the background	No, because there is a journal entry in the background
How can the document be closed?	Sales order with the same or a higher quantity / cancellation	Delivery with the same or a higher quantity / cancellation	A/R invoice with the same quantity / returns in the same quantity or combination of A/R invoice and return	-	A/R credit memo with same quantity / incoming payment or combination of both	-

Disclaimer of liability

The information in this publication was compiled from data that were assumed to be correct; however, we do not assume any liability or guarantee for the correctness and completeness of the information.

Although we have prepared this publication with care, it cannot be ruled out that it is incomplete or contains errors. The publisher, its managing directors, executives or employees are therefore not liable for the correctness and completeness of the information. Any inaccuracies or incompleteness of the information do not constitute liability, neither for direct nor for indirect damage.

conesprit GmbH
Hans-Gaugler-Weg 14
71522 Backnang
Germany
conesprit.de
business-one-consulting.com

Contact person
Katrin Douverne
Email: katrin.douverne@conesprit.de
Tel.: +49 7191 18 70 190
Fax: +49 7191 18 70 191