



akuiteo

BUSINESS SOFTWARE

User Guide

SALES

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1 Preface

1.1 REVISIONS

Revision 5	Published in August 2022 <ul style="list-style-type: none">• Added option to mark an order as not delivered (see Marking an order as not delivered (p. 36)).• Added detail regarding the expiration date of an electronic signature request (see Tracking a document's electronic signatures (p. 47)).• Added reference to the setup of the RelanceSignaturesElectroniques batch (see Dunning a request for electronic signature (p. 48)).
Revision 4	Published in May 2022 <ul style="list-style-type: none">• Added DMF 020437 for Time-based billing for an order (p. 63).• New preference to access the time-based billing tool from a project (see Preparing time-based billing (p. 63)).• Added the FAC_REGIE_GENLIV application control (see Starting the time-based billing (p. 64)).
Revision 3	Published in February 2022 <ul style="list-style-type: none">• Payment terms retrieved by default for Cashing an invoice (p. 59).
Revision 2	Published in December 2021 <ul style="list-style-type: none">• Details about recipients for Sending a document for electronic signature (p. 45).
Revision 1	Published in November 2021 <ul style="list-style-type: none">• Updated the chapter on Managing sales quotations (p. 17) with details about service quotations.• Added sub-chapter on Creating an invoice from services (p. 56).

1.2 HELP DESK

Akuiteo S.A.S. highly values your satisfaction.

To share your feedback or contact the help desk, feel free to visit our website page:

<https://www.akuiteo.fr/akuiteo.clients/>

2 The Sales process in Akuiteo

In Akuiteo, the Sales module follows a sales process that begins with a prospect, then a quotation that results in the reception of an invoice. Information on the project is added to ensure coherence when managing sales. The sales process and the actions to perform in Akuiteo can be presented as follows:

Your Objective	Actions in Akuiteo
Planning a sale / Receiving a purchase request	<ul style="list-style-type: none">• Create a prospect record sheet• Create an opportunity
Setting up a project	<ul style="list-style-type: none">• Create a project
Sending an estimate to the customer	<ul style="list-style-type: none">• Create a draft estimate• Validate the estimate• Edit the estimate to send it to the customer• Project update
Receiving the estimate back	<ul style="list-style-type: none">• Change the estimate into an archived estimate if lost• Change the estimate into a revised estimate if negotiation
Receiving the customer order	<ul style="list-style-type: none">• Turn the estimate into an order• The estimate is signed and must be stored
Delivering the order to the customer	<ul style="list-style-type: none">• Create a delivery document
Billing the order to the customer	<ul style="list-style-type: none">• Create a billing table• Bill the delivery documents• Project update
Processing payment of the invoice	<ul style="list-style-type: none">• Save it in the Cash module• Process payment of the invoice• Project update

3 Prerequisites

To be able to use the Sales modules in Akuiteo, you must:

- create management objects (quotations, orders, deliveries, invoices);
- create a project as part of a global project;
- create products that will be sold. They will be called "sold products".

3.1 CREATING A PROJECT

For more information about the creation of a project, refer the *Project User Guide*.

3.2 CREATING A SOLD PRODUCT

A sold product is a sold service (training, support, etc).

Note

Sold products are usually created during data retrieval. However, you may sometimes need to create new sold products.

3.2.1 Understanding the concept of sold products

One of the key axes in sales analysis (including expectations, cash flows and billing) is the nomenclature of sold products. This nomenclature is composed of products' families and sub-families and is used when creating quotations / orders / deliveries / invoices and credit notes.

Not only are these the standard analysis axes for billing but products also serve as the basis needed to generate account entries from invoices and credit notes.

A sold product will therefore equate to a global service that was sold, meaning in the invoice there will be a line with the sold product's code, a price and a comprehensive description of the service.


The sold product is linked to an account.

In Akuiteo, a sold product contains the following elements:

Elements	Description
Grouping	The code that enables you to group sold products.
Reference	The sold product's reference. Grouping + reference: the unique key per referential (sold or purchased products). This combination can be used for both sold and purchased products.
Identification	The name displayed by default after selecting the sold product when entering an order
Family / Sub-family	The axis to sales analysis.

Elements	Description
FA accounts	Target accounts
Tax code	VAT code/rate applied by default.

3.2.2 Entering general information about the sold product

- 1 Go to **Management > Sales > Sold items** > . The **General** tab is displayed.
- 2 Under the **Main** section, drag and drop the product's logo on **Logo** and fill in the following fields:
 - Entity: the company's entity.
 - Grouping: the code that helps you define a group of sold products.
 - Reference: the sold product's reference (e.g. optional module).
 - Product's identification.
 - Product's family and sub-family.
 - Revenue recognition: indicates if the sold product is part of the revenue.
 - Discount in %: to be filled in if there is a discount on the product.
- 3 Add a comment about the product.
- 4 Under **Related service**, enter:
 - the service related to this product (e.g. Test) and the associated sold product. It allows you to automatically associate the sold product with the linked service's contract;
 - the order line's price percentage. It allows you to specify the product's price in the contract.
- 5 Under **Recurrence**, enter the recurrence conditions.
- 6 Under **FA account**, fill in the following fields:
 - Product: the account associated with the parts linked to customers in France, within or outside the EU.
 - Group: the account associated with purchases linked to customers from a subsidiary in France, within or outside the EU.
 - Internal: the internal account linked to sales in France and within the EU.
 - To be established: the product's code.
 - Tax code: the product's VAT code.
 - Disabled on: the product's end of validity date
 - End of commercialization: the date when the product will no more be available for sales.

Note

If the **FC_RETENUE_GAR** management rule is enabled, then the **Holdback** option is displayed. When this option is checked, the sold product is considered as a **Holdback**; all invoice lines linked to this product will be automatically marked as **Holdback**.

- 7 Under **Inventory and Packaging**, fill in the following fields:

- Packaging type: the product's type. Enables you to know if a product can be supplied in series. This information is available in inventory management.
- Replenishment time: the replenishment time in days.
- Unit: the packaging quantity.
- Threshold: the minimum inventory. Time limit to perform replenishment.

8 Under **Revision**, fill in the following fields:

- **Index**: the help list for set up indexes.
- **Periodicity**: allows you to indicate the periodicity entered by default in order lines associated with the sold product.

9 Under **Resource link**, enter the employee's name and associated actions.

10 Save.

3.2.3 Linking sold and purchased products

You can link sold and purchased products in Akuiteo.

Linking sold and purchased products together is useful if purchased products are resold thereafter. It enables you to:

- generate quotes from quotations;
- generate purchase orders from sales orders;
- calculate projected margin on quotations.

1 Click on the **Purchased item links** tab, then on .

2 Fill in the following fields:

- Grouping: the purchased product's code.
- Purchased product's reference (family and sub-family) and identification.
- Quantity: the sold product's quantity you have in stock.

3 Click on  to add the link and save.

3.2.4 Adding the sold product's price

There are 3 ways to set a sold product's price:

- setting a simple price;
- setting a price for a specific customer;
- setting a base price that will be retrieved for all the included products.


Setting a simple price

1 Click on the **Prices** tab then on  and  at the right of the screen.


2 Enter a code, a label and, if necessary, a key.

- 3 Enter the purchased products' quantity depending on the price in the fields related to the **Quantity** and the **Price** and save.

Setting a base rate

- 1 Go to **Management > Sales > Sales rates > Base Rates > **.
- 2 Fill in the following information:
 - The base rate set up in the **Setup** module.
 - Grouping, reference and identification of the newly-created sold product.
 - Start and end dates during which the rate applies.
 - Threshold: the minimum inventory.
 - Price, discount and coefficient.
- 3 Save.

Setting a customer rate



- 1 Go to **Management > Sales > Sales Rates > Customer Rates > **.
- 2 In the **Customer rate** window, fill in the same information as you did for the base rate.
- 3 Save.

3.2.5 Modifying the product

- 1 From the sold product's record sheet, click on **Edit**.
- 2 Select the type of modification to make:
 - Duplicate
 - Start printing: your administrator will be the one to pre-configure the recipients.
 - Send by email
 - Modify grouping and reference: you cannot modify the product's reference when you are making a standard modification. This feature allows you to modify the product's grouping code as well as its reference.
 - Modify the family/sub-family: you cannot modify the product's family or sub-family when you are making a standard modification. This option allows you to modify the product's family code as well as its sub-family.
 - Delete the link to the employee and action.
 - Link an employee and an action: allows you to link an employee and an action to a sold product. These links are used to generate a schedule from a quote.
 - Sales order / Del./ Invoice qties: allows you to search - in a specific time frame - for all orders, deliveries and invoices linked to the sold product.
 - Create material request
 - To display the detailed history, go to **Edit > Detailed history**.

3.2.6 Create a package from a set of sold products

You can sell sold products as packages and link them to a quotation. Example: a simplified joint-stock company package.

- 1** Go to **Management > Sales > Package** > .
- 2** Select the entity which offers the package.
- 3** Choose a grouping, a reference and an identification, as well as a "valid until" date if necessary.
- 4** Under **sold items**, click on  to add the sold products to include in the package.
- 5** Enter each product's quantities and unit price, then select the relevant tax code to apply.
- 6** Click on the arrows to rank the products in order of importance in the package.
- 7** Save.

4 Planning a sale or receiving a purchase request


Prior to a sale or following on a non-contractual purchase request, it can be useful to create a prospect, an opportunity and a billing table beforehand.

4.1 CREATING A CUSTOMER / PROSPECT RECORD SHEET

To create a prospect, go to **People > Customers/Prospects**, click on the arrow at the right of , then select **New customer** or **New prospect**.

Entering general information

- 1 Under the **General** tab, enter the customer or prospect's call name and contact details.
- 2 Drag and drop the customer or prospect's company logo on **Logo**.
- 3 Enter the **SIRET / SIREN #** to identify homonyms.

If the SIRENE API is configured, click on  at the left of the field to identify the SIRET or SIREN number and therefore automatically fill in the following fields: the call name, the APE code, the full address (SIRET only), the legal form and the SIREN number (only if the SIRET number was already indicated).

Reference

For more information about how to set up the SIRENE API, refer to the *Setup Guide - Administration Console*.

- 4 Under the **Contact details** section, enter the name of the country.
- 5 In the **Miscellaneous** section, enter information about your teams in charge of the customer/prospect, for example:
 - your company's code, the internal entity or team in charge of the customer or prospect;
 - the salesman and the account manager;
 - the status: out of target, prospect, short term...;
 - the customer or prospect account's open and closure dates.

Entering financial information


- 1 Under the **Finances** tab, enter the accounting parameters such as the account numbers: general account, reconciliation account (the general account linked to a third-party's account and the customer Interco code).

- 2 Check the following boxes:
 - **Group**, if a **customer/prospect** belongs to the same group as the working company.
 - **Not booked**, if a **customer/prospect** is not booked.
 - **Factoring supported**, if the payment of the **customer/prospect** outstanding amounts is issued by a factoring company.
 - **Dematerialize invoices**, if the **customer/prospect** accepts electronic invoices.
 - **External / Internal / Virtual**, depending on the type of **customer/prospect**. An internal customer is used to create internal projects. For example, a company can order services to another company of the same group.
- 3 Enter the payment terms as well as the banking information, the invoice pricing method, the currency and the bank journal.
- 4 Enter the **No. Days** in the **Holdback** section. This number of days enables you to calculate the due date for holdbacks associated with the customer. If no value is indicated in this field, then search for the information in the company's record sheet.
- 5 Fill in Tax information:
 - VAT number: the intra-community VAT number.
 - Functional Area: this code refers to a table that enables equivalences between VAT codes associated with customers / prospects. When creating a management object, the system can replace the sold product's VAT by the VAT defined in equivalence.




Entering marketing information

- 1 Under the **Marketing** tab, enter the following statistical information:
 - Customer or prospect's family and sub-family.
 - Customer or prospect's profession, job category, grouping code or sector.
 - Exclusion codes: the codes or keywords allowing you to exclude the customer from some of your analysis and reporting systems.
 - Keywords to enter when searching for a customer or prospect.
- 2 Enter the legal and additional information

[Customer only] Enter the information to block if the threshold is exceeded.

- 1 Click on the **Blocking rules** tab > .
- 2 After entering the total or outstanding amount, indicate the features to be blocked as soon as the ceiling is exceeded. This tab is not displayed by default (refer to user preferences).

Associating salesmen with your customer


- 1 Click on the **Salesmen** tab >  > .
- 2 Under the **Employee** section, select the main salesman and click on , on the right side of the screen.
- 3 Repeat the operation to add additional salesmen.

- 4 Save the customer or prospect's record sheet by clicking on  at the top left of the screen.

Indicating the customer's level of reliability.

You can use a color code system to indicate how reliable is your customer. It will be helpful when creating future management objects.




To do so:

- 1 Go to **Tools > Setup > General setup > Special parameters > Management rules**, and enable the CLIPRO_COULEUR management rule.
- 2 From the customer record sheet, double-click on the boxes next to your customer's name  and select the customer's reliability level. This information will be available in all the business objects you will create for this customer in the Sales Module.

4.2 MANAGING A SALES OPPORTUNITY

The prospect is created. You can now define the products to be sold.

Creating a sales opportunity

- 1 Open an opportunity record sheet, either from:
 1. **Management > Sales > Opportunities** > .
 2. Or from an **Event** record sheet linked to your prospect (e.g.: a phone call). Go to **Edit > New management object > New opportunity**. Some fields are pre-filled.
- 2 Under the **Header** tab, in **General information**, enter the following information:
 - Opportunity's code and call name.
 - Name and code of the customer/prospect, and customer site if necessary.
 - Source type: the third party who initiated the opportunity or the type of action (e.g. marketing campaign, phone call, employee).
 - Source: the name of the third party or action that initiated the opportunity.
 - Opportunity's stage and date (e.g.: to be qualified).
- 3 In the **Calendar** section, enter the important dates such as the opportunity's open date (mandatory), expected signature date, production start and end dates and the signature probability in due date.
- 4 In the **Classification** section, enter the information about the project to be linked to the opportunity, such as the entity to which the offer is linked, the business sector, and the project's family and sub-family codes.
- 5 In the **Tags** section, click on , then double-click on the tag of your choice in the list, to associate it with the opportunity. You can add as many tags as necessary. Tags make it possible to search for and filter issues with multiple criteria that can be customized to your needs. Tags are set up from the menu **General setup > Cross-cutting > Tags**.
- 6 In the **Lines** section, click on , then enter the products' lines to be sold:




- Sale type and name of the product to be sold.
- Expected quantities to be sold.
- Amounts and margins. The weighted amount is calculated based on the opportunity's probability level.
- Duration in months.

7 Under the **Managers** section, enter the name of the various managers associated with the opportunity.

8 Save.

Once data are saved, the **Contact** tab is displayed. Under this tab, you can make necessary modification and link a person (customer's contact or employee) to the opportunity.

Linking a person to the opportunity

- 1** Click on the **Contact** tab, then on .
- 2** Click on  and select **Customer contacts** or **Resources (Employees and Subcontractors)**.
- 3** In the screen that displays, select the relevant person and validate. The contact or employee is displayed in the table.
- 4** If you want to delete a person from the line, select the person and click on .

Modifying the opportunity

From **Edit**, you can:

- Duplicate the opportunity: enables you to create a new opportunity's record sheet based on the content in the opened record sheet.
- Modify: enables you to modify the content in the opportunity's record sheet.
- Delete: enables you to delete the opportunity.
- Print the opportunity: enables you to print an opportunity after selecting a template in a list of templates.
- Send the opportunity by email.

Generating management objects from the opportunity

From **Edit > Dashboard**, you can:

- search for all the projects linked to the opened opportunity's record sheet.
- create a new project: the information about the prospect that became a customer is pre-filled. The projected amount of the Line tab is retrieved in the Budget field of the project's record sheet.
- create a new quotation: the customer information is pre-filled.

5 Managing sales quotations

Reminder: a project must have been created.

Quotations are used to save and track financial proposals. They can be weighted based on the signature probability. Each level matches a weight in the turnover previsions.

Quotations with an expected signature date can be followed-up.

Quotations enable you to follow the expected dashboard of proposals made to customers, especially:

- the amounts;
- the deadlines, with the expected signature / billing dates;
- the person in charge of proposals;
- the estimated signature date;
- the signature probability;
- the date when the invoice was last updated.

The author of the proposal can be mentioned on the quotation as the employee in charge of the quotation.


5.1 CREATING A QUOTATION FROM AN OPPORTUNITY

The quickest solution is to create a quotation from your opportunity. It enables you to retrieve the opportunity's information without having to type it again.

Prerequisites: the opportunity must be saved.

- 1 From your opportunity, go to **Edit > Dashboard > New quotation**. A new quotation's record sheet ('Draft') opens, displaying all the information about the opportunity.
- 2 Fill in the record sheet as explained in [Creating a quotation \(p. 17\)](#).

5.2 CREATING A QUOTATION

You can create several types of quotations. Besides standard quotations, it is possible to create the following types of quotations from the **Edit > New** menu or from the drop-down list on the right of the  icon in the action bar:

Internal Quotation	If you offer internal services, you may have to standardize the transaction via an internal quotation that must be issued specifically for an internal customer. Each quotation line will have to be built from sold products associated with a class 9 account;
Group quotation	You must use this option if you issue a quotation for an external company that belongs to the same group (of companies) as your own company. Each quotation line will have to be built from a sold product linked to the group.




Service quotation	<div data-bbox="375 152 440 179" data-label="Section-Header"> <h4>Note</h4> </div> <div data-bbox="375 210 1359 273" data-label="Text"> <p>The DMF 020243 SALES QUOTATIONS NEW SERVICE QUOTATION is required to create a service quotation.</p> </div> <div data-bbox="327 331 1417 465" data-label="Text"> <p>Akuiteo enables you to bill some services carried out unit by unit (for example a pay slip or a final settlement) by tracking the produced quantities on a service as well as the employees' timesheet entries. The produced quantities are then used as a base for billing the customer, depending on the service quotation in which the unit sales price is defined.</p> </div> <div data-bbox="327 499 1404 703" data-label="Text"> <p>Services are entered from a specific type of quotation, a service quotation. The lines of a service quotation always have a quantity set to zero, and this quantity cannot be modified. The service quotation is used to define the unit price of a specific service and then to bill an undefined number of this service to the customer. The actual quantity is defined when entering a service. Since the quantity is at 0, service quotations are not taken into account in dashboards and the forecast.</p> </div> <div data-bbox="327 736 1412 837" data-label="Text"> <p>A service quotation is associated with a specific state code, <i>Service quotation</i>, that is only used for this type of quotation. From the search screen, this state code can be used in the Status code criteria to search for service quotations.</p> </div> <div data-bbox="327 871 635 898" data-label="Text"> <p>A service quotation can be:</p> </div> <div data-bbox="375 929 1420 1066" data-label="List-Group"> <ul style="list-style-type: none"> • active, from the moment the Actual signature date is entered in the Commercial parameters section of the Header tab. Once this date is filled in, the service quotation can be used to enter services from the Web Portal. • archived to disable the quotation so it can no longer be used to enter services. </div> <div data-bbox="327 1097 1414 1198" data-label="Text"> <p>The fields of a service quotation are simplified when compared to a standard quotation, for example the Costs and Delivery schedule tabs as well as the Amounts and margin section are hidden in service quotations.</p> </div> <div data-bbox="327 1229 1347 1294" data-label="Text"> <p>When entering a service from the Web Portal, the associated timesheet entries are created automatically if a duration is specified. To automatically generate these entries:</p> </div> <div data-bbox="375 1326 1402 1462" data-label="List-Group"> <ul style="list-style-type: none"> • The task must be specified in the quotation lines. • A Service action code must be set up from the General setup > Resources and Labor > Actions. This action code will be used by default for all timesheet entries generated from services. Only one action code can be set up for this type. </div> <div data-bbox="375 1520 513 1547" data-label="Section-Header"> <h4>References</h4> </div> <div data-bbox="375 1579 1383 1639" data-label="Text"> <p>For more information about entering and validating services, refer to the <i>User Guide - Web Portal</i>.</p> </div> <div data-bbox="375 1671 1372 1731" data-label="Text"> <p>For more information about billing services, refer to Creating an invoice from services (p. 56).</p> </div>
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The creation process is the same.

Note


A quotation which is being created is marked as a "draft".

5.2.1 Entering general information

- 1 Go to **Management > Sales > Quotations** > .
- 2 Under the **Header** tab, enter the following information:
 - Internal #: the order's number. Akuiteo automatically generates a number when the user doesn't enter one.
 - Journal: the sales journal linked to the quotation. If a sales journal is set up by default for the connected user, this field is automatically filled in and cannot be modified.
 - Ref. Customer: the customer's quotation reference.
 - Quotation date: the date when the quotation was created.
 - Customer ref. date: the expected date of completion set up by the customer.
 - Price mode: the pricing method.
 - Manager, Entity, Currency and Currency rate.
- 3 Check **generate costs automatically**, if you want to re-calculate the projected margin on the quotation's header. This option is available when a sold product is linked to a purchased product (PURCHASE cost) or to an employee (LP cost).
- 4 Enter the projected amounts and margin as well as the customer's contact details.
- 5 Enter the commercial parameters such as the sales managers, forecasts and the quotation's probabilities.
- 6 Enter the **project's** information:
 - Multi-project: checked if the quotation is linked to several projects, phases or sub-phases.
 - Single-project and multi-phase: allows charging the entire quotation to a project's phase.
 - Contract: the default contract date if it is indicated in the header. Matches the date when the company begins to provide the service described in the line.
 - Expected: the expected service delivery or end dates.
 - Project, phase and sub-phase codes.
- 7 Enter a comment about the quotation in **Text on quotation**. Please note that you can automatically insert a text by clicking on  > **Modify text from templates** or .

5.2.2 Managing the quotation lines

Adding a line in the quotation

- 1 Click on the **Lines** tab, then on .
- 2 Fill in the fields in the lower part of the screen:
 - The sold product's grouping, reference and label.
 - The expected quantity to be sold.
 - The sold product's unit price. Akuiteo automatically suggests the sales price when this latter is associated with the selected product.
 - Discount %: the discount amount in percentage.

- Project: the project's code linked to the offer line. This information can only be entered if the quotation is multi-project / phases / sub-phases (Multi = YES).
- Phase and sub-phase: the project (phase) or phase (sub-phase) subdivision to which the offer line is linked. This information can only be entered if the quotation is multi-project / phases / sub-phases (Multi = YES).
- Contract: the date when the quotation was signed.
- Expected dates and invoices matching the updated date for delivering the service described in the line.
- Subtotal EUR: the total amount in euros.

3 Add the line by clicking on  and save.

Duplicating a quotation line

1 Edit the record sheet of the quotation of your choice.

Note

The quotation must not be validated.

2 From the **Lines** tab, select one or several quotation lines, right-click on your selection, then click on **Duplicate the selected lines**.

3 Select the type of duplication in the window that displays:

Type	Description
Simple duplication	<p>Select Simple duplication to duplicate the selected line(s) a given number of times.</p> <p>To do so, enter the number of duplications in the relevant field.</p> <div> <p>Example</p> <p>If you duplicate two lines 3 times, 6 new lines are created:</p> <ul style="list-style-type: none"> • 3 lines identical to the first duplicated line, • 3 lines identical to the second duplicated line. </div>
Repetition by period	<p>Select Repeat by period, if you want the duplicated line(s) to be repeated in a specific period (year, quarter, month, week or day) and a given number of times.</p> <p>To do so, in the drop-down list, enter the number of repetitions in the relevant field and select the type of period.</p> <div> <p>Example</p> <p>You duplicate a line which period is 08/31/2020. When duplicating, you indicate <i>2 times</i> per <i>Year</i>. 2 new lines are added:</p> <ul style="list-style-type: none"> • a first line with 08/31/2021 as the period, • and a second line with 08/31/2022 as the period. </div>

4 Click on **Validate**.

↳ The selected line(s) are duplicated in the quotation.

5.2.3 Evaluating the quotation costs

1 Click on the **Costs** tab >  > .

2 Select the type of cost in the drop-down list: PM, Other incurred costs, LP.

3 Fill in the columns linked to the costs to apply on the quotation and save.

5.2.4 Indicating the payment method

Once your quotation is saved, you can add the expected payment methods.

1 In the quotation header, click on the [Terms](#) hyperlink.

2 Select the payment information in the window that opens.

3 Click on the yellow arrow if you have set up payment methods for your customer and you want to take them into account.

4 Validate. The hypertext's label is modified.

You can view the order's delivery schedule and the quotation's history whenever you want by clicking on the relevant tabs.

Note

To create a quotation from an existing quotation, go to **Edit > Duplicate the quotation**

5.3 MODIFYING A QUOTATION

Reminder: unlike non-validated quotations, **validated and signed** quotations can neither be modified nor deleted. To be able to update a validated quotation, a user must be granted specific access rights to review the quotation.

- To modify a quotation, go to **Edit > Modify > Modify the quotation**.
- To delete a quotation, go to **Edit > Delete**.

Note

For service quotations:

- the DMF 020244 SALES QUOTATIONS MODIFY SERVICE QUOTATION is required to modify the quotation,
- the DMF 020245 SALES QUOTATIONS DELETE SERVICE QUOTATION is required to delete the quotation.

Updating the quotation's header

A validated quotation cannot be modified, unless it was reviewed. In this case, the following non-financial sections can be updated:

- the contractual or delivery dates;
- the billing table's number.

- 1 From the quotation, go to **Edit > Modify > Update the quotation header**.
- 2 Modify the fields of your choice and save.

Modifying the payment terms

DMF	020231 SALES QUOTATIONS MODIFY PAYMENT TERMS
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The payment terms are indicated in the **Overview** section displayed in the various tabs of a quotation's record sheet. These terms can be modified irrespective of the quotation's status, but not directly in the quotation's record sheet.

- 1 From the quotation of your choice, go to **Edit > Modify the payment conditions**.
- 2 Make necessary modifications and click on **Validate**.

Updating the cash journal for multiple quotations

DMF	020240 SALES QUOTATIONS MODIFY MULTIPLE QUOTATIONS PAYMENT CONDITIONS
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The cash journal displayed in the payment terms in the **Overview** section can also be updated by batch, from the quotations search results.

- 1 From the quotations search results, select one or multiple quotations, right-click on your selection and click on **Update cash journal**.
- 2 Select the **Bank journal** in the help list, then click on **OK**.

Updating information about the recurrence in quotation lines

DMF	020242 SALES QUOTATIONS UPDATE RECURRENCE
-----	---

It is possible to update at once the information about the recurrence in several order lines that have a recurrence and to directly see the implication of such a recurrence on lines dates.

- 1 From a quotation **Lines** tab, select the lines of your choice.

Important

This feature is only available for lines that have a recurrence.


- 2 Right-click on the selection and click on **Update recurrence for selected lines**.

- 3 In the update window, make the necessary modification.
 - If you select a **Periodicity** other than **Unique**, then the fields in **Recurrence information** can be modified. Fields in **Dates** cannot be modified as they serve information purpose only: the dates are automatically updated based on the indicated recurrence information.
 - Unlike fields in **Dates**, if you select **Unique** in the **Periodicity**, the other fields in the **Recurrence information** can no more be modified. In this case, selected lines are no longer considered as recurring.
- 4 Click on **Validate**.
 - ↳ Recurrence information in selected lines are updated in the quotation.

5.4 SENDING A QUOTATION

5.4.1 Sending by email

This feature enables you to send quotations by email.

- 1 From a quotation, click on  in the action bar or go to **Edit > Send the quotation by email**.
- 2 In the **Send the quotation by email** window, enter the following information:

Field	Description
Employee	<p>Select an employee in the help list to add it to the recipient list. You can add as many employees as necessary.</p> <p>The selected employee is automatically added to the table:</p> <ul style="list-style-type: none"> • Check A to send the mail to the employee's email address. • Check Cc to add the employee's email address as carbon copy. • Check Bcc to add the employee's email address as blind carbon copy.
Customer contact	<p>In the help list, select a contact linked to the customer associated with the quotation, to add it to the recipients list. You can add as many customer contacts as necessary.</p> <p>The selected customer contact is automatically added to the table:</p> <ul style="list-style-type: none"> • Check A to send the mail to the contact's email address. • Check Cc to add the contact's email address as carbon copy. • Check Bcc to add the contact's email address as blind carbon copy.
Template	Select the quotation's report template in the drop-down list. These templates can be set up.
Email subject	Fill in the email subject.
Email body format	Select the mail's body format.
Attachment format	Select the attachments' format in the drop-down list.
Add linked	If this box is checked, the files linked to the quotation will also be sent as attachments with the

Field	Description
file to the email	email. If the box is not checked, only the quotation will be sent.
Attach file	If this box is checked, the quotation will also be generated in the selected Attachment format and will be added as attachment with the email. If the box is not checked, the quotation's information will only be included in the mail's body.
New linked document	If this box is checked, the quotation will be generated in the selected Attachment format and will be added to the documents linked to the quotation.

3 Click on **Validate**.

➡ The email draft opens using your default messaging service. The email already includes the information specified and is ready to be sent.

5.4.2 Sending with Tilkee

Tilkee is a tool that enables you to track digital documents in order to analyze your customers' reading behaviors. Tilkee can be integrated directly in Akuteo using a connector. This connector is only available to send quotations to customers. It is used to send an email which contains a Tilkee link to display the quotation generated by Akuteo. Tracking a document using Tilkee can then be done directly from Akuteo interface.

Important

To use this feature:

- the Tilkee connector must be correctly set up in Akuteo;
- the connected employee's email address must be registered at Tilkee.

Reference

For more information about setting up the Tilkee connector, refer to the *Setup guide Tilkee connector*.

1 From the desired quotation, click on the arrow on the  icon's right then click **Send with Tilkee** or go to **Edit > Send quotation > Send with Tilkee**.

2 In the window that displays, enter the following information:

Field	Description
Recipient	Select a recipient in the help list to add it to the recipients list. The help list displays the company's employees as well as all the customer's contacts linked to the quotation. You can add as many recipients as necessary.
Linked documents	The documents linked to the Akuteo quotation are displayed in the table. Check the box in the Selection column to add a linked document to the Tilkee project that will contain the quotation.
Template	Select the Tilkee quotation's report template from the drop-down list. This template must be

Field	Description
	previously set up.
Email template	Select the Tilkee email's template from the drop-down list. This template must be previously set up.
Email subject	Fill in the email subject.
Format	Select the quotation's format in the drop-down list.

3 Click on **Send**.

4 If the quotation has already been sent with Tilkee, a window opens to indicate a Tilkee project already exists and makes you choose between:

- **Add the document(s) to the current project** - the quotation and linked documents will be added to the other documents in the Tilkee project that already exists for the Akuiteo quotation.
- **Delete the current project and create a new one** - The Tilkee project that already exists for the Akuiteo quotation will be deleted and a new project will be created to include the quotation and the linked documents.

↳ The email draft opens using your default messaging service. The email already includes the information specified and is ready to be sent. The email also includes a Tilkee link: when the recipients will click on this link, they will access the Tilkee project on a web browser and Tilkee will track how the documents are read.

Note

When a quotation has been sent with Tilkee, the **Tilkee tracking** tab is displayed in the quotation screen. This tab displays a Tilkee screen directly in Akuiteo to view the project's statistics.

Tilkee can also be opened in a web browser: from the **Tilkee tracking** tab, click on the arrow on the right of the **Tilkee tracking** title, then click on **Open URL in web browser**.

5.5 VALIDATING AND PRINTING A QUOTATION

Reference

If you want a management object to be approved before validation, you can use the approval requests feature.

For more information, refer to the Dashboard User Guide.

Validation is essential when processing a quotation. A validated quotation cannot be deleted but can be modified if specific rights have been granted to the user.

You can only validate the quotation or validate and print it at the same time.

Prerequisites: the customer's code must be configured by default.

To validate a quotation, open the quotation and click on **Edit > Validate the quotation**. The quotation switches from 'Draft' to 'Validated'.

To validate and print the quotation:

- 1** From the quotation, go to **Edit > Validate and print**. The quotation switches from 'Draft' to 'Validated' and the printing screen displays.
- 2** Select the quotation's printing template. Akuiteo offers several printing templates, such as:
 - quotation: enables you to print a standard quotation;
 - order form: enables you to print a quotation as an order form. The customer receives an order form, but the offer continues to be processed as a quotation in forecasted activities;
 - proforma quotation;
 - customer dunning letter.

Reminder:

- The current date is automatically entered as the validation date.
- Only validated quotations are taken into account in the initial and projected flows. Each quotation line is taken into account in the flows, at the expected date indicated in the line and, if not specified, at the date when the flow was generated.

Reference

Once the quotation is validated, you can send it by email to the company's employees or to the customer's contacts for electronic signature. For more information, refer to [Signing a document electronically](#) (p. 43).

5.6 DISSOCIATING THE QUOTATION

A *draft* or *validated* quotation can be dissociated to create one or several quotations from the lines selected in the original quotation.

Example

You send a 4-service-lines quotation to your customer. The customer accepts to order 2 services lines. In this case, you can split the original quotation to generate:

- a quotation with the two ordered lines;
- another quotation with the remaining two lines.

- 1** From the **Lines** tab of the quotation's record sheet, select the lines to add to the new quotation.
- 2** Right-click on this selection and click on **Dissociate quotation**.
- 3** If the original quotation has already been *Validated*, select the archiving **Reason** in the help list and enter a **Comment**, then click on **Validate**.

➡ The **Dissociate quotation** window opens and displays an overview of the dissociation.

- 4 Check **Open quotation after validation** for each quotation, to automatically open the created or edited quotations' record sheet after the dissociation.
- 5 Click on **Validate**.
↳ The original quotation is dissociated.

If the original quotation is still a *draft*:

- the lines selected for dissociation are added to a new *draft* quotation, numbered using the **-A** suffix.
- The original quotation is modified to keep only the lines that were not selected for dissociation.

If the original quotation has already been *validated*:

- the lines selected for dissociation are added to a new *draft* quotation, numbered using the **-A** suffix.
- the lines that were not selected for dissociation are added to a new *draft* quotation, numbered using the **-B** suffix.
- The original quotation is archived.

5.7 REVIEWING AND ARCHIVING A QUOTATION

Reviewing the quotation

To be able to modify a quotation, you must first review it.

- 1 From the validated quotation, go to **Edit > Administration > Review quotation**. The reviewed quotation is classified.
- 2 In the review screen, enter a new quotation's number or keep the default number that is automatically incremented. A copy of this 'Draft' quotation is created and hyperlinked to the original quotation.

Archiving the quotation

When a sales offer doesn't stand anymore, the quotation's budget must be removed from the portfolio analysis. You must classify the quotation as 'Archived' since it was already validated and cannot be deleted.

- 1 From the validated quotation, go to **Edit > Administration > Archive the quotation**.
- 2 In the archiving screen, indicate the reason why the quotation must not be taken into account when carrying out analysis and validate. The quotation is now archived.

To cancel the archiving of a quotation, click on **Edit > Administration > Reactivate the archived quotation**.

Note

For service quotations, the quotation must be archived to be considered as disabled, so it can no longer be used to enter services. To archive a service quotation, the DMF 020246 SALES QUOTATIONS ARCHIVE SERVICE QUOTATION is required. To cancel the archiving of a service quotation, click on **Edit > Administration > Cancel archiving of service quotation**.

6 Receiving a sales order

Your customer has accepted your quotation. You can now convert it to a sales order.

The orders can be issued:

- either from the conversion of a quotation;
- or directly when issuing the order.

A sales order contains financial information (linked to one or several projects) as well as amounts and expected billing dates. These are information that will enable the user to monitor the dashboard for orders in progress split over a period of time.

A project can have several orders in progress (if an amendment is made for example).

6.1 CREATING A SALES ORDER FROM A QUOTATION

The quickest solution is to create an order from your quotation. It enables you to retrieve the quotation's information without having to type it again.

Prerequisites:

- The quotation must be validated.
- Your company's **Third-party and reconciliation account numbering** setup must be activated in **Tools > Setup > General Setup > Company**. It enables the automatic conversion of your prospect into a customer.

1 From your quotation, go to **Edit > Convert the Quotation to a Sales Order**.

2 In the successive dialog boxes, enter the automatic actions to perform:

- If the third-party linked to the quotation is just a prospect, you can convert the prospect to a customer and add him to your customers list.
- If you want the quotation to be booked in the budget, convert it to a **signed quotation**.

The order is created and opens in a new tab.

The order (as well as all orders generated via revision or reception, deliveries and invoices) is linked to the signed quotation, which you can access from the **History** tab.

Note

If the currency on the quotation differs from the default currency (USD instead of EUR, for instance), Akuiteo automatically uses that same currency (USD) in the order.

6.2 CREATING A SALES ORDER

You can create several types of sales orders:


- a standard sales order;
- an internal order: if you offer internal services, you may have to standardize the transaction via an internal order that must be emitted for an "internal" customer. Each order line will have to be built from a sold product associated with a class 9 account;
- a group sales order: you must use this option when placing an order for an external company that belongs to the same group (of companies) as your company. Each order line will have to be built from a sold product linked to the group;



The creation process remains the same.

Note

You can create a new sales order by duplicating an existing order via the **Edit > Duplicate Order** menu.


6.2.1 Entering general information

- 1 Go to **Management > Sales > Orders** > .
- 2 Under the **Header** tab, enter the following information:
 - Internal # : the order's number. Akuiteo automatically generates a number when the user doesn't enter one.
 - Journal: the sales journal linked to the order. If a sales journal is set up by default for the connected user, this field is automatically filled in but cannot be modified.
 - Ref. Customer: the customer's order reference.
 - Order Date: the date when the order was created.
 - Customer ref. date: the expected date of completion set up by the customer.
 - Billing schedule #: the number of the billing table associated with the order. Akuiteo automatically retrieves this information when the user automatically generates a billing table from an order.
 - Price mode: the pricing method.
 - Employees in charge of the order.
 - Storage unit: the products' storage unit (if Storage management is enabled).
 - Entity, Currency, and Currency rate.
- 3 Enter the customer's contact details.
- 4 Enter the project's information:
 - Multi-project: checked if the quotation is linked to several projects, phases or sub-phases.
 - Single-project and multi-phase: enables you to link the entire quotation to a project's phase.
 - Contract: the default contract date if it is indicated in the header. Matches the date when the company begins to provide the service described in the line.
 - Expected: the expected service delivery or end dates.
 - Project, phase and sub-phase codes.
- 5 Enter a comment about the order in the **Text on order** section.

Once your order is saved, you can automatically enter an already configured text by clicking on  > **Modify text from templates** or .


6.2.2 Managing order lines

Adding an order line

- 1** Click on the **Lines** tab, then on  at the top right of the screen.
- 2** Fill in the fields in the lower part of the screen:
 - Sold product's grouping, reference and label.
 - Reference: the products' references.
 - Quantity of sold products and inventories packaging.
 - Sold product's unit price. A sales price is displayed by default when it is associated with the selected product.
 - Discount %: the discount amount in percentage.
 - Billing type: select the type of billing in the drop-down list.
 - Project: the project's code linked to the offer line. This information can only be entered if the quotation is multi-project / phases / sub-phases (Multi = YES).
 - Phase: the project (phase) or phase (sub-phase) to which the offer line is linked. This information can only be entered if the quotation is multi-project / phases / sub-phases (Multi = YES).
 - Contract: the contract date when the order was signed.
 - Delivery date / Billing date : matches the updated delivery and billing dates of the service described in the line.
- 3** If the price on the order line has to be reviewed, then fill in the following fields in the **Revision** section:

Field	Description
Index	<p>Select the revision index from the help list. If an index is set on the sold product associated with the order line, then that index is automatically filled in.</p> <p>To set up indexes, go to Help Desk Setup > Service contracts > Indexes.</p> <p>The following fields are not displayed when the Index has no entered value.</p>
Periodicity	<p>Select the periodicity in the drop-down list. A default periodicity is displayed when a periodicity is set on a sold product linked to the order line.</p> <p>The periodicity enables the user to automatically indicate the date for the next revision when reviewing prices.</p> <div>Example The next revision date indicated in a line was <i>01/01</i> and the periodicity is defined on Half-yearly. When calculating reviewed prices, the next revision date will therefore be <i>07/01</i>.</div>

Field	Description
Next rev.	Enter the date for the next revision. This date enables you to retrieve the relevant order when using the price revision feature in the orders module.
Date Y-1	Indicates the date when prices were last revised. This field is automatically filled when the price in the order line is reviewed. When this field is empty, that means the price in the order line has never been reviewed.
Value N-1	Indicates the index value entered during the last revision. This field is automatically filled when the price in the order line is reviewed. When this field is empty, that means the price on the order line was never revised.
U. Price Ex. tax Y-1	Indicates the unit price Ex. tax entered on the order line during the last revision. This field is automatically filled when the price in the order line is reviewed. When this field is empty, that means the price on the order line was never revised.
Date Y	Enter the index's current reference date. Depending on values entered when setting up the index, this reference date enables the user to determine that index's Value Y . <div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p>Example</p> <p>The index setup (monthly periodicity) indicates 275.0 as the value in June. If you enter 06/10 as the reference Date Y, then 275.0 will be the default Value Y.</p> </div>
Value Y	Indicates the current index's value based on the reference Date Y . This value is automatically filled in and cannot be modified.
Date Y+1	Enter the reference date for the next index revision.

- 4 Add the line by clicking on , then save.
- 5 If you want to copy, split or break down a line, right-click on the line and select the relevant option.
- 6 In the opening window, enter the periods and the way you want to split the lines.
- 7 Save your order.

Once you save the order, you can generate down payments by right-clicking on the line and selecting the relevant option.

You can view the order's delivery schedule and recipients at any time.

Duplicating an order line

- 1 Modify an order's record sheet.

Note

The order must not be validated.

- 2 From the **Lines** tab, select one or several order lines, right-click on your selection, then click on **Duplicate the selected lines**.
- 3 Select the type of duplication in the window that displays:

Type	Description
Simple duplication	<p>Select Simple duplication to duplicate the selected line(s) a given number of times.</p> <p>To do so, enter the number of duplications in the relevant field.</p> <div> <p>Example</p> <p>If you duplicate two lines 3 times, 6 new lines are created:</p> <ul style="list-style-type: none"> • 3 lines identical to the first duplicated line, • 3 lines identical to the second duplicated line. </div>
Repetition by period	<p>Select Repeat by period, if you want the duplicated line(s) to be repeated in a specific period (year, quarter, month, week or day) and a given number of times.</p> <p>To do so, from the drop-down list, enter the number of repetitions in the relevant field and select the type of period.</p> <div> <p>Example</p> <p>You duplicate a line which period is 08/31/2020. When duplicating, you indicate <i>2 times</i> per <i>Year</i>. 2 new lines are added:</p> <ul style="list-style-type: none"> • a first line with 08/31/2021 as the period, • and a second line with 08/31/2022 as the period. </div>

- 4 Click on **Validate**.

↳ The selected line(s) are duplicated in the order.

6.3 SIGNING AN ORDER

If you want a management object to be approved before validation, you can use the approval requests feature.

For more information, refer to the Dashboard User Guide.

6.4 VALIDATING AND PRINTING AN ORDER

Before validating an order, you can update the schedule or split the billing lines to specify the delivery and billing dates. A validated order cannot be modified nor deleted.

You can only validate the order or validate and print it at the same time.

To validate the order: from the order, go to **Edit > Validate without printing**. The order switches from 'Draft' to 'Validated'.

To validate and print the order:

- 1** From the order, go to **Edit > Validate and print**. The order switches from 'Draft' to 'Validated' and the printing screen opens.
- 2** Select the order's printing template. Akuiteo suggests several printing templates, such as:
 - Order: enables you to print a standard order.
 - Order form: enables you to print an order as an order form. The customer receives a delivery note.
 - Proforma invoice order.

Reminder:

- The current date is automatically entered as the validation date.
- Validating the order allows you to start the delivery and the billing. Moreover, only validated orders are taken into account in the initial and expected flows.

6.5 REVIEWING AND LOGGING AN ORDER

Reviewing the order

A validated order must be reviewed rather than modified.

- 1** From the validated order, go to **Edit > Review order**. The reviewed order is classified.
- 2** In the review screen, enter a new number for the order or keep the default number that was automatically incremented.
- 3** Enter the new order's date and validate.

A copy of this 'not-validated' order is created and hyperlinked to the original quotation and order. You must then repeat the validation process.

Logging the order

Logging an order allows you to keep an image of the initial order. If an order was not issued from a logged quotation, you must perform this type of archiving before delivering that order.

Reminder: you can log an order only if that order is not a former logged quotation ('signed' quotation, state code 4).

From the validated order, go to **Edit > Log order**. The order is automatically added to the orders' history list.

6.6 REVIEWING AN ORDER'S PRICE

DMF	020331 SALES SALES ORDERS REVIEW PRICES
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Depending on the duration of a sales order, you may have to review service prices based on the value of the relevant revision index.

Important

To be able to review the lines in a sales order, you must have filled the fields in the **Revision** section for the relevant order lines.

The order must be validated but not delivered.

Search for orders to be reviewed.

- 1 Click on **Management > Sales > Review prices > Orders**.

↳ The search screen opens. This screen is similar to the one that displays when searching for orders that have an additional tab for **Price Review**.

- 2 Enter the search criteria of your choice. In **Price review**, enter the following criteria:


Criterion	Description
Reference date	Enter the reference date that will be used to update prices in the order lines, based on the index value entered on that date. By default, the current date is filled in. Example The index setup (monthly periodicity) indicates 275.0 as the value in June. If you indicate 06/10 as the reference date, then 275.0 will be the value used when reviewing prices.
Index	Select the relevant index in the help list. To set up indexes, go to Help Desk Setup > Service contracts > Indexes .
To be reviewed between ... and ...	Enter the revision period that matches with the date for the next revision entered in the order lines.

- 3 Start the search.

↳ The validated and reviewable orders matching with the search criteria are displayed in the results window.

Calculating reviewed prices

The feature for calculating prices enables the user to simulate new prices in the order lines based on the index value entered on the selected reference date. Values displayed in the table are therefore updated but the data remain unchanged.

From the results in the reviewable orders, click on  at the top right of the screen to display the calculation for reviewed prices in the table lines:


- Values in the **Date Y**, **Value Y** and **U. Price Ex. tax Y** columns are respectively moved to **Date Y-1**, **Value Y-1** and **U. Price Ex. tax Y-1** columns.

- The **Date Y** column now displays the first day of the month – for the reference date that was indicated (for example, for a reference date entered on 06/20/2020, the **Date Y** column displays 06/01/2020).
- The **Value Y** column now displays the index value entered on **Date Y**.
- The **U. Price Ex. tax Y** now displays the unit price for the order line, calculated based on the index's **Value Y**.
- The **Next rev.** column displays a new due date, calculated based on the initial next revision date to which the associated **Periodicity** is added.

Example

The next revision date indicated in a line was 01/01 and the periodicity is defined on **Half-yearly**. When calculating revised prices, the next revision date will therefore be 07/01.

Updating prices

From the results list for reviewable orders, click on , then confirm the price review. All displayed lines are reviewed based on the index's value entered on the selected reference date. Data linked to price review are therefore updated.

Note

The results list is updated. Depending on the criteria indicated in the search screen, you may not be able to modify the order lines, for example if the next revision date you have entered in **To be reviewed between ... and ...** is no more included in the indicated period.

6.7 MODIFYING AN ORDER

Note: validated orders as well as canceled or delivered orders can neither be modified nor deleted. To update a validated order, you must first review it.

- To modify an order, go to **Edit > Edit order**.
- To delete the order, go to **Edit > Delete**.

Marking an order as not delivered

DMF	020334 SALES SALES ORDERS MARK ORDER AS NOT VALIDATED
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Prerequisites:

- The order must not be associated with a delivery note or a contract (ex: Order of recurring products with no contract).
- The order must be in a **Delivered** status (see [Delivering a sales order \(p. 39\)](#)).

1 From an order, go to **Edit > Mark order as not delivered**.

2 Click on **Yes**.

➡ The order's status changes from **Delivered** to **Validated**.

Canceling an order

In some cases (e.g. a project canceled due to a problem with a customer), an order remainders must be canceled as the services will neither be performed nor billed. Such services must be removed from the sales projections.

When an order is canceled, its status switches from 'Validated' to 'Delivered'. A copy of this order - marked as 'Delivered' and displaying negative amounts - is generated.

- 1 From the order, go to **Edit > Cancel the order**.
- 2 Enter cancellation dates.

Updating the recipient list

Go to **Edit > Update the recipient list**, if you want to quickly update the order's recipients list.

Changing the customer to bill

Go to **Edit > Change the customer to bill**, if you want to quickly modify the customer to bill.

Creating the billing table



This feature allows you, in a single operation, to:

- create a billing table similar to the order;
- associate the newly-created billing table with the order, specifying the table's number in the order's header.

To do so, go to **Edit > New billing schedule**.

Updating the order's header

A validated order cannot be modified (it must be reviewed). However, some sections (non financial) can be modified by updating the order's header. This is the case for contractual or delivery dates as well as the billing table's number.

- 1 Go to **Edit > Update the order's header**.
- 2 Click on the **Lines** tab, select a line, then click on .
- 3 In the **Carry forward dates** window, update the contractual and delivery dates, then validate.
- 4 Click on  to display the lines' update screen, modify it and validate.
- 5 Save your modification.

Postponing dates for selected lines

DMF	020316 SALES SALES ORDERS UPDATE SELECTED LINES
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You can quickly split order lines.

- 1 From the **Lines** tab, right-click on the line to postpone.
- 2 Select **Postpone the dates for the selected lines**.
- 3 In the screen that displays, enter:
 - the service's start and end dates;
 - the contractual dates;
 - the expected delivery dates;
 - the expected billing dates.
- 4 Validate.

Reminder: Make sure the delivery and billing dates are coherent.

Updating the information about the recurrence in order lines

DMF	020333 SALES SALES ORDERS UPDATE RECURRENCE
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It is possible to update, in a row, the information about the recurrence in several order lines that have a recurrence and to directly see the implication of such a recurrence on lines dates.

- 1 From an order's **Lines** tab, select the lines of your choice.

Important

This feature is only available for lines that have a recurrence.

- 2 Right-click on the selection and click on **Update recurrence for selected lines**.
- 3 In the update window, make the necessary modification.
 - If you select a **Periodicity** other than **Unique**, then the fields in **Recurrence information** can be modified. Fields in **Dates** cannot be modified as they serve information purpose only: the dates are automatically updated based on the indicated recurrence information.
 - Unlike fields in **Dates**, if you select **Unique** in the **Periodicity**, the other fields in the **Recurrence information** can no more be modified. In this case, selected lines are no longer considered as recurring.
- 4 Click on **Validate**.
 - ↳ Recurrence information in selected lines are updated in the order.

7 Delivering a sales order

Every order can be delivered. Delivery means a service has been performed or a good was supplied. The customer usually acknowledges receipt of the service or good by signing a delivery note.

A delivery can be considered as a pre-billing element that can be managed by a project manager. The delivery will decrement the order and will therefore have to be validated and converted to an invoice.

From a sales order, two delivery options are available to you: on quantities or on the amounts.

Reference

A delivery note can be sent by email - to the company's employees or customer's contacts - for electronic signature. For more information, refer to [Signing a document electronically \(p. 43\)](#).

7.1 DELIVERING THE ORDER ON QUANTITIES

Reminder:

Delivery on quantities is possible if the quantities in the lines exceeds 1.

An order can be totally or partially delivered. When the delivery is partial, an order remainder is generated. The remainder keeps the order's number and the delivered order is renumbered.

- 1 From a sales order, go to **Edit > Deliver the order on quantities**.
 - 2 In the **Deliver the order on quantities** screen, check if the information on the delivery is correct.
 - 3 Modify the delivery and expected billing dates or keep the one entered by default.
 - 4 In the table below, modify the quantities to deliver if needed.
 - 5 Click on:
 - **All lines**, to automatically enter the delivery rate in the lines with the quantity ordered. We recommend you use this option if the order must be completely delivered.
 - **Selected lines**, to enter quantities to be delivered separately.
 - **No line**, to reset the quantities to be delivered.
 - 6 Click on **Create the delivery** to create the delivery, validate the order lines and deliver.
 - Click on **Yes** to directly validate the delivery.
 - If the delivered order lines are recurrent and the sold product is linked to a service, then click on **Yes** to generate the contract(s) when delivering the order.
- ↳ The newly-created delivery's record sheet opens.

7.2 DELIVERING THE ORDER ON THE AMOUNTS

Reminder: delivery on the amounts is possible if the quantity in the lines is equal to 1.

- 1 From a sales order, go to **Edit > Deliver the order on the amounts**.
- 2 Follow the same procedure as in **Deliver the order on quantities**.


7.3 MARKING / UNMARKING THE DELIVERY AS BILLED

The administrator uses this feature when, by error or during the manual retrieval of data, an invoice was issued irrespective of the procedure to follow when delivering an order then billing the delivery.

- 1 From the delivery screen, go to **Edit > Administration > Mark the delivery as billed**.
- 2 Enter the delivery date before validating your choice.

7.4 LINKING TIMESHEETS TO THE DELIVERY NOTE

Timesheets can be linked to a delivery note.

- 1 From a delivery's **Linked timesheets and expenses** tab, select one or several timesheets in the **List of time linked to the delivery note**.
- 2 Right-click on your selection, then click on **Link the selected time lines to the DN**.
- 3 Click on **Yes** to validate the linking.
 The selected timesheets are linked to the delivery note and are displayed in the **List of time linked to the delivery note**.

To dissociate timesheets, right-click on the relevant lines in the **List of time linked to the delivery note**, click on **Dissociate the selected time lines from the delivery note**, then validate the dissociation.


7.5 LINKING AN INVOICE TO THE DELIVERY NOTE

DMF	020435 SALES DELIVERIES LINK INVOICE TO DELIVERY NOTE
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An independent invoice can be linked to a delivery note:


- validated and not-billed;
- marked as billed, with no associated invoice.

- 1 From a delivery's record sheet, click on **Edit > Link invoice to delivery note**.

- 2 In **Invoice to attach**, select the invoice in the help list. This list contains all the sales invoices (or credit notes) linked to the delivery, that were booked but not yet linked to a delivery.
- 3 Click on **Validate**.
 The selected invoice is linked to the delivery note and the delivery is marked as billed. The invoice's date is retrieved as the delivery's billing date.


7.6 SPLITTING A DELIVERY

You can create several delivery lines from a single line.

- 1 In the delivery screen, go to  > **Split a delivery by quantity / by amount**.
- 2 In the **Split the delivery** screen, go to **Edit > Validate delivery splitting**.

7.7 CANCELING THE DELIVERY

DMF	020418 SALES DELIVERIES CANCEL
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- 1 From the delivery screen of your choice, go to **Edit > Administration > Cancel**.
- 2 Enter the **Cancellation date**.
- 3 Click on **Validate**, then confirm the cancellation.
 The delivery is canceled.

If the delivery referred to the entire order, already marked as *Delivered*:

- the canceled delivery is marked as *Canceled*,
- a delivery with negative values is automatically created and displayed as *Canceled*;
- the initial order's status changes from *Delivered* to *Canceled*;
- an order with negative values is automatically created and displayed as *Canceled*;
- a non-validated order is created with positive values.

If it is a partial delivery, the initial order is divided into two orders: one order that is delivered with the delivery's amount, and one order that is not delivered with the remaining amount. If the partial delivery is canceled, the delivered order is the only one impacted.

7.8 DELETING THE DELIVERY

- From a delivery, go to **Edit > Delete**.

Depending on the type of delivery, deleting:

- reconstructs the sales order from which the delivery was generated, if the delivery is of DEL type;
- switches the status of the delivered time lines from "Billed" to "Validated", if the delivery is of TIM type;

- switches the status of the delivered expense report lines "Billed" to "Validated", if the delivery is of EXP type;
- marks the purchase invoice line as "Not billed" ("Rebilled" box not checked) if the delivery is of PUR type;
- recalculates the next maintenance contract's due date if the delivery is of CRTM type.

A delivery can be deleted only if it is not billed.

8 Signing a document electronically

DMF	020241 SALES QUOTATIONS ELECTRONIC SIGNATURE
	020434 SALES DELIVERIES ELECTRONIC SIGNATURE

Akuiteo interfaces with Universign APIs to enable you to send by email documents that were generated from the Application Desktop to a customer's contacts and to the company's employees for them to electronically sign documents.

There are two types of documents that can be signed electronically:

- validated quotations;
- delivery notes.

Important

To use this electronic signature, the connection with Universign must be configured and activated from the Administration console.

Reference

For more information, refer to the *Administration console Setup Guide*.

8.1 CONFIGURING THE ELECTRONIC SIGNATURE

Setting up the electronic signature enables you to define the management objects concerned by the electronic signature. Depending on the type of management object, this setup also enables you to define the signature profile and whether the object should be turn into another once signed electronically.

Note

If you disable the electronic signature for an object type, all ongoing signature requests for this type will be automatically canceled.

The setup of the electronic signature depending on the type of management object can be accessed from **General setup > Cross-cutting > Electronic signature**. Click on the ********* tab to set up the electronic signature for all your companies, or click on the company tab to set it up for this company specifically.

In the **Sales objects** section, set up the electronic signature for all management objects of the sales module:

Field	Description
Sales	Select this option to activate the electronic signature on sales quotations.

Field	Description
quotations	<p>When this option is selected:</p> <ul style="list-style-type: none"> • Fill in the Signature profile to use for signing sales quotations. If no profile is specified, the default Universign profile is used. • Check Automatically turn signed quotation into order so that, when all signers have signed (COMPLETED transaction status), the sales quotation is turned into an order. The actual signature date of the quotation is updated automatically with the signature date of the last signer.
Delivery notes	<p>Select this option to activate the electronic signature on sales delivery notes.</p> <p>When this option is selected:</p> <ul style="list-style-type: none"> • Fill in the Signature profile to use for signing delivery notes. • Check Automatically turn signed delivery note into invoice so that, when all signers have signed (COMPLETED transaction status), the delivery note is turned into an invoice. The signature date of the delivery note is updated automatically with the signature date of the last signer.


Note

A Universign signature profile can be set up for each type of management object. This profile is used to customize, among other things, the logo displayed, the validity period for transactions or the emails and text messages sent. Contact your Akuiteo management project to set up the different signature profiles.

8.2 SETTING UP PRINTING TEMPLATES

Printing templates enable you to associate a Birt printing with a type of management object in Akuiteo. If you want to print an Akuiteo quotation in PDF format, the printing template determines the quotation's layout and structure in PDF format.

The electronic signature enables you to electronically sign quotations and delivery notes. To configure the signatures' location, you must set up a specific printing template:

- 1 From the setup menu, go to **Reports setup > Shared**, open an existing printing record sheet or click on  in the action bar to create a new template.

Important

The printing template must be one of the following types: a **Quotation** or a **Customer delivery**.

- 2 Click on the **Universign** tab.
- 3 To add new signature details, click on **+** at the top right of the table.
- 4 In the **Coordinates entry** window that opens, fill in the following fields:

Field	Description
Page	Enter the number of the page where the signature must be added. To add the signature on the last page, enter -1.
X	Enter the X coordinate (X-axis) in pixels to place the signature vertically on the page. This coordinate must be entered in pixels, with a 72 dpi resolution.
Y	Enter the Y coordinate (Y-axis) in pixels to place the signature horizontally on the page. This coordinate must be entered in pixels, with a 72 dpi resolution.
Signer index	<p>Enter the signer's index to determine the signatures' order based on their coordinates. For the first signer, enter 0.</p> <div> <p>Example</p> <p>In the printing template, you add coordinates for two signatures. These two signatures are added on the last page of the document and must be aligned at the bottom of the page.</p> <p>For the first signature, the index is 0 and you place the cartridge at the bottom left of the page. For the second signature, the index is 1 and is placed at the bottom right of the page.</p> <p>Once you send the document to be signed electronically:</p> <ul style="list-style-type: none"> the first signer in your recipients list will sign at the dedicated location on the left (index 0); the second signer will sign at the dedicated location on the right (index 1). </div>

5 Click on **Validate**.

➡ Signature details are added. You can add as many coordinates as necessary to set up the printing template.

8.3 SENDING A DOCUMENT FOR ELECTRONIC SIGNATURE

- 1 From the **Validated** quotation's record sheet or delivery's record sheet, click on **Edit > Publish and request electronic signature**.
- 2 In the window, enter the following information:

Field	Description
Employee	<p>Select a company's employee or a customer's contact from the help list to add it to the recipients' list for electronic signature. You can add as many employees or contacts as necessary.</p> <p>Check the corresponding options for each added recipient:</p> <ul style="list-style-type: none"> • A to add the employee or contact as a signer. The order in which employees or contacts are added matches the order used when sending documents for electronic signature. When multiple recipients are entered, the request for signature is first sent to the first signer in the list. Once the first signer signed the document, the request is sent to the second signer, and so on.
Customer contact	<ul style="list-style-type: none"> • Cc to add the employee's or contact's email as carbon copy when sending the final signed document. • Bcc to add the employee's or contact's email as blind carbon copy when sending the final signed document. <div> <p>Note</p> <p>The recipients specified in the Recipients tab of the quotation or delivery note are automatically added to the list of signers.</p> </div>
Template	<p>Select the quotation or delivery note printing template from the drop-down list. This template must be previously set up.</p> <ul style="list-style-type: none"> • If the printing template was set up for electronic signature, signatures will be placed accordingly. If cartridges are meant for specific signers, the signers order must match the order indicated by the signer's index. If you select more signers than there are cartridges set up, the additional signatures will be placed at the bottom of the last page, from right to left. When there are 2 signatures on the same line, the next signatures are added on the line above, and so on. <div> <p>Reference</p> <p>For more information, refer to Setting up printing templates (p. 44).</p> </div> <ul style="list-style-type: none"> • If the selected printing template was not set up for signatures with the corresponding coordinates, the first signature is added at the bottom right of the document's last page. The next signature is added on the left. When there are 2 signatures on the same line, the next signatures are added on the line above, and so on.

Tip

If you mistakenly added an employee or a customer contact in the recipients list, uncheck the corresponding box in column **A** to avoid sending the document for signature.

3 Click on **Validate**.

↳ An email with a Universign link to the document to sign is sent for electronic signature to the first recipient. Each signer has a deadline (in days) for signature and such deadline is entered when setting up the account at Universign.

8.4 TRACKING A DOCUMENT'S ELECTRONIC SIGNATURES

When a quotation or a delivery note is sent for electronic signature, the **Signatures** tab is added to the record sheet of the corresponding management object. This tab displays the signatures table in which signatures are first grouped by transaction then by signer. We talk of a transaction when a document is sent for electronic signature and is displayed on a line in the tracking table. If the transaction is canceled and another request for signature is sent, then a second transaction line is added on the table. Unfold each transaction line to display the various signers as well as the status for each signature.

Important

Once signed by all the recipients, the signed document is added to the **Linked documents** tab. The document is locked and can therefore neither be modified nor deleted.

For each signer, the following information is available:

- Information about the transaction, that is, the request for electronic signature. Thanks to the information sent via Universign, these fields are updated as the document is being signed.

Note

Each time the status of a signature changes, an automatic email is sent to the requester, i.e. the email address used by the user who initiated the request for signature and entered in **Requester of the transaction**.

- The signer's contact details (first name, last name, email address).
- The signature's status, which can be:
 - **Signature requested** = The document was sent for signature but the signer has not yet signed it.
 - **In progress** = The signer will receive the request for signature once the preceding signers sign the document.
 - **Signed** = The signer has signed the document.
 - **Canceled** = The user canceled the request for signature or one of the recipients has refused to sign the document.
 - **Expired** = The due date set for the recipients to sign the document has expired and the electronic signature is no longer available. The expiration date is defined in the Universign account.
- The signature date.
- The denial reason, in case the contact or the employee has refused to sign the document.

8.5 DUNNING A REQUEST FOR ELECTRONIC SIGNATURE

Note

A request for signature that expired or was canceled cannot be dunned.

Reference

If you have sent requests for electronic signature and you want to know the quotations and delivery notes that have not been signed yet with a transaction duration nearing expiration, it is possible to set up the RelanceSignaturesElectroniques batch (see the *Setup Guide - Advanced Setup*).

However, you can dun a signer when a request for signature has already been sent for a quotation or a delivery. When a request is dunned, the transaction's expiration date is reset. Dunning a request enables you to postpone a signer's due date, thus avoiding that a request for electronic signature expires.

To dun a request, click on **Edit > Dun the request for electronic signature** in the quotation or delivery's record sheet. The current signer, i.e. the line with **Requested for signature**, receives a dunning email.

8.6 CANCELING A REQUEST FOR ELECTRONIC SIGNATURE

Note

A request for electronic signature that has expired cannot be canceled. It is also impossible to cancel a request when all the recipients have already signed the document.

When a request for signature has been sent for a quotation or a delivery, it is possible to cancel it.

From the quotation or the delivery's record sheet, go to **Edit > Cancel the request for electronic signature** and confirm the request cancellation. The request is canceled for all the recipients.

9 Billing the customer for an order

Employees with the relevant access rights can create invoices:

- From a delivery;
- From a billing table;
- Directly from the invoice management module.

Invoices can be generated by batch, from multiple delivery notes for instance.

The user or another user with necessary rights must book the invoices to automatically generate sales account entries in the Account module.

The invoice will be booked and printed in the indicated number of copies.

The payment terms can be set up in the customer and/or project's record sheet. When creating an invoice, Akuteo calculates the projected payment date based on these payment terms. The user can modify this date if necessary (the initial deadline is kept).

9.1 CREATING A SALES INVOICE

You can create several types of invoices or credit notes:

- an independent invoice/credit note: consists in inserting a header and one or several invoice lines;
- an internal invoice/credit note: if you offer internal services, you may have to standardize the transaction via an 'internal' order that must be emitted for an 'internal' customer. Each invoice line will have to be built from a sold product associated with a class 9 account;
- a group invoice/credit note: you must use this option if you issue an invoice for an external company that belongs to the same group (of companies) as your own company. Each invoice line will have to be built from a sold product linked to the group.
- Invoice/credit note to issue.


The creation process is the same.

9.1.1 Entering general information


1 Go to **Management > Sales > Invoices** > .

2 Under the **Header** tab, enter the following information and save:

- **Number:** the invoice's number. Akuteo automatically enters the invoice's number if the user didn't enter one and the numbering was configured from the sales management module.
- **Journal:** the sales journal associated with the invoice. If a sales journal is set up by default for the connected user, this field is automatically filled in but can be modified.
- The creation date.
- The name of the manager in charge of the invoice in the Manager field.
- The associated entity and the currency code.
- The customer's references, i.e. the invoice's number at the customer's.

- The customer's billing address. The icon  enables you to access the customer's addresses.
- The project's information

9.1.2 Adding lines to the invoice

- 1 Click on the **Lines** tab, then on .
- 2 Fill in the fields in the lower part of the screen:
 - Grouping and reference of products to bill.
 - Quantity: the number of billed products in the line.
 - Unit price: the sold product's unit price. If a sales price is associated with the selected product, it is displayed by default.
 - Discount %: the discount amount in percentage.
 - Account / Reconciliation account: the account and reconciliation account's numbers.
 - Project / phase / sub-phase: the project's code to which the offer line is linked and the project's phase and sub-phase. This information can only be entered if the quotation is multi-project / phases / sub-phases (Multi = YES).
 - Start and end dates.
 - Resource: the type of resource (labor or other resources) used for the service.
 - Delivery note and task linked to the invoice.
 - Holdback: enables you to mark the line as a Holdback (subject to the DMF 020568).
- 3 Check the boxes if you want to keep the information on the line and lock the existing data.
- 4 Select the type of VAT to apply:
 - Receipts / Debits: the classification of the invoice depending on its type in order to break out invoices by VAT regime in the reporting tool
 - Without tax: allows you to issue a tax-free invoice. This option is checked by default if the customer is VAT-exempt.
- 5 Save.

9.1.3 Generating an invoice payment schedule

You can generate an invoice payment schedule if you want for example to give your customers the possibility to make multiple payments without additional fees when they purchase licenses.

- 1 Open an invoice and go to **Edit > Administration > Generate the invoice payment schedule**.
- 2 In the window that displays, enter the following information: the due date for the first payment, the periodicity, the number of due dates and force the due date on the last day of the month.
- 3 Validate.

The payment schedule is available in the invoice's **Due Dates** tab.

You can also add recipients or other information by clicking on the relevant tabs.

You can create a new invoice by duplicating another invoice via the **Edit > Duplicate the invoice** menu.

Note



If the **FC_RETENU-GAR** management rule is activated, a line with the due date will be created for each invoice line marked as **Holdback**. The due date is established based on the **No.Days** indicated in the **Holdback** section, at:

- the project;
- the customer (if not indicated on the project);
- the company (if not indicated on the customer).

The due dates related to the **Holdback** can neither be modified nor deleted.

9.2 CREATING AN INVOICE FROM A DELIVERY NOTE

There are several ways to bill a delivery.

- 1 Go to **Management > Sales > Deliveries** and open a delivery note.
- 2 If you opt for **billing deliveries by batch**:
 1. In the results list, select the relevant delivery notes and click on .
 2. Confirm the invoice generation.
 3. Enter the invoice's date and confirm.
 4. Fill in the invoice's record sheet.
- 3 If you opt for **grouping deliveries in an invoice**:
 1. In the results list, select deliveries to group and click on .
 2. Enter the number of invoices to generate per customer or employee.
 3. Fill in the invoice's record sheet.
- 4 If you want to create an invoice directly **from a delivery note**:
 1. Double-click on the search result to open the delivery note to bill.
 2. Go to **Edit > Invoice the delivery**.
 3. Fill in the record sheet: billing date, planned payment, text on invoice.

Note

If the billed delivery note is generated from a contract, the next schedule payment indicated in the contract is updated - only if there is no pending non-billed delivery associated with that contract.


If this type of invoice is deleted, then the next payment schedule indicated in the contract reduces the number of due dates each time an invoice is deleted. In this case, the date on the contract must be manually modified before generating delivery notes.

9.3 CREATING AN INVOICE FROM THE BILLING TABLE


9.3.1 Creating a sales billing table

It is recommended to create a billing table prior to the creation of an invoice. You can view and automate the sales process using this tool.

Entering general information

- 1** Go to **Management > Sales > Billing schedules** > .
- 2** Under the **Header** tab, enter the following information:
 - Number: the billing table's number. Akuteo automatically generates a number when the user doesn't enter one. This numbering can be configured in the sales management options depending on the company, the accounting period and the journal.
 - Journal: the sales journal linked to the billing table. If a sales journal is set up by default for the connected user, this field is automatically filled in but cannot be modified.
 - Order and invoice creation date.
 - Mgr : the name of the employee in charge of the billing table.
 - The entity to which the offer is linked.
 - Currency and currency rate. The default rate is 1.00000000.
 - Ref. Customer: the invoice's reference at the customer's.
- 3** Enter the name of the customer linked to the table. Contact details are automatically added.
- 4** Enter the project's information:
 - Multi-project: enables you to specify whether the billing table is linked to several projects, phases or sub-phases.
 - Single-project and multi-phase: enables you to link the billing table to a project's phase.
 - Project: the project, phase and sub-phase's code.

Adding billing lines

- 1** Click on the **Lines** tab, then on  at the top right of the screen.
- 2** Under the **Multiple criteria** section, fill in the following fields:
 - Products' grouping and reference (e.g. products' maintenance).
 - Expected quantity to be sold and article's unit price. Akuteo automatically suggests the sales price when this latter is associated with the selected product.
 - Discount %: the discount amount in percentage.
 - Billing type: select the type of billing in the drop-down list.
 - Subtotal: the subtotal amount in euros.
 - Project, phase, sub-phase: the project's code linked to the offer line. This information can only be entered if the billing table is multi-project / phases / sub-phases (Multi = YES).

- Contract date, expected billing date, start and end dates.
- Coefficient : the revision coefficient.
- Revisable price: this checkbox indicates whether an invoice can be reviewed or not.
- Resource associated with the invoice.

3 If the price on the billing line has to be reviewed, then fill in the following fields in the **Revision** section:

Field	Description
Index	<p>Select the revision index from the help list. If an index is set on the sold product associated with the billing line, then that index is automatically filled in.</p> <p>To set up indexes, go to Help Desk Setup > Service contracts > Indexes.</p> <p>The following fields are not displayed when the Index has no entered value.</p>
Periodicity	<p>Select the periodicity in the drop-down list. A default periodicity is displayed when a periodicity is set on a sold product linked to the billing line.</p> <p>The periodicity enables the user to automatically indicate the date for the next revision when reviewing prices.</p> <div> <p>Example</p> <p>The next revision date indicated in a line was <i>01/01</i> and the periodicity is defined on Half-yearly. When calculating reviewed prices, the next revision date will therefore be <i>07/01</i>.</p> </div>
Next rev.	Enter the date for the next revision. This date enables you to retrieve the relevant billing schedule when using the price revision feature in the billing schedules module.
Date Y-1	<p>Indicates the date when prices were last revised.</p> <p>This field is automatically filled when the price in the billing line is reviewed. When this field is empty, that means the price in the billing line has never been reviewed.</p>
Value N-1	<p>Indicates the index value entered during the last revision.</p> <p>This field is automatically filled when the price in the billing line is reviewed. When this field is empty, that means the price on the billing line was never revised.</p>
U. Price Ex. tax Y-1	<p>Indicates the unit price Ex. tax entered on the billing line during the last revision.</p> <p>This field is automatically filled when the price in the billing line is reviewed. When this field is empty, that means the price on the billing line was never revised.</p>
Date Y	<p>Enter the index's current reference date. Depending on values entered when setting up the index, this reference date enables the user to determine that index's Value Y.</p> <div> <p>Example</p> <p>The index setup (monthly periodicity) indicates 275.0 as the value in June. If you enter <i>06/10</i> as the reference Date Y, then 275.0 will be the default Value Y.</p> </div>
Value Y	Indicates the current index's value based on the reference Date Y . This value is automatically filled in and cannot be modified.

Validating the billing table

Your dashboard must be closed to avoid any modification.

- 1 To do so, go to **Edit > Validate without printing** or **Edit > Validate and print** if you want to validate and print your dashboard.
- 2 Enter the validation date and add a comment.

You must review your billing table if you want to generate a new version that can be modified.

You can make the following modification in the billing table:

- Review the table and therefore modifying some authorized fields only.
- Update the billing table if you made some modification, via **Edit > Administration > Update the billing schedule**.
- Change the customer to bill and modify the customer's delivery address, via **Edit > Administration > Billing address** or **Change the customer to bill**, while selecting the associated customer.
- Duplicate or delete the table from the **Edit** menu.
- Split or break down, in a right click, the lines that have not yet been billed.

9.3.2 Reviewing the prices in a billing table

DMF	020717 SALES BILLING SCHEDULES REVIEW PRICES
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Depending on the duration of billing for a billing table, you may have to review service prices based on the value of the relevant revision index.

Important

To be able to review the lines in a billing table, you must have filled the fields in the **Revision** section for the relevant billing lines.

The billing table must be validated but not delivered.

Search for billing tables to be reviewed.

- 1 Click on **Management > Sales > Review prices > Billing schedules**.
↳ The search screen opens. This screen is similar to the one that displays when searching for billing tables that have an additional tab for **Price Review**.
- 2 Enter the search criteria of your choice. In **Price review**, enter the following criteria:

Criterion	Description
Reference date	Enter the reference date that will be used to update prices in the billing lines, based on the index value entered on that date. By default, the current date is filled in.


Criterion	Description
	<p>Example</p> <p>The index setup (monthly periodicity) indicates 275.0 as the value in June. If you indicate 06/10 as the reference date, then 275.0 will be the value used when reviewing prices.</p>
Index	<p>Select the relevant index in the help list.</p> <p>To set up indexes, go to Help Desk Setup > Service contracts > Indexes.</p>
To be reviewed between ... and ...	<p>Enter the revision period that matches with the date for the next revision entered in the billing lines.</p>

3 Start the search.

➡ The validated and reviewable billing tables matching with the search criteria are displayed in the results window.

Calculating reviewed prices

The feature for calculating prices enables the user to simulate new prices in the billing lines based on the index value entered on the selected reference date. Values displayed in the table are therefore updated but the data remain unchanged.


From the results in the reviewable billing tables, click on  at the top right of the screen to display the calculation for reviewed prices in the table lines:

- Values in the **Date Y**, **Value Y** and **U. Price Ex. tax Y** columns are respectively moved to **Date Y-1**, **Value Y-1** and **U. Price Ex. tax Y-1** columns.
- The **Date Y** column now displays the first day of the month – for the reference date that was indicated (for example, for a reference date entered on 06/20/2020, the **Date Y** column displays 06/01/2020).
- The **Value Y** column now displays the index value entered on **Date Y**.
- The **U. Price Ex. tax Y** now displays the unit price for the billing line, calculated based on the index's **Value Y**.
- The **Next rev.** column displays a new due date, calculated based on the initial next revision date to which the associated **Periodicity** is added.

Example

The next revision date indicated in a line was 01/01 and the periodicity is defined on **Half-yearly**. When calculating revised prices, the next revision date will therefore be 07/01.

Updating prices

From the results list for reviewable billing tables, click on , then confirm the price review. All displayed lines are reviewed based on the index's value entered on the selected reference date. Data linked to price review are therefore updated.

Note

The results list is updated. Depending on the criteria indicated in the search screen, you may not be able to modify the billing lines, for example if the next revision date you have entered in **To be reviewed between ... and ...** is no more included in the indicated period.

9.3.3 Creating an invoice

Prerequisites: the billing table must be validated.

- 1 Open your billing table and click on the **Lines** tab.
- 2 Right-click on the selected line(s) to bill.
- 3 Select **Bill the selected lines**.
- 4 In the opening window, enter the billing parameters and validate.

9.4 CREATING AN INVOICE FROM SERVICES

DMF	020570 SALES INVOICES BILL SERVICES
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The FacturationPrestationsDevis batch is used to automatically generate non-booked invoices from the services entered manually in the **Services** menu and then validated in the **Manager** module of the Web Portal. This batch can be manually started from **Management > Sales > Services billing**. The parameters set up in the batch are used, except for some filters that can be specified directly in the start window by the user.

References

For more information about entering and validating services from the Web Portal, refer to the *User Guide - Web Portal*.

For more information about setting up the FacturationPrestationsDevis batch, refer to the *Setup Guide - Advanced Setup*.

- 1 Open the menu **Management > Sales > Services billing**.
- 2 In the billing window, fill in the following fields:

Field	Description
Status date	Specify the status date of the invoices generated during the batch process. The batch only processes services with a date that is before or the same as the status date.
Service filters	Define one or several filters (customer, project, division, entity) to include in the batch process. Filters can also be defined in the batch setup but these filters are ignored when the batch is manually started from the Services billing . This way, the user can define the desired filters for the batch.

3 Click on **Validate**.

↳ The FacturationPrestationsDevis batch is manually started and non-booked invoices are created from validated services. If there are multiple validated services linked to the same quotation, the different services lines are grouped in a single invoice.

The batch only processes services that:

- are linked to a validated service quotation,
- have a validation date reached or exceeded,
- have a period end date reached or exceeded.

At the end of the process, a summary is sent by email to the employees specified in the managers fields of the batch setup. An email is also sent to the relevant project managers to let them know invoices are pending validation. If several temporary invoices have been generated for the same project manager, the different invoices are grouped in a single email.

9.5 BOOKING AND PRINTING AN INVOICE

Booking is essential for the invoice to be taken into account in Akuiteo. A booked invoice can neither be modified nor deleted.

There are several ways to book an invoice:

9.5.1 Booking an invoice manually

- 1 Open an invoice.
- 2 Go to **Edit > Book the invoice**.

↳ The invoice is booked and can no more be modified nor deleted. The generated accounting entry is automatically validated on the current date.

Note

This feature does not display if the option for **Generating an original PDF** is selected for sales invoices or credit notes when setting up original PDFs (refer to *the Advanced Setup Guide*).

9.5.2 Booking and printing an invoice

- 1 Open an invoice.
- 2 Go to **Edit > Book and print the invoice**.
- 3 In the window, fill in the following fields:

Field	Description
Template selection	Select the report template in the drop-down list. The list displays all the report templates that are set up for the Customer invoice in the shared reports.

Field	Description
Print	Select Print to print the original PDF that is generated.
Preview	Select Preview to open the original PDF that was generated when booking the invoice.

4 Click on **Validate**.

↳ Depending on the selected report template, a window opens to display printing parameters.

5 Enter the printing parameters and click on **Validate**.

↳ The invoice is booked and can no more be modified nor deleted. The generated accounting entry is automatically validated on the current date.

Specific cases

- If the option for **Generating an original PDF** is selected for customer invoices and credit notes when setting up original PDFs, then a PDF is printed from the selected printing template and marked as Original during the booking.
- If the box with **Lock other linked documents** is checked for sales invoices and credit notes when setting up original PDFs, all the receipts linked to the invoice will be locked. These receipts can only be modified or deleted by users with the DMF 100122.

Reference

For more information about setting up original PDF documents, refer to the *Advanced Setup Guide*.

9.5.3 Booking multiple invoices

1 In the sales invoices search results window, select the invoices of your choice and right-click on your selection, then click on **Book the selected invoices/credit notes**.

↳ The screen for booking multiple invoices opens and displays the selected invoices.

2 In **Parameters**, enter the following information:

Field	Description
Template selection	Select the report template in the drop-down list. The list displays all the report templates that are set up for the Customer invoice in the shared reports.
Merge into a single document (only if PDF)	When this box is checked, invoices printed based on a printing template in PDF format are merged in a single document, one after the other.
Add a blank page after the odd reports back front	This box is only available when the option to Merge in a single document (only if PDF) is checked. When this box is checked, blank pages are added in the merged document for each invoice to be displayed in an odd page.
Print	This option is only available when the option to Merge in a single document

Field	Description
	<p>(only if PDF) is checked.</p> <p>Select this option to print the merged document once booking is done.</p>
Preview	<p>This option is only available when the option to Merge in a single document (only if PDF) is checked.</p> <p>Select this option to print the merged document once booking is done.</p>

3 Click on **Start booking** and confirm your choice.

↳ The selected invoices are booked.

9.6 CASHING AN INVOICE

This feature enables you to generate accounting entries from the invoice lines. Only booked invoices can be cashed.

1 From the invoice record sheet, go to **Edit > Cash the invoice in EURO**.

2 In the invoice payment screen, check and modify - if necessary - the accounting characteristics.

3 In the **Payment receipt properties** section, enter the banking information:

- Invoice payment method. By default, the payment terms specified in the **Overview** section are filled in.
- Bank: the customer's bank name
- Banking center
- Comment
- Reference #: the cash number.
- Amount: the amount to cash indicated on the invoice.

4 Click on **Validate**.

↳ The customer receipt screen from the **Banking** module opens.

9.7 GENERATING A CREDIT NOTE FROM AN INVOICE

There are several ways to create a credit note from an invoice:

Creating a global credit note

This feature allows you to create a global credit note from the invoice. The invoice must be booked.

1 Go to **Edit > Global credit note**.

2 Enter the credit note's date, number, reason and a comment.

Creating a partial credit note

This function allows you to create a credit note based on part of the overall amount indicated in the invoice. The invoice must be booked.

- 1 Go to **Edit > Partial credit note**.
- 2 Enter the credit note's date, number, reason and a comment.

Converting an invoice to a credit note

A **non-booked** invoice with a **negative total sum** can be converted to a credit note. Only a limited number of users must access this feature, preferably the person in charge of the invoice.

- 1 Open the invoice to convert to a credit note.
- 2 Go to **Edit > Administration > Convert the invoice to a credit**.

A confirmation message is displayed.

Duplicating the invoice as a credit note

You can create a credit note by retrieving the information contained in the original invoice.

- 1 Open an invoice.
- 2 Go to **Edit > New > Duplicate the invoice as a credit note**.

A new independent credit note opens.

Detaching a credit note from an invoice

To detach a credit note from an invoice while correctly recalculating amounts, you must follow the actions below:



- 1 Activate the DMF 020621 SALES UNLINK FROM THE INVOICE
- 2 To use this feature, go to **Edit > Administration > Detach from the invoice**.

9.8 MODIFYING AN INVOICE

It is possible to modify an invoice **before booking it**.

Updating the recipient list

You can update the list of invoice recipients. Recipients are filtered according to the customer's name, and can either be direct recipients or in copy.

- 1 Open the invoice.
- 2 Go to **Edit > Update the recipient list**.
- 3 Under the **Recipients** tab, click on  at the top right of the screen to add a recipient or  to delete a recipient.

- 4 Save. The recipient list is updated in the table.

Changing the customer to bill

- 1 Open the invoice.
- 2 Go to **Edit > Administration > Change the customer to bill**.

Modifying the payment receipt schedule

This feature allows you to modify the payment receipt schedules.

- 1 Open the invoice.
- 2 Go to **Edit > Modify the payment receipt schedule**.
- 3 The **Due dates** tab opens and you can therefore enter the dates and the due dates in each line.

Note

Some customers may choose to pay 95% of issued invoices and pay the remaining 5% at the end of the warranty period. To exclude these holdbacks from the customer's aging schedule, a due dates line can be marked as a **Holdback**. To be able to use this feature, you must activate the **FF_RETENUE_GAR** management rule.

Neutralizing the VAT

DMF	020566 SALES INVOICES NEUTRALIZE VAT
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This feature allows you to neutralize the VAT in a due date line. Lines with **Neutralized VAT** are exempted from VAT returns.

- 1 From the invoice record sheet, open the **Due dates** tab.
- 2 Right-click on the line of your choice, then click on **Neutralize VAT**.
- 3 Confirm.

↳ The **Neutralized VAT** column indicator is now checked.

To uncheck the **Neutralized VAT** indicator, right-click on the line of your choice, click on **Mark as Non Neutralized VAT**, then confirm.

Creating a quote or an order from the invoice

The information about the invoice is automatically retrieved in the new management object.

- 1 Open the invoice.
- 2 Go to **Edit > Administration > Create quote from invoice** or **Edit > Administration > Create Order from invoice**.

Updating the invoice's header

In general, a booked invoice cannot be modified; a credit note must instead be created. However, some non-financial sections can be updated, for instance the contractual or delivery dates as well as the billing table's number.

- 1** Open the invoice.
- 2** Go to **Edit > Modify > Update the invoice header**.

10 Time-based billing for an order


DMF	020433 SALES DELIVERIES TIME-BASED BILLING FOR ORDERS
	020437 SALES DELIVERIES ALLOW TIME-BASED BILLING WITH NO TIME CHECK





Time-based billing refers to all offers for which each day spent by a service provider is billed based on an agreed daily rate. This type of billing can be used to issue sales invoices associated with timesheets, and bill actual expenses or expenses that are not linked to an order lines.

10.1 PREPARING TIME-BASED BILLING


- 1 Go to **Management > Sales > Time-based billing for orders**.


Note

If the **Time-based billing** preference is active from the **Edit > Preferences** menu then **General > Project > Actions**, the time-based billing tool can also be opened from a project record sheet, by clicking on  in the action bar. In the search criteria, the project will automatically be filled in.

- 2 In the time-based billing screen that opens, enter your search criteria and click on **Search**.
 The table under the **Bill** section displays the list of timeheets associated with an order and/or the list of expenses relevant to the indicated search criteria.
- 3 In the table under the **Bill** section, check **Ignore** to exclude a line from the time-based billing. By default, lines for which the amount to be billed equals 0 are automatically ignored.
- 4 If the amount to bill must be different from the **Amount to be billed**, then enter this new amount in the **Amount to bill** column.
- 5 To round up all the amounts to bill, click on the arrow at the right of **Round up**, then select the type of round up to apply (To the next higher/lower day/half day/quarter day).
 All the amounts displayed on the lines are rounded up to match the selected type of round up.
- 6 Click on  at the right of the **Bill** section.
 The screen for billing multiple orders opens.

Tips

Click on  at the right of the **Bill** section to reset original values for all the lines, for example if a round up was applied or amounts to bill were indicated.


Click on  at the right of the **Bill** section to refresh the list, for example to make sure no line was billed by another employee. When the list is refreshed, lines that were already billed are removed but not deleted.

10.2 STARTING THE TIME-BASED BILLING

The screen for billing multiple orders displays the list of timesheets and expenses selected from the billing screen via **Management > Sales > Time-based billing for orders**.

1 From the open screen, fill in the following fields:

Field	Description
New	Select: <ul style="list-style-type: none">• deliveries, to issue delivery notes;• draft invoices, to be able to create non-validated invoices. <div>Note The FAC_REGIE_GENLIV application control, when active, checks by default the deliveries option.</div>
Delivery date	Enter the delivery date for timesheets and expenses. By default, the current date is filled in.
Invoice date	Enter the billing date for timesheets and expenses. By default, the current date is filled in. This field displays only if you selected draft invoices in the New field.
Group timesheets and expenses	When this box is checked, timesheets and expenses to bill are grouped per customer and the order's number no more displays. The expenses and timesheets linked to a customer are grouped in a single delivery note or invoice. When this box is not checked, the timesheets and the expenses are billed separately. The timesheets are therefore grouped per order while the expenses are grouped per customer.
Continuation of wording	These options enable you to add information in the label of an order line and/or invoice line: <ul style="list-style-type: none">• Check Timesheets: Details about days and employees to add the relevant days and employees to the label linked to the timesheets to bill.• Check Actual expenses: Details about days, employees and amounts to add the relevant days, employees and amounts to the label linked to the expenses to bill.
Open list of generated objects	When this box is checked, the management objects generated during the delivery or the billing of multiple orders will be automatically displayed in the new tabs of the Application Desktop.

2 In the table under **Bill**, check the lines to be processed, that is to say the checked lines. By default, all lines are checked. If necessary, click on  in the table's header, then on **Select all** or

Unselect all.

3 Click on **Time-based billing for multiple orders.**

↳ The selected timesheets and expenses lines are delivered and/or billed.

Note

If a user does not have the DMF 020437 SALES DELIVERIES ALLOW TIME-BASED BILLING WITH NO TIME CHECK and bills a line for which the total of time to be billed is more than the order's quantity to be billed, the line will fail when the mass billing is started.

11 Monitoring sales

11.1 GENERATING A QUOTATION SCHEDULE

It is possible to automatically generate a relevant schedule based on the dates in the quotation, especially if the sold product is linked to an employee.

- To **generate** the schedule from a quotation, go to **Edit > Schedule > Manage the quotation schedule**.
- To **view** the schedule from a quotation, go to **Edit > Schedule > View the schedule**.

11.2 MANAGING THE FACTORING

The factoring feature allows you to better track the invoices submitted to the factor. This tool is mono-factor.

It enables you to manage:

- outstanding invoices to be submitted to the factor;
- outstanding invoices to be paid by the factor;
- outstanding invoices to be paid by the customers.

The factor's payment and guarantee funds are not taken into account.

All the information related to factoring management is visible in the invoice's record sheet. This tool allows you to manage both invoices and credit notes.

List of factoring options

Option	Description
Factoring	Available via Edit > Factoring . Enables you to mark the invoice as "submitted to the factor". The feature's label changes to "waybill compilation".
Waybill compilation	Available via Edit > Waybill compilation . Enables you to link a waybill to an invoice. Only available for invoices managed through factoring. The context can be modified before validating the operation.
Selection of invoices to submit to the factor	Available via Edit > Factoring management > Selection of invoices to submit to factor . An invoice can be marked as submitted to the factor when billing a delivery (unit delivery) or a billing table. This "mark" can also be done after saving the invoice. You can define a set of invoices to automatically submit, i.e. validated invoices that have not yet been submitted to the factor and which balance is equal to the invoice's total amount, VAT included. Saved invoices are marked as "to submit to factor".
Generate the factor remittance slip	Available via Edit > Factoring management > Generate the factor remittance slip . The user is responsible for generating the factor remittance slip from the list of invoices marked as "to submit to factor". Invoices that must be displayed on the waybill - which number can be found on the window's header - are selected:

Option	Description
	<ul style="list-style-type: none"> • either separately, by double-clicking on the invoice; • or by batch, by activating the relevant icon in a selection of invoices.
Printing of a document + discharge	Available via Edit > Factoring management > Printing of a document + discharge . Enables you to print the discharge after selecting a waybill.
Generate the factor file	Available via Edit > Factoring management > Generate the factor file . Enables you to add the factor's file from the customer's workstation.
Select invoices accepted by the factor	<p>Available via Edit > Factoring management > Select invoices accepted by the factor. Enables you to mark paid invoices as "accepted by the factor". In the list of not-yet-paid invoices submitted to the factor, the user selects and deselects the invoices accepted by the factor:</p> <ul style="list-style-type: none"> • either separately, by double-clicking on the invoice; • or by batch, by clicking on the relevant icon.
Selection of invoices paid by the customer	<p>Available via Edit > Factoring management > Selection of invoices paid by customers. Enables you to mark invoices paid by the customer (information indicated by the factor on a note) as "paid by the customer". In the list of invoices "paid by the factor", the user selects and deselects the invoices paid by the customer:</p> <ul style="list-style-type: none"> • either separately, by double-clicking on the invoice; • or by batch, by activating the icon for a selection of invoices. The column with a "P" (as in Paid) is marked with an "X" and the "Payment date" column is automatically filled in with the payment date suggested at the bottom of the screen (the current day, by default).
Cancel factoring on current invoice	Available via Edit > Factoring management > Cancel factoring on current invoice . Enables you to cancel the notion of factoring on the current invoice.
Cancel invoices paid by the customer (returned by factor)	Available via Edit > Factoring management > Cancel invoices paid by the customer (returned by Factor) . Enables you to cancel the factor invoices that were already paid by the customer.
Book the invoices provided to factor	Available via Edit > Factoring management > Book the invoices provided to factor . Enables you to search for yet-to-be-booked invoices that were provided to the factor.
List of invoices pending transmission to factor	Available via Edit > Factoring management > List of invoices pending transmission to factor . Enables you to access the list of invoices marked as to be processed through factoring and on which discount has not yet been applied.
List of invoices submitted to the factor	Available via Edit > Factoring management > List of invoices submitted to the factor . Enables you to search for yet-to-be-paid invoices that were submitted to the factor.
List of invoices pending payment by the customer	Available via Edit > Factoring management > List of invoices pending payment by the customer . Enables you access the list of invoices paid by the factor but not yet paid by the customer.