

## Browse the Book

In this sample chapter, learn how to conduct your routine sales and accounts receivable transactions such as handling quotes, orders, deliveries, invoices, memos, and more. Explore tools for document linking and printing, dunning, and gross profit calculation in the SAP Business One system. Then learn which reports to run to help analyze information about your sales data.



“Sales (A/R)”



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The Authors

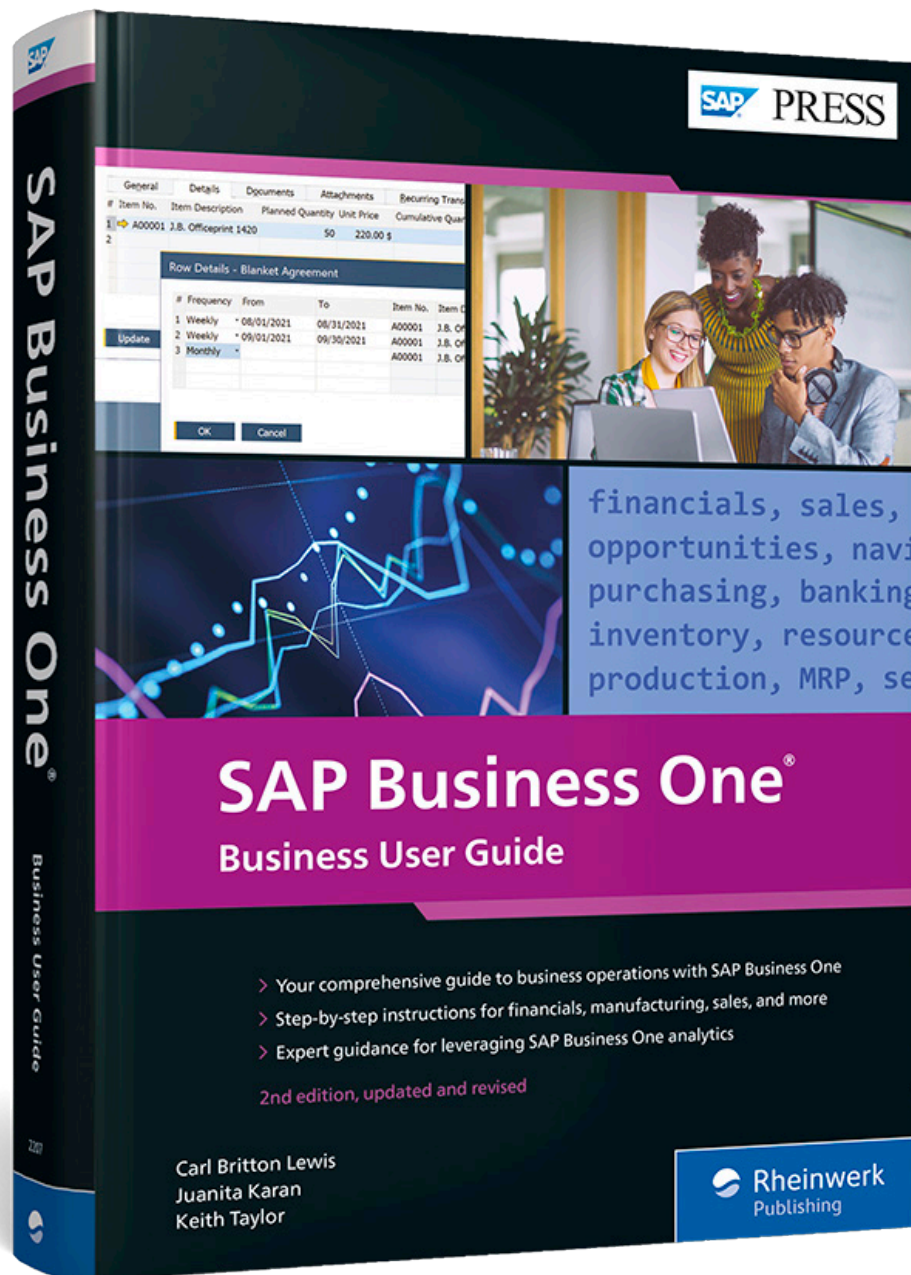
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## Chapter 5

### Sales (A/R)

*Many simplistic accounting packages only include an accounts receivable (A/R) invoice. However, more sophisticated businesses need more functionality than that. SAP Business One's Sales (A/R) module was created with this in mind. What's more, it's all integrated with your customer's master record, ensuring that accurate and relevant customer relationship management (CRM) information is at your fingertips.*

After an opportunity starts turning into a sale, a different SAP Business One module is applicable: Sales (A/R). The Sales (A/R) module is the place to go in SAP Business One when you want to quote your customer, take an order, send an invoice, and much more. This module captures both simple and complex variations on the traditional sales process. Because the Sales (A/R) module is almost the mirror image of its sister module, Purchasing (A/P), which we'll cover in Chapter 6, paying careful attention to what each document does in the sales process will set you up for success after you move into the purchasing process. The Sales (A/R) module is also linked with many of the other modules in SAP Business One. In particular, sales documents will automatically incorporate data from business partner master data (Chapter 7) and item master data (Chapter 9).

This chapter will walk through the sales process in SAP Business One and help you tailor its transactions and tools to your business. We'll begin with Section 5.1 by giving step-by-step instructions and helpful screenshots to explain the use of sales blanket agreements, quotations, sales orders, deliveries, return materials requests, down payment invoice, invoice, invoice and payment, credit memo, and finally A/R invoices. From here, the chapter will cover specialized A/R functions: reference document linking in Section 5.2, the Document Generation Wizard in Section 5.3, recurring transactions in Section 5.4, document printing in Section 5.5, the Dunning Wizard in Section 5.6, and the Gross Profit Recalculation Wizard in Section 5.7. We'll close the chapter by reviewing key sales reports such as the open items list report and the sales analysis tool in Section 5.8.

## 5.1 Sales Process

Let's get right down to revenue generation! Every business has a sales process that progresses a little bit differently. *Sales documents*—the first menu items in the module—capture unique aspects of the sales process from start to finish. We'll go into detail about what each document does and how these documents can lend themselves to variations in the sales processes of different companies. We'll also study the similarities between all documents in the module and see how they interact together. By the end of this section, you should have a better understanding of which sales documents you'd like to use and which ones you may not need.

As you work your way through the sales documents, you'll eventually see an A/R invoice—the only sales document that is absolutely required in the sales process. A few different versions of the A/R invoice are available to capture a diversity of needs in invoicing and payment scenarios.

With the exception of the sales blanket agreement, the sales documents described from sales quotation through A/R reserve invoice are all considered marketing documents; consequently, each displays a header and four tabs: **Contents**, **Logistics**, **Accounting**, and **Attachments**. In this chapter, we'll focus on the specific purpose of each sales document and any unique aspects of its function. First, however, note that the sales blanket agreement is actually not considered a marketing document but rather a *master data style document*, similar to the item master or business partner master data record. That sales blanket agreement is where we begin the sales process.

### 5.1.1 Sales Blanket Agreement

The *sales blanket agreement* is a virtual handshake between you (as the vendor) and your customer that captures the details of what has been agreed to for a certain period of time. Just like its sister document (the purchase blanket agreement), the sales blanket agreement can record the details of what you'll sell to your customer as well as the volume, price, and period. The sales blanket agreement then works in concert with other sales documents to track the fulfillment of the contract while it remains open. This information can then be used to negotiate future contracts with a customer based on the performance of previous agreements.

Figure 5.1 shows the **Draft Sales Blanket Agreement** window in Add mode. The header of the document includes fields where you can enter customer information into the record. Certain fields on the sales blanket agreement won't allow any inputs until a customer is selected. Table 5.1 provides a detailed description of the most relevant data fields in the header.

Figure 5.1 Draft Sales Blanket Agreement Header

Field	Description/Use
BP Code	This field displays the customer's business partner record code.
BP Name	This field displays the customer's name.
Contact Person	This field will default to the default contact on the customer's business partner record. If more than one contact exists in the business partner record, you can choose an alternative from the dropdown list.
Telephone No.	This field displays the telephone number of the business partner contact selected.
E-mail	This field displays the email address of the business partner contact selected.
No.	This field displays the number (in series) of the blanket sales agreement. You may have more than one numbering series for sales blanket agreements.
Agreement Method	You must choose from two kinds of agreement methods: <ul style="list-style-type: none"> <li>■ <b>Items Method:</b> Use the items method if you're selling something specific (inventory items) that has an item master data record associated with it. You'll be able to select the quantity and special price for this item over the period specified in the header of the agreement.</li> <li>■ <b>Monetary Method:</b> In the monetary method, you'll specify not items, but rather the overall sales amounts that you and the customer agreed to. These overall sales volumes can also come with special global discounts.</li> </ul>
Start Date	This field displays the start date of the agreement. Special pricing, discounts, and the tracking of fulfillment against the agreement won't be possible prior to the start date.
End Date	This field displays the end date of the agreement. Special pricing, discounts, and the tracking of fulfillment against the agreement won't be possible past the end date.

Table 5.1 Fields in the Sales Blanket Agreement Header

Field	Description/Use
Termination Date	This field displays the date that the agreement status is changed to <b>Terminated</b> .
Signing Date	This field displays the signing date of the agreement. Note that the field will default to the start date of the agreement but can be overridden to reflect a different signing date.
Description	Input a helpful description of the agreement here.

Table 5.1 Fields in the Sales Blanket Agreement Header (Cont.)

### General Tab

The **General** tab shown in Figure 5.2 allows you to specify certain high-level terms on the agreement, as well as the agreement's current status. Table 5.2 describes how the fields in the **General** tab can be used.

Figure 5.2 General Tab of the Sales Blanket Agreement

Field	Description/Use
Agreement Type	Specify an agreement type if different from the agreement method with one of these options: <ul style="list-style-type: none"> <li>■ <b>General</b>: This agreement type will ignore any special prices specified in the details of the agreement.</li> <li>■ <b>Specific</b>: This agreement type will respect any special prices specified in the details of the agreement.</li> </ul>
Ignore Prices Specified in a Blanket Agreement or Ignore Discount Specified in Blanket Agreement	This checkbox can't be edited manually and will be auto-filled based on whether you chose the <b>General</b> or <b>Specific</b> agreement types: <ul style="list-style-type: none"> <li>■ If you chose to use the items method for the agreement, then this checkbox will be called <b>Ignore Prices in Specified Blanket Agreement</b>.</li> <li>■ If you chose to use the monetary method for the agreement, then this checkbox will be called <b>Ignore Discount Specified in Blanket Agreement</b>.</li> </ul>

Table 5.2 Fields in the General Tab of the Sales Blanket Agreement

Field	Description/Use
Settlement Probability %	Assign a percentage of certainty that the agreement will be fulfilled.
Status	Blanket sales agreements have four possible statuses: <ul style="list-style-type: none"> <li>■ <b>Draft</b>: This status is initially selected. You can change most of the agreement variables when still in <b>Draft</b> status. The agreement will enforce special pricing or be tracked against sales documents if still in <b>Draft</b> status.</li> <li>■ <b>On Hold</b>: This status places an agreement on hold and can be used either prior to or following the agreement being approved. As with <b>Draft</b> status, the terms of the agreement are suspended, and the agreement doesn't impact the sales process.</li> <li>■ <b>Approved</b>: The agreement is active in this status and will dictate special pricing, as well as track against relevant sales documents. Certain details of the agreement can't be changed when active.</li> <li>■ <b>Terminated</b>: This status is selected when the agreement is finished. You can select this status after the end date or at any time during the course of the agreement. Terminating a sales blanket agreement is irreversible.</li> </ul>
Price List	This field will only appear below the <b>Status</b> field if the monetary method is specified (not depicted in Figure 5.2).  In this field, specify a special price list other than the customer's default for the period of the agreement (in a monetary method scheme). This option isn't relevant for the items method.
Owner	This optional field refers to the SAP Business One user who has ownership of the document.
Renewal	Check this box if the agreement can be renewed.
Reminder	If you check the <b>Renewal</b> checkbox, you must now specify an alert to remind you to follow up on agreement renewal prior to the end date.
Remarks	This field allows you to record additional comments about the agreement.

Table 5.2 Fields in the General Tab of the Sales Blanket Agreement (Cont.)

### Details Tab

Use the **Details** tab of the sales blanket agreement to define the specifics of the agreement, such as whether the agreement is based on the items method or the monetary method. In the items method variant shown in Figure 5.3, you specify the items included in the agreement. You then specify the planned quantities of the item and special prices for the period of the agreement.

Alternatively, if you're creating an agreement based on the monetary method, the planned amount and special discount can be specified as shown in Figure 5.4. (Note that the LC in the columns shown in Figure 5.4 indicates that the system is using local currency.)

Figure 5.3 Details Tab of the Sales Blanket Agreement (Item Method)

Figure 5.4 Details Tab of the Sales Blanket Agreement (Monetary Method)

For a more detailed description of the data fields on the **Details** tab, see Table 5.3.

Field	Description/Use
<b>Item No./ Item Description</b>	If using the item method, choose an item and add a description.
<b>Planned Quantity or Planned Amount</b>	Depending on your agreement method, select the planned quantity (for the item method) or planned amount (for the monetary method).
<b>Unit Price or Line Discount</b>	Specify a special price for an item when using the item method. If <b>Unit Price</b> is left blank, then the price will be blank when a sales document is created. Specify a special discount for a customer when using the monetary method. If <b>Line Discount</b> is left blank, then the discount will be zero when a sales document is created.
<b>Cumulative Quantity or Cumulative Amount</b>	These fields track the sum of all sales that match the criteria of the agreement to date.
<b>Open Quantity or Open Amount</b>	These fields track the remaining sales required to fulfill the agreement according to the original planned quantity/amounts.
<b>Free Text</b>	Enter line-specific notes regarding the details of the agreement.

Table 5.3 Fields in the Details Tab of the Sales Blanket Agreement

You can also drill down on any detail row and specify a more advanced schedule for the release of inventory over subperiods of the agreement. Figure 5.5 shows the **Row Details** window that will appear when you double-click the item line. You may also right-click on the row and choose **Details** from the menu to create as many sublines as

necessary to specify the release of inventory over as many subperiods as desired. Of course, the sum of the item quantities for release must not exceed the overall planned quantity on the agreement. Activities can be placed against each row to schedule tasks associated with a subperiod of a sales blanket agreement.

Figure 5.5 Row Details of Items When Using the Item Method

### Documents Tab

After a sales blanket agreement becomes active (in other words, has an **Approved** status and is between its start and end dates), SAP Business One will begin to track the sales documents that are created and are relevant to the agreement. These documents will update the running totals in the **Cumulative Quantity** and **Cumulative Amount** fields explained in Table 5.3. Figure 5.6 shows a sample of sales documents being tracked against this agreement.

In the bottom-right corner of the screen, use the **Copy To** button to create a sales document—a quotation, order, delivery, A/R invoice, or A/R down payment invoice—that is linked to the sales blanket agreement.

Figure 5.6 Documents Tab of the Sales Blanket Agreement



**Tips and Tricks: Auto-linking of In-Scope Sales Documents**

SAP Business One will auto-link sales documents to a blanket agreement number if the parameters of the sales document fall within the scope of an existing sales blanket agreement.

**Attachments Tab**

The **Attachments** tab of the sales blanket agreement is consistent with **Attachments** tabs in all documents. Chapter 1, Section 1.2, describes how to attach files to documents.

**Recurring Transactions Tab**

SAP Business One can schedule and create templates for recurring transactions. You can use this helpful functionality if, for example, you're confident about a customer's agreement to buy from you, and you simply want to automatically create sales documents throughout the period of the blanket agreement. Figure 5.7 shows that recurring transaction templates can be linked against the sales blanket agreement. In addition, after a recurring transaction has been executed, the transaction is recorded in the table on the right part of this tab. We'll go into much more detail about recurring transactions in Section 5.4.

Template	Type	Tem...	Insta...	Status	Date	Doc. Total

Figure 5.7 Recurring Transactions Tab of the Sales Blanket Agreement Recurring

**5.1.2 Sales Quotation**

A *sales quotation* is a customer-facing document that you can use to quote the price and availability of an item or service. Although sales quotations share many characteristics with other sales documents, two major differences distinguish them: with a sales quotation, inventory isn't committed, and balance transactions aren't posted against the general ledger account. Sales quotations can be modified after they are added to the system (although the business partner can't be changed after the sales quotation is initially created).

**Tips and Tricks: Copy Attachments from Base to Target Document**

Long a frustration for some users, the ability to automatically copy attachments from the base document to the next target document has been added to SAP Business One.

However, you must enable this feature by choosing **Administration • System Initialization • Document Settings** and then selecting the **Copy Attachments from Base Documents to Target Documents** checkbox.

**Tips and Tricks: Change the Business Partner on a Document**

Although the business partner can't be changed on a sales or purchasing document, you can create a new document with the same information fairly easily: right-click on the document where you'd like to change the business partner, and select **Duplicate**. A new document will be created with all the same information except for the business partner.

You'll find this method particularly handy for large documents where re-creating them is too time-consuming.

Let's take a look at some of the fields in the **Sales Quotation** screen shown in Figure 5.8, which are slightly unique from other sales documents, as outlined in Table 5.4.

#	Document	Date	Quantity	Unit Price	Discount	Price aft...	UoM	Gross Price
1	OR 1184	18/31/2021	4	0.00 \$	0.000	250.00 \$		272.50 \$
2	IN 1044	5/8/13/2020	9	0.00 \$	0.000	250.00 \$		272.50 \$
3	OR 1151	2/7/23/2020	4	0.00 \$	0.000	250.00 \$		272.50 \$
4	DN 1147	5/7/03/2020	9	0.00 \$	0.000	250.00 \$		272.50 \$
5	OR 1140	5/6/26/2020	9	0.00 \$	0.000	250.00 \$		272.50 \$
6	QU 826	2/6/15/2020	4	0.00 \$	0.000	250.00 \$		272.50 \$
7	QU 1152	5/5/15/2020	9	0.00 \$	0.000	250.00 \$		272.50 \$
8	IN 964	3/13/28/2020	12	0.00 \$	0.000	250.00 \$		272.50 \$
9	DN 1052	3/2/21/2020	12	0.00 \$	0.000	250.00 \$		272.50 \$
10	OR 1029	3/1/07/2020	12	0.00 \$	0.000	250.00 \$		272.50 \$

Figure 5.8 Sales Quotation Screen: Last Prices Report

Field	Description/Use
Valid Until	This date field is found between the <b>Posting Date</b> and <b>Document Date</b> fields in the header and specifies the start date of the sales quotation.
Procurement Document (Logistics tab)	This checkbox is found on the sales quotation and the sales order. If checked, it will launch the Procurement Confirmation Wizard.
Journal Remark (Accounting tab)	This field is found on all marketing documents; however, no journal remark is created when a sales quotation is added to the system.

Table 5.4 Fields in the Sales Quotation Screen

### Tips and Tricks: Last Prices Report

With your cursor in the **Unit Price** field of a line inside a sales order, pressing **Ctrl** + **Tab** will bring up the Last Prices Report, which is a comprehensive log of all pricing related to the item in focus. This report includes many filters that provide more detail about the history of the pricing of an item.

## 5.1.3 Sales Order

A *sales order* is used to capture the commitment of your customer to purchase something with a defined price, quantity, and delivery date, as shown in Figure 5.9.

The screenshot shows the 'Sales Order' window with the following details:

- Customer:** C40000, Earthshaker Corporation, Contact Person: Bob McKensly.
- Header Fields:** No. 1185, Status Open, Posting Date 08/31/2021, Delivery Date, Document Date 08/31/2021.
- Contents Table:**

#	Item No.	Item Description	Quantity	No. of Packages	Unit Price	Discount %	Tax Code	Tot...
1	A00002	J.B. Officeprint 1111		1	250.00 \$	0.000	LG	
2						0.000		
- Summary:** Total Before Discount 250.00 \$, Discount %, Freight, Rounding 0.00 \$, Tax 22.50 \$, Total 272.50 \$.
- Remarks:** Based On Sales Quotations 1184.

Figure 5.9 Sales Order Screen

Prior to this commitment, a potential sale was represented by a sales blanket agreement or a sales quote, but an order becomes real with a sales order. If you already had a blanket agreement or a sales quotation, you can easily create a sales order based on one of these by simply using the **Copy To** button described in Chapter 1, Section 1.2.4.

Table 5.5 lists the fields in the **Sales Order** screen.

Field	Description/Use
Delivery Date	This field exists in the header of the document, as well as on each date of each line in the contents. As a result, you can set the requested delivery date on the entire order or specify different delivery dates for individual items on a sales order.  When setting the delivery date in the header, the system will ask you if you want to set the same delivery date for each line in the contents field as well. If each line has a unique delivery date, choose <b>No</b> ; if not, choose <b>Yes</b> .  Note that if you don't enter a delivery date, you won't be able to add the sales order to the system.
Print Picking Sheet (Logistics tab)	Selecting this box will automatically print a picklist based on the sales order to the default printer.
Procurement Document (Logistics tab)	This checkbox is found on the sales quotation and sales order. If checked, it will launch the Procurement Confirmation Wizard.
Approved (Logistics tab)	This checkbox can be set to default to checked (approved) or unchecked (unapproved) in the global system settings.  If you set this checkbox to default to unchecked (unapproved), then a new sales order will be prevented from being promoted to a delivery document or to a picklist. The status in the document header will change to "unapproved"—which can be useful if a secondary check is required to ensure the sales order is correct.
Allow Partial Delivery (Logistics tab)	This checkbox is checked by default and will enable you to only partially deliver on a sales order. Uncheck this box if it's important that the whole order be shipped in one delivery.

Table 5.5 Fields in the Sales Order Screen

Field	Description/Use
<b>Cancellation Date (Accounting tab)</b>	This date specifies the last day on which the customer will accept the goods in the sales order. This date will default to 30 days after the delivery date on the document. Note that this date is for reference only and won't automatically close the document on this date.
<b>Required Date (Accounting tab)</b>	This field allows the user to specify the date on which the customer expects to take delivery of goods. By default, this date is equal to the delivery date on the document.

Table 5.5 Fields in the Sales Order Screen (Cont.)

Because your customer is now committed to buy from you, a sales order will place a commitment on the quantity for that item in inventory. This commitment doesn't mean you have the item quantity in stock, but rather, a committed quantity will appear in the item master **Inventory** tab of any item and will represent the total amount of that item committed across all sales orders. Further, if you place an item on order that doesn't have sufficient stock available to promise by the delivery date chosen on the sales order, an availability check will appear, as shown in Figure 5.10.

Figure 5.10 The Item Availability Check Screen

### Tips and Tricks: Taking a Down Payment on a Sales Order

You can take a payment on a sales order as down payment or deposit against placing the order. With the sales order open, click on the **Payment Means** icon, as shown in the top ribbon bar in Figure 5.11. Alternatively, you can right-click on the sales order and select **Payment Means** from the menu. A special type of invoice called the *A/R down payment invoice* will be created to allow you to take a payment. We'll discuss A/R down payment invoices in more detail in Section 5.1.6.

Figure 5.11 Taking a Down Payment on a Sales Order

### 5.1.4 Delivery

When you're ready to deliver goods or services based on a sales order, the *delivery document* is specially designed for this purpose. When a delivery document is added, the system will reduce the delivered quantity specified for any inventory items in the **Contents** tab of the document. The cost of goods is typically recorded at this point, but the revenue associated with the transaction is left up to the A/R invoice.

For any company that ships physical goods, the delivery document performs a very similar function as a bill of lading. You can generate a bill of lading, freight waybill, or packing slips from the information contained within the delivery document. You can make partial deliveries based on a sales order by using multiple delivery documents and then invoicing either individually or all together.

### Tips and Tricks: Partial Delivery of a Sales Order

Sales order lines that are only partially delivered will stay open until full delivery, although you can also manually close them (as with all other marketing documents). Use the Backorder Report covered in Section 5.8.4 to quickly assess partial deliveries and open quantities on customer orders.



The delivery document can also be used to indicate the delivery of services that aren't physical inventory. In Table 5.6, we'll take a look at some of the fields in the **Delivery** screen shown in Figure 5.12.

Field	Description/Use
<b>Delivery Date</b>	The date in this field is similar to the date of a sales order, except that on a delivery document, this is the date that the order is actually shipped (not requested).
<b>Shipping Type (Logistics tab)</b>	Specify a shipping type on all sales documents, which is especially important for a delivery document. From the <b>Shipping Type</b> dropdown list, select the shipping type that matches the actual shipping method of the delivery.
<b>Tracking Number (Logistics tab)</b>	Fill in the tracking (waybill) number provided by your freight carrier. If your company handles its own freight, you may use an internal tracking number system.
<b>Stamp Number (Logistics tab)</b>	Fill out the international standard stamp number for postage-type shipments.
<b>Use Shipped Goods Account (Accounting tab)</b>	Use this checkbox to post inventory values into a shipped goods account instead of the usual cost of goods account. This alternative is particularly useful if deliveries are routinely happening in different accounting periods than the invoices that follow.

**Table 5.6** Fields in the Delivery Screen

The delivery document can be used to create packing slips, either for the shipment or to indicate the contents of individual packages. Access the packing slip menu by right-clicking on the **Delivery** document window. As shown in Figure 5.12, the contents of a delivery are being packaged into multiple boxes for shipment.

This packing slip lays out the contents of two boxes that contain the entire shipment. You can define package types to match any description. Note that after the contents are packed, you can print an overall manifest for the order and also individual package content slips to attach to each box.

#### Tips and Tricks: Volume and Weight Calculation

SAP Business One can calculate and summarize the overall volume and weight of the contents of any marketing document. For instance, Figure 5.13 shows a delivery document with an item for shipment.

**Figure 5.12** Delivery Document with a Packing Slip

**Figure 5.13** Delivery Document with a Volume and Weight Calculation

### 5.1.5 Return Request and Return Document

The *return request document* and the *return document* are used to reverse an outward inventory movement caused by the delivery document. Note that the return document can't be used if an A/R invoice has already been created for the delivered goods. In this case, you'll need to use the A/R credit memo instead, as the revenue transactions of the A/R invoice must be reversed. We'll discuss A/R credit memos in more detail in Section 5.1.9.

Return documents are usually used when items or services are returned or rejected by a customer after a delivery attempt. The return document will add the quantity specified for any inventory items in the **Contents** tab of the document. When creating a final invoice from deliveries, the system takes into account the amount that was delivered minus the amount that was returned.

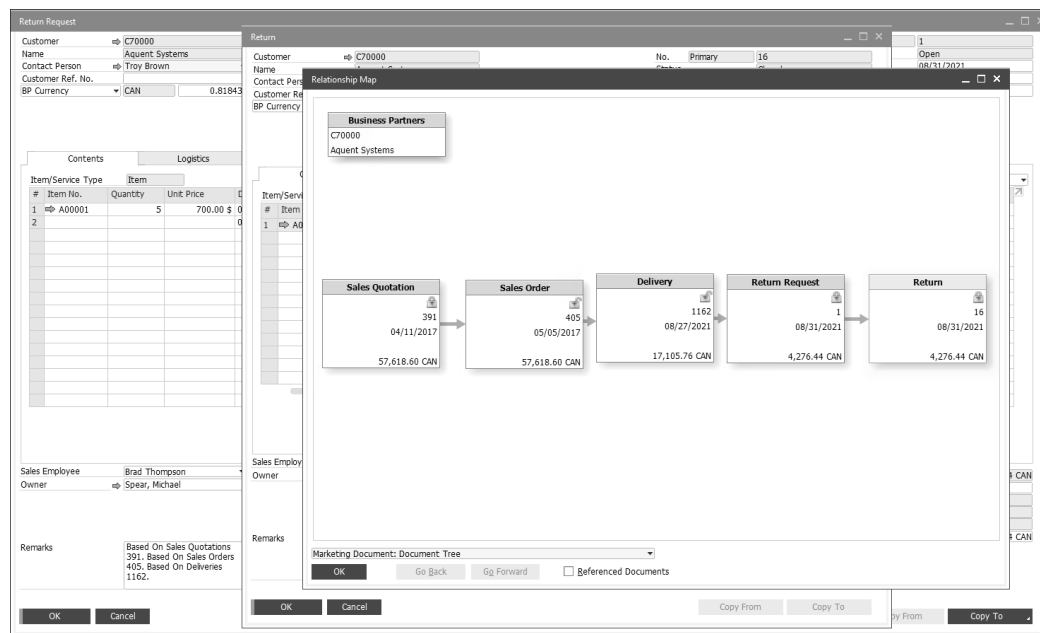


Figure 5.14 Relationship Map with a Return Request and a Return Document

#### Tips and Tricks: Relationship Maps

An example of the return in a document workflow is shown in Figure 5.14, which shows the *relationship map* run from its related return document. The return request document arrived with SAP Business One 9.3.

To use this SAP Business One functionality, right-click on any marketing document and choose **Relationship Map** from the menu. This map paints a picture of the complex set of transactions that all start from the same sales order, then branch into two deliveries,

and eventually end up in one A/R invoice. Along the way, one of the deliveries has a return placed against it due to a portion of damaged goods that were rejected by the customer. The user can keep track of all ins and outs if everything remains linked in the document chain.

### 5.1.6 A/R Down Payment Invoice

Use an *A/R down payment invoice* when you'd like to take a full or partial payment on an order before those goods or services are actually delivered. What's unique is that the transaction will typically be recorded as deferred revenue, meaning that regardless of whether the payment on an A/R down payment invoice is partial or full, a final A/R invoice will have to be generated to recognize the revenue associated with the transaction (and settle any outstanding balance).

The relationship map in Figure 5.15 shows a scenario where a customer placed a special order—let's say on a new fireplace—and a 50% deposit was taken. The A/R down payment invoice was paid, and the down payment was later applied to the final A/R invoice after the fireplace was delivered and installed, and the remaining amount was paid.

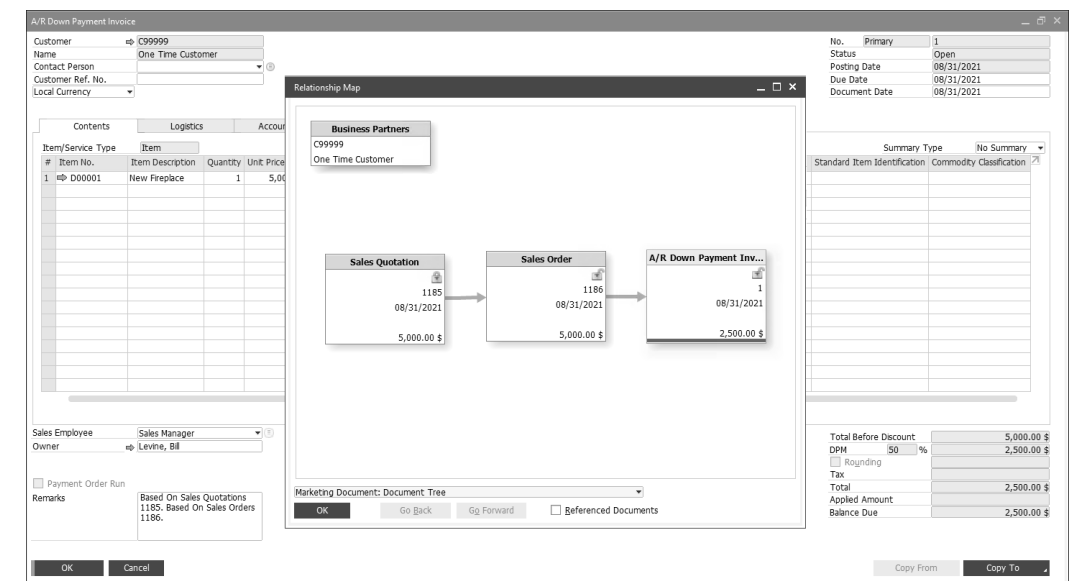


Figure 5.15 Relationship Map Featuring an A/R Down Payment Invoice

The map shows the entire flow of this transaction chain, including the purchasing documents that were created to special order the fireplace for the customer.

### Tips and Tricks: DPM versus Discount Amount

On most marketing documents, a **Document Level Discount** field will appear just below the **Total Before Discount** field on the document footer. In the case of an A/R down payment invoice, this field is labeled **DPM** (down payment). Instead of setting a discount percentage, use this field to specify a down payment as a percentage of the sales order total.

### 5.1.7 A/R Invoice

An *A/R invoice* is the only sales document that is absolutely required. Even if your sales process doesn't include sales quotes, sales orders, or deliveries, the sale will always require some form of A/R invoice. For instance, if you don't use a delivery document in your process, then the A/R invoice not only will recognize revenue but also reduce the inventory and record the cost of goods transaction.

Let's examine the key fields found on the **A/R Invoice** screen in Table 5.7.

Field	Description/Use
<b>Due Date</b>	This field in the header displays the payment due date of the invoice. This date will be auto-filled according to the payment terms specified on the business partner record associated with the invoice.
<b>Block Dunning Letters (Logistics tab)</b>	This checkbox will block the current document from being included in dunning letters.
<b>Payment Block (Accounting tab)</b>	This checkbox will allow you to block the A/R invoice from payment and specify a reason.
<b>Max. Cash Discount (Accounting tab)</b>	This checkbox will force the document to calculate the maximum cash discount (if applicable) that applies to the document for favorable payment terms even if the cash discount due date has already occurred.
<b>Payment Terms (Accounting tab)</b>	This field displays the default payment terms for the business partner associated with the document. The value in the <b>Payment Terms</b> field can be overridden on a per-document basis.
<b>Payment Method (Accounting tab)</b>	This field displays the default payment method for the business partner associated with the document. The value in the <b>Payment Methods</b> field can be overridden on a per-document basis.
<b>Installments (Accounting tab)</b>	Clicking on the gold arrow adjacent to the <b>Installments</b> field will allow you to define payment installments for the A/R invoice.

Table 5.7 Fields in the A/R Invoice Screen

Field	Description/Use
<b>Manual Recalculate Due Date (Accounting tab)</b>	These fields allow you to manually calculate a new due date for the A/R invoice at the time it's being generated. (These fields aren't active after the A/R invoice is added.) You may specify a number of months or days to recalculate the due date as of the posting date of the document. You may also choose from one of the predefined, commonly used recalculation periods as follows: <ul style="list-style-type: none"> <li>■ <b>Month End</b></li> <li>■ <b>Half Month</b></li> <li>■ <b>Month Start</b></li> </ul>
<b>Cash Discount Date Offset (Accounting tab)</b>	You may specify an offset of the usual payment terms using this field. <p>For example, if the customer normally gets a 2% discount for paying within 15 days, entering a value of "5" in this field will extend these terms for 5 more days (to 20 days total for the 2% discount). You can also enter a zero or a negative number in this field, thereby maintaining or shortening the normal payment terms.</p>
<b>BP Project (Accounting tab)</b>	By default, this field displays the business partner project, which appears on the business partner master data <b>General</b> tab for the associated business partner. Alternatively, a different code might be inherited from a base document, or you can specify a different project code at the level of the A/R invoice.
<b>Indicator (Accounting tab)</b>	By default, this field displays the factoring indicator, which appears on the business partner master data <b>General</b> tab for the associated business partner.
<b>Federal Tax ID (Accounting tab)</b>	This field displays the tax ID indicated on the business partner record associated with the A/R invoice.
<b>Total Down Payment</b>	This field in the footer will show a value if an A/R down payment invoice is associated with the document chain. This amount will be applied against the overall balance of the A/R invoice.

Table 5.7 Fields in the A/R Invoice Screen (Cont.)

### Tips and Tricks: Invoice Installments

You can set up payment installments on A/R invoices (and other similar documents) as shown in Figure 5.16. To do this, select the gold arrow next to the **Installments** field in the **Accounting** tab of the A/R invoice to specify an installment plan for collection on the A/R invoice.

Note that this only works when you're creating an A/R invoice; you can't add payment installments after an A/R invoice is added to the system.

#	Date	%	Total	Last D...
1	09/30/2021	33.333	90.83 \$	
2	10/15/2021	33.333	90.83 \$	
3	10/30/2021	33.333	90.84 \$	
Total		100.000	272.50 \$	
For Balance				

Figure 5.16 A/R Invoice with Installments

### 5.1.8 A/R Invoice and Payment

An *A/R invoice and payment* is a specialized form of the A/R invoice that helps to automate creating documents for quick transactions where the invoice and the payment are generated at the same time.

You should note two interesting things about an A/R invoice and payment:

- When you click the **A/R Invoice + Payment** button, a generic business partner is populated in the header to save time. You can enter a specific business partner into this field.
- When the invoice is added, an incoming payment is automatically launched for the invoice. The payment must be for the exact amount of the A/R invoice (the payment can't be partial).

After the payment information is filled in and updated, the A/R invoice can then be finalized. The result is an A/R invoice and corresponding incoming payment, as shown in Figure 5.17.

#### Tips and Tricks: A/R Invoice and Payment

You can use an A/R invoice and payment at a sales counter, for example, where the customer is purchasing goods and paying for them at the same time.

#	Item No.	Item	BP Catalog No.	Quantity
1	A00001			
2	A00002			
3	A00003			
4	A00004			
5	A00005			
6	C00001			
7	C00002			
8	C00003			
9	C00004			
10	C00005			
11	LM4029MC			

Figure 5.17 A/R Invoice and Payment for a One-Time Customer

### 5.1.9 A/R Credit Memo

An *A/R credit memo* (rather than a return) is typically used whenever there is a return of goods or services *after* the creation of an A/R invoice. Think of the A/R credit memo as the opposite of the A/R invoice. However, an A/R credit memo doesn't require an A/R invoice as its base. For example, you can credit a customer for items or amounts at a date far removed for the original transaction. In general, an A/R credit memo includes most of the same fields as an A/R invoice. Figure 5.18 shows an A/R credit memo applied to an A/R invoice and the resulting settlement of the outstanding balance.

#### Tips and Tricks: Specifying Return Costs

With SAP Business One, you can specify a cost for items that are being returned into inventory when the return document doesn't have a base document (an original delivery or A/R invoice) associated with it; you can specify this cost on each item line, as shown in Figure 5.19. If the return or credit document does have a base document, the cost from the base document will be used for the item's inventory value.

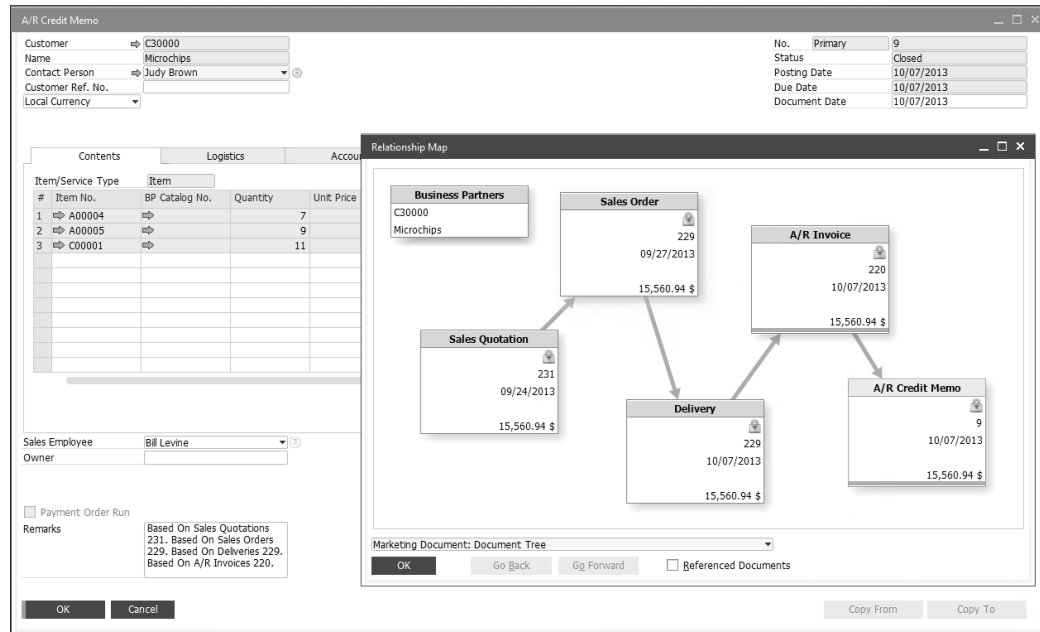


Figure 5.18 An A/R Credit Memo Applied to an A/R Invoice

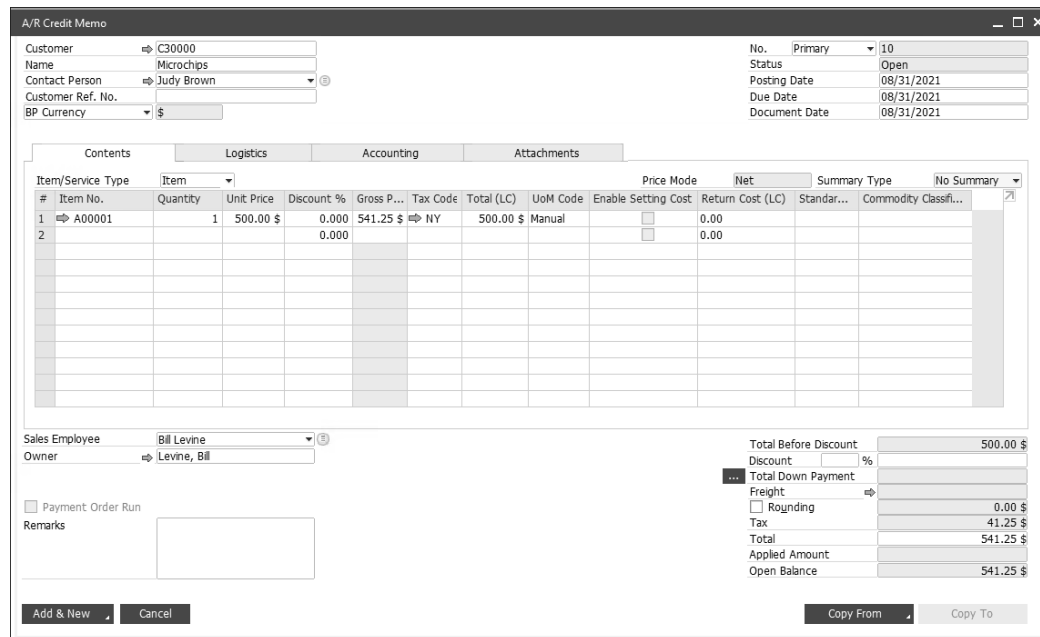


Figure 5.19 Specifying the Return Cost of an Inventory Item on an A/R Credit Memo with No Base Document

### 5.1.10 A/R Reserve Invoice

An A/R reserve invoice is a special form of the A/R invoice that allows for revenue recognition (and payment) ahead of the delivery of goods or services.

You'll likely use the A/R reserve invoice in cases where a pro forma invoice may be necessary for special declarations (e.g., customs) or your customer simply requires one—but you can also use an A/R reserve invoice in any situation where you'd essentially like to be prepaid for the order. Because this invoice type will recognize revenue, A/R reserve invoices aren't appropriate for a sales process where deferred revenue is preferred. Because an A/R reserve invoice is a special form of an A/R invoice, the **A/R Reserve Invoice** screen includes most of the same fields listed earlier in Table 5.7.

Figure 5.20 shows how the progression of sales documents differs when using an A/R reserve invoice. The A/R reserve invoice will precede the delivery document.

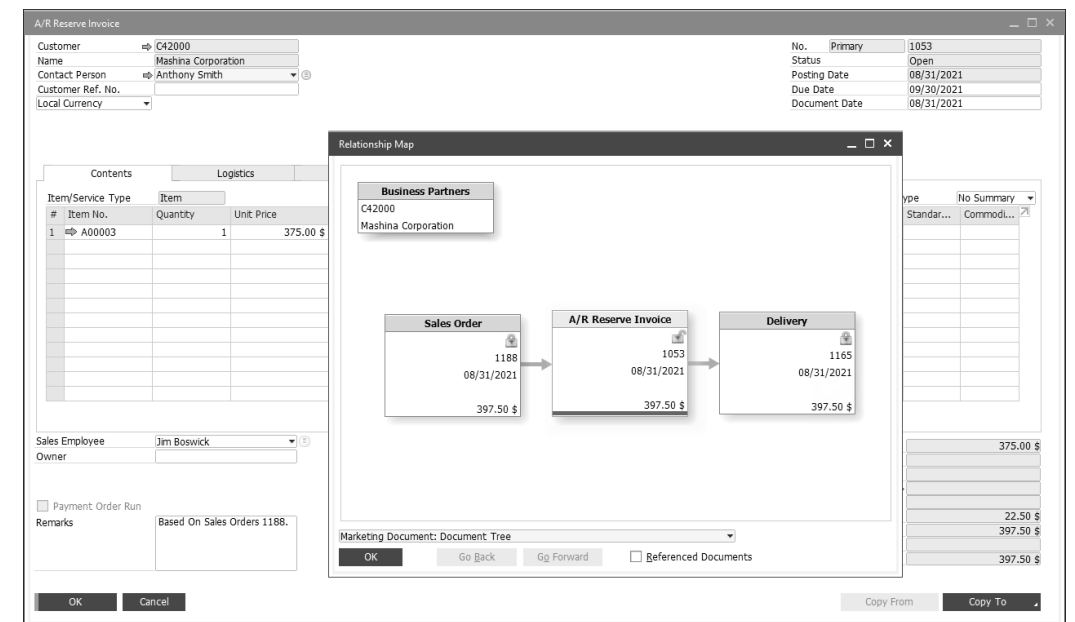


Figure 5.20 A/R Reserve Invoice with Corresponding Incoming Payment and Subsequent Delivery

## 5.2 Reference Document Linking

Another new feature that was added to SAP Business One since the first publication of this user guide is the ability to link references documents to any of the standard A/R sales documents. For instance, imagine that you've created a credit memo to your customer for damaged goods that won't be returned to inventory. You want to immediately process a new sales order for your customer to replace the damaged items but



would also like to reference the credit memo that is associated with this conversation. With reference document linking, this is now possible. You can see the new function in the **Administration** tab of any A/R document.

Clicking on the **Referenced Documents** button will open the dialog box shown in Figure 5.21, giving you the ability to link the credit memo (or any relative document in the system) to this particular A/R document.

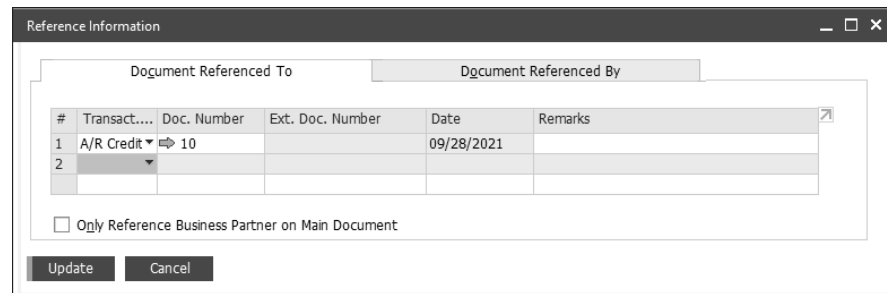


Figure 5.21 Reference Information Dialog Box

This new feature will help solidify the audit trail and better document your complex relationships with customers.

### 5.3 Document Generation Wizard

The Document Generation Wizard allows you to create a number of documents in batches, instead of one by one—similar to doing a mass copy/paste from one type of marketing document to another.

This tool can be very useful when you need to generate a high volume of documents. You'll also have various options when running the wizard as to the selection criteria of the base and target documents, as well as options on how to consolidate multiple base documents into one target document.

Bear in mind that the Document Generation Wizard converts one type of sales document to another. The wizard can't create documents without a base document; for this, you'd use recurring transactions, which we'll cover in Section 5.4.

The most typical example using this tool is the automated generation of A/R invoices based on open deliveries in the system. In our example, an A/R invoicing clerk wants to automatically create A/R invoices from the previous day's delivery. Customers should only receive one invoice for the previous day's deliveries, even if they received multiple deliveries in the same day.

You'll find the Document Generation Wizard in the **Sales (A/R)** menu just under the sales documents, as shown in Figure 5.22. Click **Document Generation Wizard** to run the wizard, and after reading the initial message, click **Next** to get to Step 1. Note that Figure

5.22 shows the four open deliveries from 08/31/2021 (at the very top of the list) that we'll use to create target documents in our example.

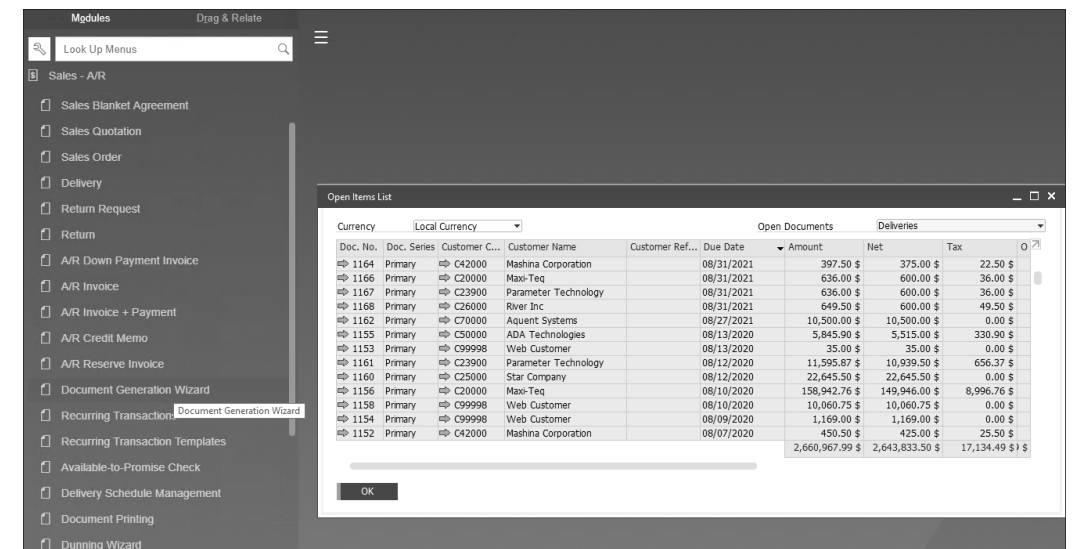


Figure 5.22 Running the Document Generation Wizard for Open Deliveries

After the wizard is up and running, follow these steps:

1. In the **Document Generation Options** window shown in Figure 5.23, you can define a new parameter set for an automated document creation run. In other words, you can save their settings for the automated run and use them again in the future. Saving these parameters is useful in our scenario where our A/R invoicing clerk wants to generate A/R invoices every day based on the previous day's deliveries. In this window, give your parameter set a short name and a long description. (The option to save the parameter set comes later in the process.) The next time the wizard is launched, you'll get the option to load an existing parameter set. Click **Next** to move to the next step.

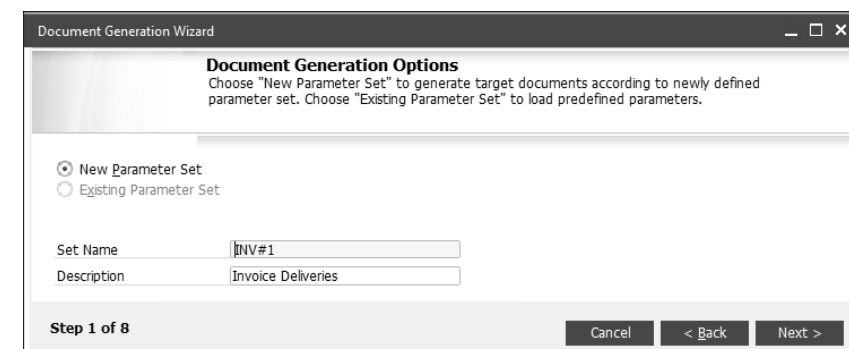


Figure 5.23 Document Generation Options (Step 1 of the Wizard)

2. In the **Target Document** window shown in Figure 5.24, specify what type of target documents you'd like to create as part of the automated document creation run. In our example, we would like to create invoices, but you can also create sales orders, deliveries, or returns. You can also specify other attributes of the document such as the posting date, document date, number series, type (item based or service based), and exchange rate options. Notice also that you have the option to create the target documents as drafts, which can be useful if the resulting target documents need to be reviewed. Click **Next** to move to the next step.

Figure 5.24 Defining Target Documents (Step 2 of the Wizard)

3. In Step 3 of the Document Generation Wizard, you'll define the selection criteria for which base documents will be included in the automated document creation run. In the **Doc. Types** area on the left side of Figure 5.25, choose one of three document types: **Sales Quotations**, **Sales Orders**, or **Deliveries**. Next, select a range of posting dates, delivery dates, or a numbering series. Beyond these criteria, you may also select a set of expanded selection criteria (five additional criteria in total). The expanded selection criteria include many standard SAP Business One fields but can also accommodate custom data fields.

In the **Sort By** area, you can specify in what order the base documents are turned into target documents based on a filter set of three different criteria.

The **Do Not Create Docs. Cont. Zero Qty. Lines or No Lines** checkbox suppresses the creation of new documents that would contain zero quantity lines or no lines at all. Click **Next** to move to the next step.

4. Choose specific options for which base documents should be consolidated into one target document from the **Consolidation** window shown in Figure 5.26.

Figure 5.25 Choosing a Base Document (Step 3 of the Wizard)

Figure 5.26 Choosing Consolidation Options (Step 4 of the Wizard)

In this window, you have two consolidation options, shown as radio buttons:

- **No Consolidation:** Choose this option if the customer wants to see one invoice for each delivery.
- **Consolidate By:** In the consolidation model, the system always defaults to consolidating base documents of the same business partner. (Consolidating across different business partners would not make sense.) Beyond this basic system default, you can choose to consolidate on the basis of **System Defaults**, **Ship-To Address**, **Payment Terms**, or **Payment Method** by checking those boxes and other

expanded criteria. As before, you can configure user-defined fields to serve as the basis of consolidation. Click **Next** to move to the next step.

- In Step 5 of the Document Generation Wizard, you'll select a certain range or grouping of customers on which to automatically generate documents. In our example, we simply clicked on the **Add Customers** button near the bottom-right part of the window shown in Figure 5.27; by not specifying any customer selection criteria, all customers were added.

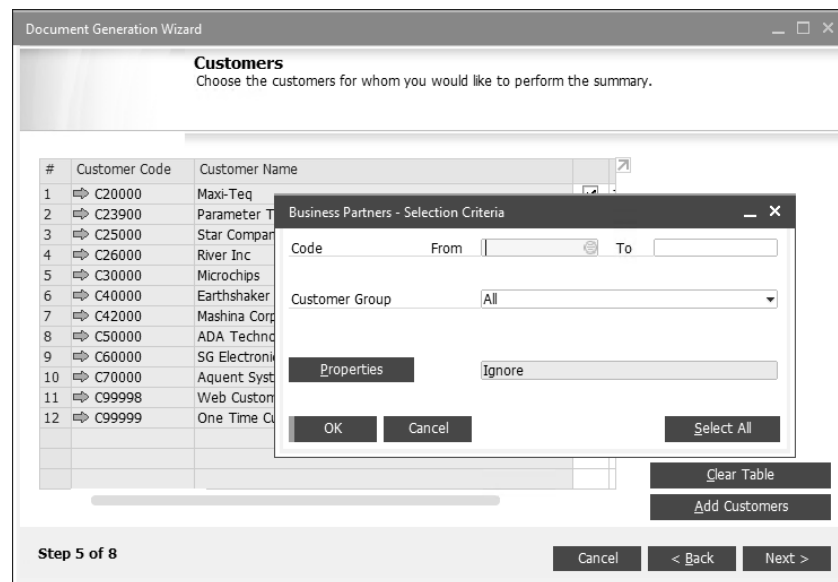


Figure 5.27 Selecting Customers (Step 5 of the Wizard)

- In the **Messages and Alerts** screen shown in Figure 5.28, you'll define what the system should do if data is missing or if document-based alerts come up when generating target documents from base documents.

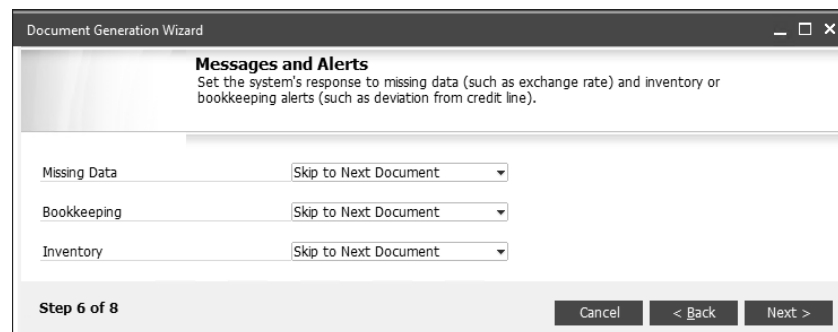


Figure 5.28 Setting Up Messages and Alerts (Step 6 of the Wizard)

A typical example of an alert would be if the system doesn't have a current exchange rate on which to base documents for customers that have different currencies. However, alerts can also be triggered by deviations from credit limits or insufficient inventory.

Using the **Missing Data**, **Bookkeeping**, and **Inventory** dropdown lists, specify what action should be taken if these exceptions occur: **Skip to Next Customer**, **Skip to Next Document**, or **Ask for User Confirmation**.

- Before you can run the automated creation process, you have the option to save and/or execute the document generation run that has been specified. Figure 5.29 shows the **Save & Execute Options** screen of the Document Generation Wizard, where you'll elect whether to execute only, save your parameter set and then execute, or save the parameter set and exit rather than executing. If you choose to execute the parameter set, a message will pop up warning you that moving ahead will likely result in creating documents on the system. Click **Yes** to execute the parameter set.

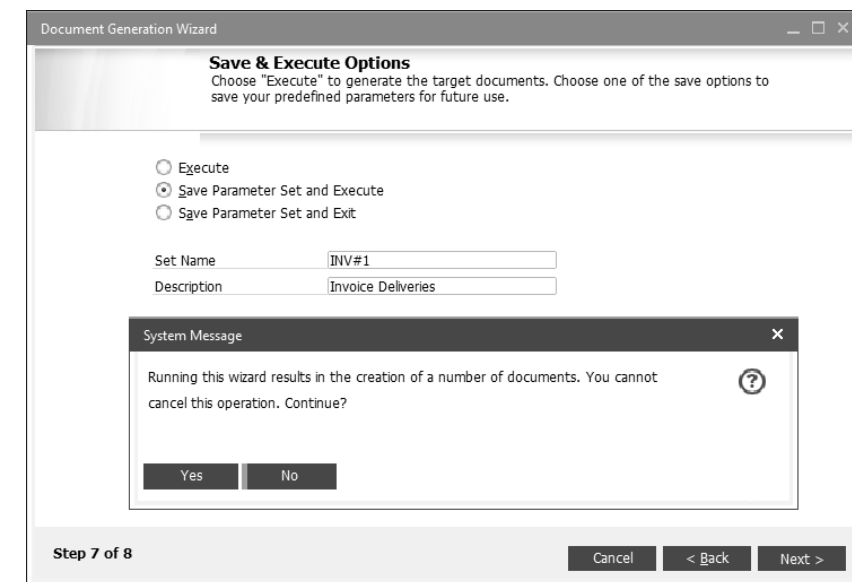


Figure 5.29 Save & Execute Options (Step 7 of the Wizard)

- The last step of the wizard is to review the **Summary Report** screen to learn whether the automated document run was successful and what documents were created as a result. This Summary Report, shown in Figure 5.30, will also log any errors that were encountered during the run. In our example scenario, two target documents were created from three base documents, and no errors occurred. The new A/R invoices are now added to the system and can be found through the new document numbers provided in the **Summary Report** screen.

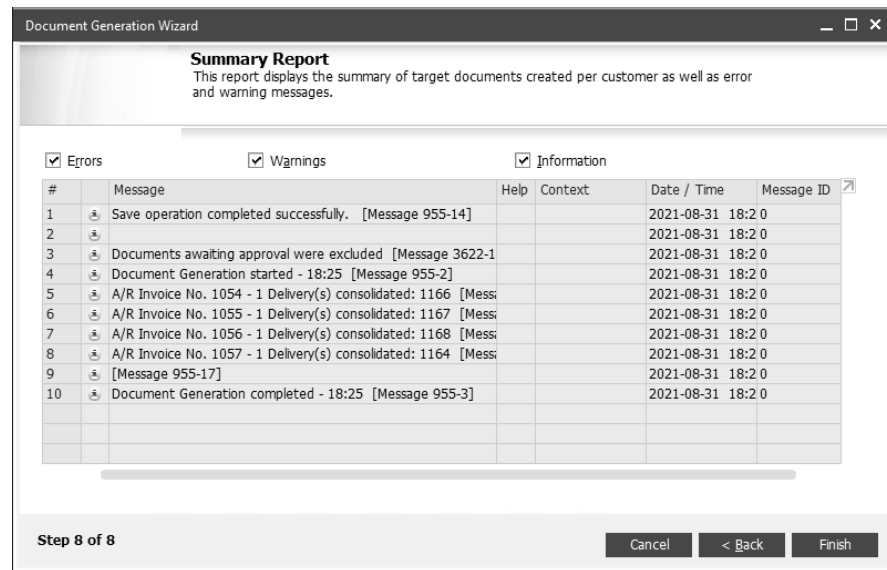


Figure 5.30 Summary Report (Step 8 of the Wizard)

## 5.4 Recurring Transactions

*Recurring transactions* in SAP Business One allow you to set up a repeating sales type transaction with a customer—much like you’d set up a repeating appointment in your calendar. Recurring transactions are ideal if you have a recurring charge such as a service contract or subscription-based regular fee, but they can also be used to automate a standard order of goods for your customer on whatever periodic basis you’d like.

Apart from sales transactions, the recurring transactions can be used to generate purchasing and inventory transaction documents; we’ll revisit this functionality in Chapter 6 and Chapter 9.

### 5.4.1 Recurring Transactions Templates

Although the **Recurring Transactions Templates** menu item in the Sales (A/R) module comes *after* the **Recurring Transactions** menu item, you’ll probably want to set up the templates first.

Open the **Recurring Transactions Templates** screen shown in Figure 5.31. In this screen, you’ll specify a unique code and description for the recurring transaction you’d like to create, followed by the transaction type, frequency, and date range of your recurring transaction. Consult Table 5.8 for more details on using the fields of the **Recurring Transactions Templates** screen; note that not all fields listed here will be shown in your screen, but that you can modify the configuration to display them as necessary. After selecting a document type for your template, choose from an existing document

number of that type or create a new sales document. Remember, you aren’t actually creating a document of this type, but rather a template of the desired document that can be stored and triggered according to the periods you specify.

#	Template	Description	Type	Doc No.	Recurrence Period	Recurrence Date	Start Date	Next Execution	Valid Until	BP	Warehouse
1	001	Monthly Fee	A/R Invoice	1058	Monthly	On 1	08/31/2021	09/01/2021	12/01/2021	C20000	
2	002	Monthly Fee	A/R Invoice	1058	Monthly	On 1	08/31/2021	09/01/2021	12/01/2021	C23900	
3	003	Monthly Fee	A/R Invoice	1058	Monthly	On 1	08/31/2021	09/01/2021	12/01/2021	C26000	

Figure 5.31 Recurring Transactions Templates

Field	Description/Use
Template	Give the template a unique alphanumeric code (required).
Description	Describe the recurring transaction template.
Type	Choose the type of recurring sales document: <ul style="list-style-type: none"> <li>■ Sales Quotation</li> <li>■ Sales Order</li> <li>■ Delivery</li> <li>■ Return</li> <li>■ A/R Down Payment</li> <li>■ A/R Invoice</li> <li>■ A/R Credit Memo</li> <li>■ A/R Reserve Invoice</li> </ul>
Doc No.	Enter the document number of the existing sales document or a newly created document that is used as the template for the recurring transaction.
Recurrence Period	Choose the type of calendar recurrence the transaction template follows: <ul style="list-style-type: none"> <li>■ Daily</li> <li>■ Weekly</li> <li>■ Monthly</li> <li>■ Quarterly</li> <li>■ Semiannually</li> <li>■ Annually</li> <li>■ One Time</li> </ul>
Recurrence Date	Enter the date of recurrence that is relevant to the recurrence period.
Start Date	Enter the beginning date for the range of recurring transactions.
Next Execution	Enter the date of the next recurring transaction execution for the template.

Table 5.8 Fields in Recurring Transactions Templates Screen

Field	Description/Use
Valid Until	Enter the end date for the range of recurring transactions.
Total No. of Occurrences	Enter the number of occurrences of the recurring transaction according to the specified date range and recurrence frequency.
BP	Enter the business partner code for which the template applies.
BP Name	Enter the business partner name for which the template applies.
BP Priority	This field displays the priority as defined in the business partner master data record.
Warehouse	This field displays the warehouse for the recurring transaction.
Doc. Total	This field displays the document total of the recurring transaction. By clicking on the <b>Form Settings</b> icon (a blank sheet with a green gear), you can choose whether the <b>Doc Total</b> field uses local currency (LC), foreign currency (FC), or system currency (SC).
Remarks	Add extended remarks for this recurring transaction template.

Table 5.8 Fields in Recurring Transactions Templates Screen (Cont.)

Recurring transaction templates can also be linked to a sales blanket agreement (or a purchase blanket agreement) as well as a service contract record.

### 5.4.2 Executing Recurring Transactions

Now that you've set up the recurring transactions template, let's check in on the recurring transactions you've scheduled.

Select the **Recurring Transactions** menu item in the Sales (A/R) module to process any recurring transactions that are now due. Figure 5.32 shows how each recurring transaction that is currently due will have a row in the table.

These fields are similar to those in the recurring transactions templates, so use Table 5.8 as a reference. You can also filter the recurring transactions in this window with the **Filter Recurring Transactions** button or access the recurring transactions templates with the **Templates** button in the bottom-right corner of the window.

To execute the transactions, select the checkboxes that correspond to the rows or lines for the transactions you want to execute. (In our example in Figure 5.32, we selected two invoices—002 and 001—for processing.)

In the **Messages and Alerts** box shown at the bottom left of the window, you can also choose what happens if important data is missing when the recurring transactions are created. We chose to skip to the next transaction.

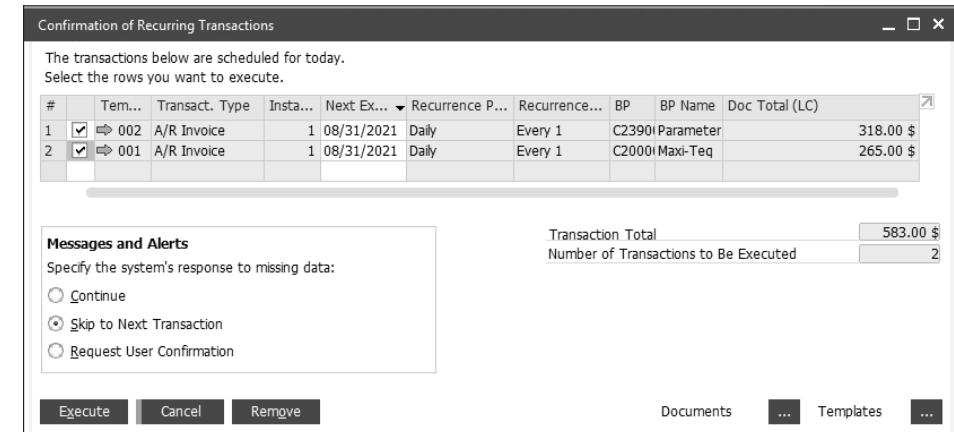


Figure 5.32 Confirmation of Recurring Transactions Screen

After you click **Execute**, a **Recurring Transactions Message** dialog window, as shown in Figure 5.33, will appear. This window will log whether the documents were created successfully or not according to the recurring transactions in the queue. You may also drill down on the documents that have been created from this dialog box by clicking on the gold arrows.

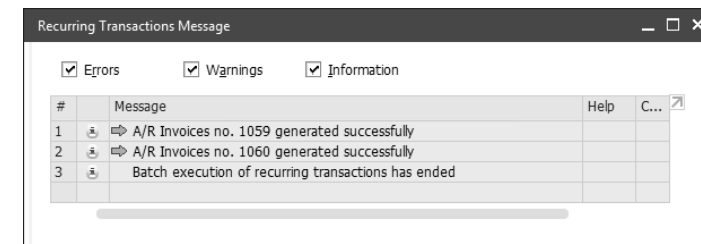


Figure 5.33 Recurring Transactions Message Screen

## 5.5 Document Printing

You can use the Document Printing tool to print a run of documents based on multiple selection criteria. The tool can print documents on paper or in an electronic format such as PDF across many modules of SAP Business One. While numerous documents can be printed, as shown in the **Document Type** dropdown list in Figure 5.34, for the purposes of this section, we'll focus on using the Document Printing tool with sales documents.

You can use this tool to automatically print a batch run for seven sales documents: sales quotation, sales order, deliveries, returns, A/R down payment, A/R invoices, and A/R credit memos.



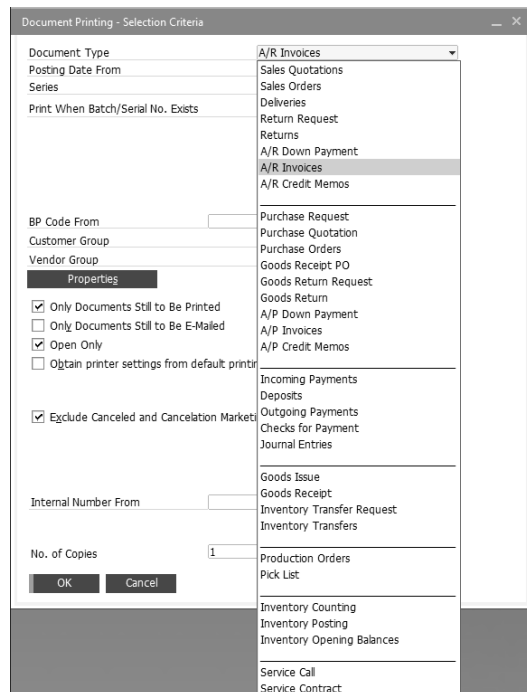


Figure 5.34 Documents That Can Be Printed with the Document Printing Tool

Let's walk through the options for sales documents in this Document Printing window (see Figure 5.35) in Table 5.9.

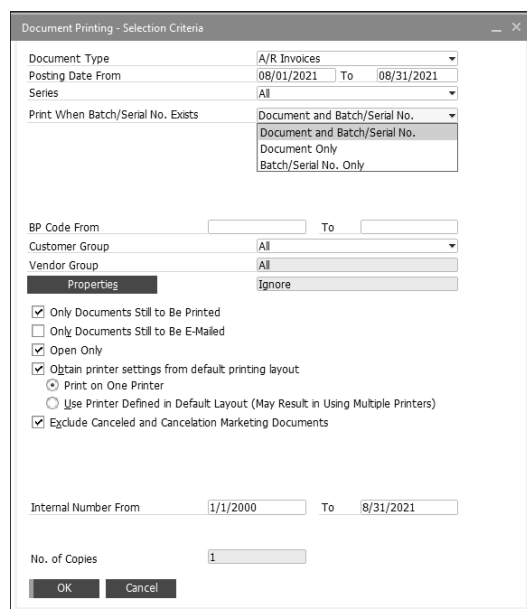


Figure 5.35 Document Printing Options Depending on Document Type

Field	Description/Use
Document Type	From this dropdown list, specify the type of SAP Business One document for which you would like to print a batch run. Your sales-related options here are the following: <b>Sales Quotation, Sales Order, Deliveries, Returns, A/R Down Payment, A/R Invoices, A/R Credit Memos.</b>
Posting Date From and To	Specify a range of posting dates for document printing in these two fields.
Series	This dropdown list specifies the numbering series of the documents being printed or specifies documents from all series.
Print When Batch/Serial No. Exists	From this dropdown list, specify what to print if the document includes batch or serial numbers. This option is only available for sales documents that are related to the release or receipt of batch or serial numbers (in other words, for deliveries, returns, A/R invoices, and A/R credit memos).
Only Documents Still to Be Printed	Select this checkbox to exclude printing documents that have a status indicating they have already been printed.
Open Only	Select this checkbox to restrict printing to “open” documents only.
Obtain Printer Settings from Default Printing Layout	Choose one of these two options to select printer settings as laid out by the document printing template in SAP Business One for the document being printed: <ul style="list-style-type: none"> <li>Print on One Printer</li> <li>Use Printer Defined in Default Layout (May Result in Using Multiple Printers)</li> </ul>
Exclude Canceled and Cancellation Marketing Documents	Select this checkbox to exclude printing documents (of the type you've selected) that have a <b>Canceled</b> status or that are cancellation type marketing documents.
Internal Number From and To	Specify a range of internal numbers (document series number range) for document printing in these two fields.
No. of Copies	Specify the number of copies of each document to be made in this field (unless <b>Obtain Printer Settings from Default Printing Layout</b> is selected).

Table 5.9 Fields in the Document Printing Screen

## 5.6 Dunning Wizard

The Dunning Wizard enables you to create and send letters to customers that haven't paid their open invoices within a given time range and remind them of their overdue payments.

Open the Dunning Wizard by choosing **Sales – A/R • Dunning Wizard**, and then follow these six steps:

1. You begin in the **Wizard Options** window. As with other wizards in SAP Business One, you can create and save the parameters of a wizard run. In our example in Figure 5.36, we don't have any previously saved parameter sets for this wizard, so choose **Start a Dunning Run** rather than **Load a Saved Dunning Run**. You may also search for keywords in an existing saved dunning run, which can be useful if there are several saved runs.

Click **Next** to move to the next step.

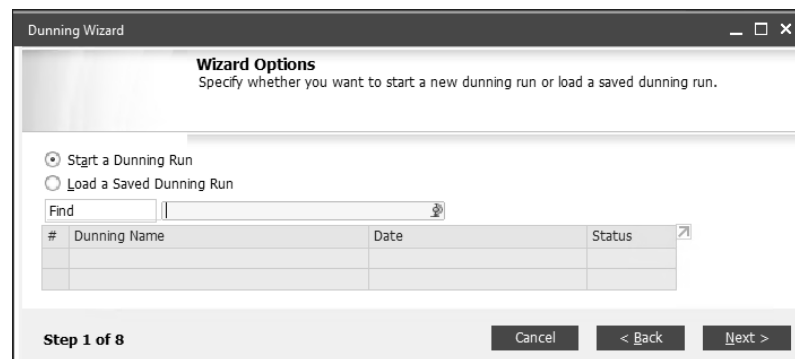


Figure 5.36 Wizard Options (Step 1 of the Wizard)

2. Now, in the **General Parameters** screen of the wizard, shown in Figure 5.37, SAP Business One will automatically create a dunning name and input that into the **Dunning Name** field, but you can override that name based on your company's nomenclature or personal preference. The **Date of Dunning Run** field is fixed to the current date, but you can specify your own dunning level and dunning term sets being used for the run using the **Dunning Level** and **Dunning Term** fields. (Note that the dunning level and terms for each of your customers are specified in the business partner master record.) You can set the wizard to generate letters only for customers who match these criteria, or you can simply leave both **Dunning Level** and **Dunning Term** values as **All**, which will create letters for all dunning terms and levels.

Click **Next** to move to the next step.

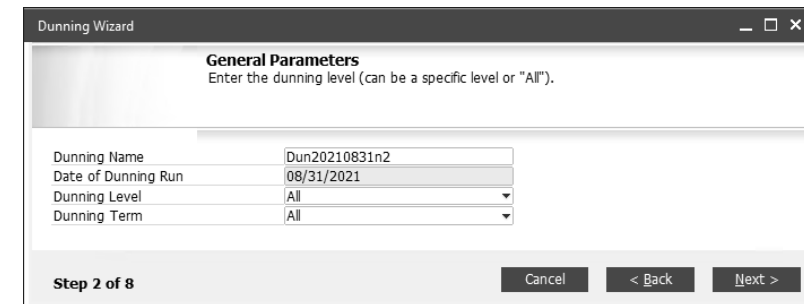


Figure 5.37 Setting Up General Parameters (Step 2 of the Wizard)

3. Next, you must specify a specific customer, range of customers, customer group, or property for your dunning letter run using the **Business Partners Selection Criteria** window shown in Figure 5.38.

In the selection criteria window, bring up the customer selection criteria by clicking on the **Add** button on the right side of Figure 5.38.

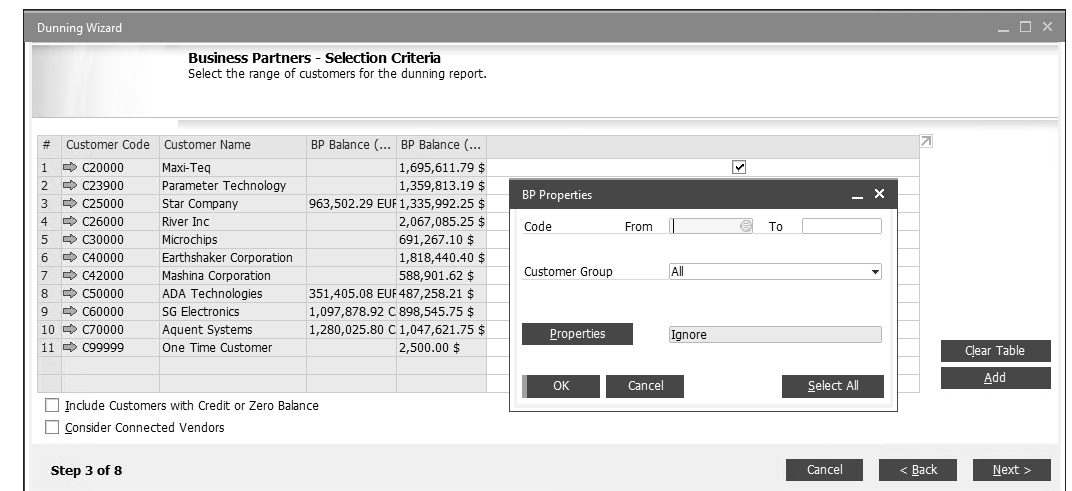


Figure 5.38 Business Partners Selection Criteria Screen (Step 3 of the Wizard)

Click **Next** to move to the next step.

4. From the **Document Parameters** screen in Figure 5.39, choose which transactional documents to consider for the dunning run. Apart from selecting the **Posting Date** and **Due Date** range, there are six additional parameters for the run; let's walk through them in Table 5.10.

Figure 5.39 Setting Up Document Parameters (Step 4 of the Wizard)

Field	Description/Use
<b>Include Incoming Payments Not Based on Invoices</b>	Select this checkbox to include incoming payments that aren't linked to open overdue invoices in the dunning calculation.
<b>Include Credit Memos Not Based on Invoices</b>	Select this checkbox to include A/R credit memos that aren't linked to open overdue invoices in the dunning calculation.
<b>Include Manual Journal Entries</b>	Select this checkbox to include manual journal entries that aren't linked to open overdue invoices in the dunning calculation.
<b>Allow Negative Dunning Letter</b>	Select this checkbox to create a negative (credit) dunning letter to your customer. The dunning calculation must determine that your customer account has a negative balance.
<b>Display All Open Items</b>	Select this checkbox to display all open documents of the customer, overdue or not. If you click this option, two suboptions appear: <ul style="list-style-type: none"> <li>■ For Selected BPs</li> <li>■ For BPs with Overdue Items Only</li> </ul>
<b>Enable Quick Load</b>	Select this checkbox to abbreviate the data on the next screen to only show dunning letter summary information, which could be useful if your dunning Recommendation Report is taking too long to load.

Table 5.10 Document Parameters Options for the Dunning Wizard

5. The **Recommendation Report** screen of the Dunning Wizard shown in Figure 5.40 is where you'll set the date by which you expect payment from the customer, modify the relevant columns, and change the selection of invoices to be dunned. You can edit columns that are white on this report to adjust the terms of dunning letters created; we describe these columns in Table 5.11. Changing the values in any of these columns will update the data in the adjacent columns to the right. You can change the amounts of interest charged to your customer on overdue transactions or apply a flat fee for overdue payment. Only the rows that are selected with a checkbox on the left side will be included when dunning letters are generated.

Using this wizard is different from simply printing a customer statement because the Dunning Wizard allows for a high level of control over what goes into your payment demand to a customer.

Figure 5.40 Recommendation Report (Step 5 of the Wizard)

Field	Description/Use
<b>Interest Days</b>	This column shows the number of days of interest that should be applied to the line in the dunning Recommendation Report.
<b>Interest %</b>	This column shows the interest percentage that should be applied to the line in the dunning report.
<b>Interest Amount (LC)</b>	This column shows the total amount of interest applicable to the line in the dunning report.
<b>Total incl. Interest (LC)</b>	This column shows the total of the dunning line or letter and includes the principal plus any interest specified.

Table 5.11 Fields in the Recommendation Report of the Dunning Wizard

6. The final step of the Dunning Wizard is to formalize the action of creating dunning letters or to save the dunning run parameters according to your preference. In the **Processing** screen shown in Figure 5.41, select the processing option that is most appropriate from the following options:

- **Save Selection Parameter and Exit:** This option will save the Dunning Wizard parameters you've specified and close the Dunning Wizard without execution. You may run your saved parameter set in the future.
- **Save Recommendation Report as Draft and Exit:** Beyond saving the parameters of the dunning run, this option will also save any specific changes you make to the **Recommendation Report** screen (e.g., updating interest charge amounts).
- **Execute Only and Exit. Print or E-Mail Later:** This option will execute the Dunning Wizard run and generate electronic versions of the dunning letters but save the printing or the emailing of the letters until later.
- **Print Dunning Letters and Exit:** This option will print your dunning letters and then exit the wizard.
- **E-Mail Dunning Letters and Exit:** This option will email your dunning letters and then exit the wizard.

Click the **Finish** button in the bottom-right corner. Note that before the printing or emailing dunning letters, you'll need to have your default printer or email service set up.

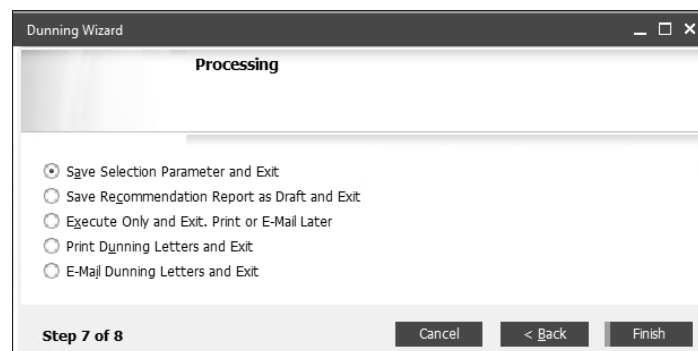


Figure 5.41 Processing Screen (Step 7 of the Wizard)

7. After you've executed the dunning letter run, SAP Business One will generate a Recommendation Report, as shown in Figure 5.42.

#### Tips and Tricks: Dunning Wizard Print Preview

To preview any dunning letter in the Recommendation Report, select the line of the recommended dunning letter, and click the **Print Preview** button in the ribbon bar to display the dunning letter preview for that line, as shown in Figure 5.42.

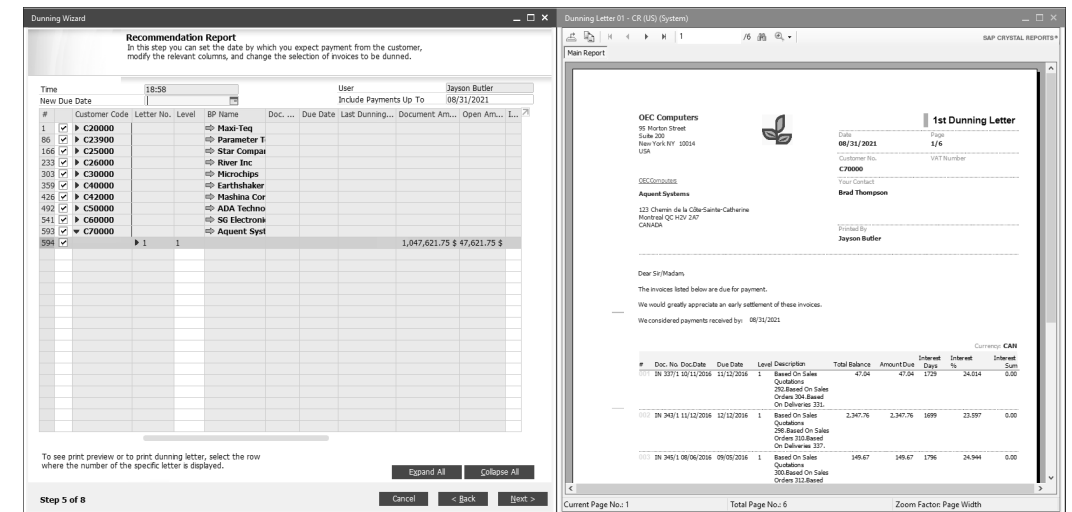


Figure 5.42 Recommendation Report (Step 7 of the Wizard)

## 5.7 Gross Profit Recalculation Wizard

The Gross Profit Recalculation Wizard is used to manage items by the batch/serial valuation method. The wizard enables you to recalculate the gross profit of batches/serials in sales documents using the current cost of the batch/serials. If any of those batches/serials were received from production, the SAP Business One system first reconstructs the cost of the product using the current cost of batch/serial components and then recalculates gross profit.

## 5.8 Sales Reports

Sales reports available in SAP Business One include both revenue analysis tools and reports that fulfill a specific purpose. By the end of this section, you'll be able to create reports that slice and dice your revenue in several different ways. You'll also learn about reports that can provide insights into sales processes to help you know where to intervene.

### 5.8.1 Open Items List Report

The Open Items List Report (accessed via **Sales – A/R • Sales Reports • Open Items List**) applies to documents across many modules in SAP Business One. With respect to sales documents, you can access this report to get a quick listing of how many documents are open on the system. The Open Items List Report can include the following kinds of sales documents:

- Sales quotations
- Sales orders
- Deliveries
- Returns
- A/R down payments (unpaid)
- A/R down payments (not yet fully applied)
- A/R invoices
- A/R credit memos
- A/R reserve invoices (unpaid)
- A/R reserve invoices (not yet delivered)

Figure 5.43 shows an example Open Items List Report that lists sales documents. The columns in the **Open Items List** screen provide a summary list of the open documents in focus. Use the gold arrows to drill down into the document or the business partner associated with the document. Additionally, you can access summary data on document dates and amounts, giving you a quick window on the magnitude of the open documents in view.

Doc. No.	Doc. Series	Installe...	Customer C...	Customer Name	Days Over...	Customer Ref...	Due Date	Amount	Net
⇒ 332	Primary	1 of 1	⇒ C50000	ADA Technologies	1856		08/01/2016	1,828.50 \$	1,725.00 \$
⇒ 362	Primary	1 of 1	⇒ C50000	ADA Technologies	1665		02/08/2017	46.38 \$	43.75 \$
⇒ 380	Primary	1 of 1	⇒ C50000	ADA Technologies	1623		03/22/2017	185.50 \$	175.00 \$
⇒ 387	Primary	1 of 1	⇒ C50000	ADA Technologies	1620		03/25/2017	106.00 \$	100.00 \$
⇒ 379	Primary	1 of 1	⇒ C50000	ADA Technologies	1617		03/28/2017	2,740.10 \$	2,585.00 \$
⇒ 432	Primary	1 of 1	⇒ C50000	ADA Technologies	1473		08/19/2017	46,746.00 \$	44,100.00 \$
⇒ 476	Primary	1 of 1	⇒ C50000	ADA Technologies	1288		02/20/2018	238.50 \$	225.00 \$
⇒ 481	Primary	1 of 1	⇒ C50000	ADA Technologies	1288		02/20/2018	15,237.50 \$	14,375.00 \$
⇒ 471	Primary	1 of 1	⇒ C50000	ADA Technologies	1287		02/21/2018	21,853.23 \$	20,616.25 \$
⇒ 486	Primary	1 of 1	⇒ C50000	ADA Technologies	1266		03/14/2018	152.38 \$	143.75 \$
⇒ 484	Primary	1 of 1	⇒ C50000	ADA Technologies	1256		03/24/2018	516.75 \$	487.50 \$
⇒ 496	Primary	1 of 1	⇒ C50000	ADA Technologies	1248		04/01/2018	6,534.90 \$	6,165.00 \$
⇒ 501	Primary	1 of 1	⇒ C50000	ADA Technologies	1227		04/22/2018	2,385.00 \$	2,250.00 \$
⇒ 508	Primary	1 of 1	⇒ C50000	ADA Technologies	1210		05/09/2018	7,618.75 \$	7,187.50 \$
⇒ 504	Primary	1 of 1	⇒ C50000	ADA Technologies	1207		05/12/2018	21,425.25 \$	20,212.50 \$
⇒ 543	Primary	1 of 1	⇒ C50000	ADA Technologies	1108		08/19/2018	18,841.50 \$	17,775.00 \$
⇒ 579	Primary	1 of 1	⇒ C50000	ADA Technologies	1057		10/09/2018	63,308.50 \$	59,725.00 \$
⇒ 600	Primary	1 of 1	⇒ C50000	ADA Technologies	1014		11/21/2018	15,154.03 \$	14,296.25 \$
⇒ 587	Primary	1 of 1	⇒ C50000	ADA Technologies	1011		11/24/2018	159.00 \$	150.00 \$
⇒ 613	Primary	1 of 1	⇒ C50000	ADA Technologies	997		12/08/2018	18,274.40 \$	17,240.00 \$
⇒ 602	Primary	1 of 1	⇒ C50000	ADA Technologies	990		12/15/2018	132.50 \$	125.00 \$
⇒ 676	Primary	1 of 1	⇒ C50000	ADA Technologies	911		03/04/2019	11,746.13 \$	11,081.25 \$
								11,990,139.81 \$	11,395,931.10 \$

Figure 5.43 The Open Items List Screen

Notice that sales blanket agreements aren't listed in this report; they are considered a form of master data (not transactional documents). The Open Items Report provides an excellent quick summary of important information on open documents and, in many cases, can act as a trigger for users to deal with the next task in the sales document chain.

## 5.8.2 Document Drafts Report

The Document Drafts Report will generate a list of all sales documents that have been saved in **Draft** status—a helpful functionality because these draft documents don't show up in the main records with all the other marketing documents.

Access the Document Drafts Report by following the menu path **Sales – A/R • Sales Reports • Document Drafts Report**, which opens the selection criteria screen shown in Figure 5.44. As with other tools, select a number of parameters to filter the results, including filtering the owner of document drafts (**User**), specifying open drafts only (**Open Only**), or defining various date ranges of drafts (**Date** checkbox and selector). Various draft document types are available when selecting the checkboxes next to **Sales – A/R**, **Purchasing – A/P**, **Inventory**, and **Inventory Counting Transactions**.

Figure 5.44 Selection Criteria for a Document Drafts Report

After completing the selection criteria, running the Document Drafts Report will give you a summary report of your document drafts, similar to the result shown in Figure 5.45. In our example, we've requested a list of all the drafts in the entire system. When your customer is ready to commit, you can quickly run the Document Drafts Report, open the document, and add it as a true open order/document. In situations where an approval process exists, a user seeking approval will add a new sales document and fill out the approval request, and the document will automatically be saved in **Draft** status. The Document Drafts Report summarizes information for each draft document, including the approval status.

Many additional options for summary data are possible by clicking the **Form Settings** icon (a blank sheet with a green gear) while in the Document Drafts Report.



Document	Document No.	Posting Date	BP Code	Total	Remarks
Purchase Request	2	12/03/2016		15,588.00 \$	
Purchase Request	4	12/04/2016		2,273.25 \$	
Purchase Request	4	12/04/2016		2,273.25 \$	
Purchase Request	6	12/05/2016		2,273.25 \$	
Sales Orders	1189	08/31/2021	C20000	63,600.00 \$	

Figure 5.45 Document Drafts Report Results

### 5.8.3 Sales Analysis Tool

The Sales Analysis is not only a sales report but also a tool that allows you to select a broad set of criteria to create a customized sales report.

After you open the Sales Analysis tool by choosing **Sales – A/R • Sales Reports • Sales Analysis**, you're presented with three major groupings for viewing sales data: by customer, by item, or by sales employee; each of these options has its own tab. (Figure 5.46 shows the selection criteria available when the **Items** tab is selected.)

**Sales Analysis Report - Selection Criteria**

Customers | **Items** | Sales Employees

Annual Report   
 Invoices   
 Individual Display   
 No Totals  
 Monthly Report   
 Orders   
 Group Display   
 Total by Customer  
 Quarterly Report   
 Delivery Notes   
 Total by Sales Employee

Posting Date    From: 01/01/2021    To: 12/31/2021  
 Due Date    From: 01/01/2021    To: 12/31/2021  
 Document Date    From:    To:

**Main Selection**

Item: Code From: To: Group: All    Properties: Ignore

**Secondary Selection**

Customer: Code From: To: Group: All    Properties: Ignore

Sales Employee: Code From: To:     Calculate by Salesperson per Row

Display Amounts in System Currency  
 Include Inactive Sales Employee

Figure 5.46 Selection Criteria for the Sales Analysis Report

After this major dimension is selected, the Sales Analysis tool provides much more detailed selection criteria on which to generate the resulting sales report. As shown in Figure 5.46, the top area of the Sales Analysis tool allows you to further choose how the report is displayed and filtered. The top of the tool offers four choices, as follows:

- **Time dimension:** Specify how the report is summarized by selecting the **Annual Report**, **Monthly Report**, or **Quarterly Report** radio button.
- **Document type:** Specify whether to run the report for **Invoices**, **Sales Orders**, or **Delivery Notes** by selecting the respective radio button.
- **Individual/group display:** Choose to show the report either by **Individual Display** (for individual customers/items) or by **Group Display** (by customer/item group). This option isn't available when the **Sales Employees** tab is selected because there are no sales employee groups.
- **Totals by:** Specify whether to show **No Totals**, **Total by Customer**, or **Total by Sales Employee**. This option is only available when you've selected the **Items** tab.

The second set of selection criteria allows you to specify date ranges associated with documents. Specify a range of dates for the **Posting Date**, **Due Date**, and/or **Document Date** from the document type selected. The date range selector is available on all tabs of the Sales Analysis tool.

Next, choose a range of customers, items, or sales employees to filter the sales report under the **Main Selection** area of the tool. In the case of the **Customers** or **Sales Employees** tab, you may choose to view the results in system currency by selecting the **Display Amounts in System Currency** checkbox. Further, on the **Sales Employees** tab, you may also choose to include inactive sales employees in the resulting sales report by selecting the **Include Inactive Sales Employee** checkbox.

The **Items** tab has a much-expanded set of selection criteria possible under **Secondary Selection**. In this area, you can go further and also specify a range of customers or sales employees (in addition to a range of items) for the resulting sales report.

The resulting sales report should return results based on the selection criteria. Figure 5.47 shows an example of the type of report that is typically generated when using the **Customers** or **Sales Employees** tabs of the Sales Analysis tool. Sales reports grouped by customers or sales employee will include total sales amount data, gross profit, gross profit percent, and the total of any open invoices for the relevant customer or sales employee.

#	Customer Code	Customer Name	A/R Invoice	Total A/R Invoice	Gross Profit	Gross Profit %	Total Open IN
1	C20000	Maxi-Teq	3	30,850.00 \$	15,407.86 \$	99.778	30,850.00 \$
2	C23900	Parameter Technology	3	15,900.00 \$	7,814.96 \$	96.660	15,900.00 \$
3	C25000	Star Company	1	15,000.00 \$	7,592.90 \$	102.508	15,000.00 \$
4	C26000	River Inc	3	600,700.00 \$	255,916.43 \$	74.225	600,700.00 \$
5	C40000	Earthshaker Corporation	4	600,250.00 \$	255,796.24 \$	74.261	600,250.00 \$
6	C42000	Mashina Corporation	2	750.00 \$	304.14 \$	68.214	750.00 \$
16				1,263,450.00 \$	542,832.53 \$	75.329	1,263,450.00 \$

Figure 5.47 Sales Analysis Report Generated by Customer

In contrast, Figure 5.48 shows the typical result when running the sales report from the **Items** tab of the Sales Analysis tool. This report shows sales quantities for each item, total sales amounts, gross profit, and gross profit percentage.

#	Item No.	Item Description	Quantity	Sales Amt	Gross Profit	Gross Profit %
1	A00001	J.B. Officeprint 1420	2,003.000	1,201,800.00 \$	512,046.18 \$	74.236
2	A00002	J.B. Officeprint 1111	201.000	60,250.00 \$	30,473.86 \$	102.343
3	A00003	J.B. Officeprint 1186	2.000	750.00 \$	304.14 \$	68.214
			2,206.000	1,262,800.00 \$	542,824.18 \$	75.395

Figure 5.48 Sales Analysis Report Generated by Item

You may also choose to open a visualization of the Sales Analysis Report by clicking on the **Visualization** icon (the bar graph) in the bottom-right corner of the screen in these reports. Figure 5.49 shows a visualization of an item-based Sales Analysis Report.

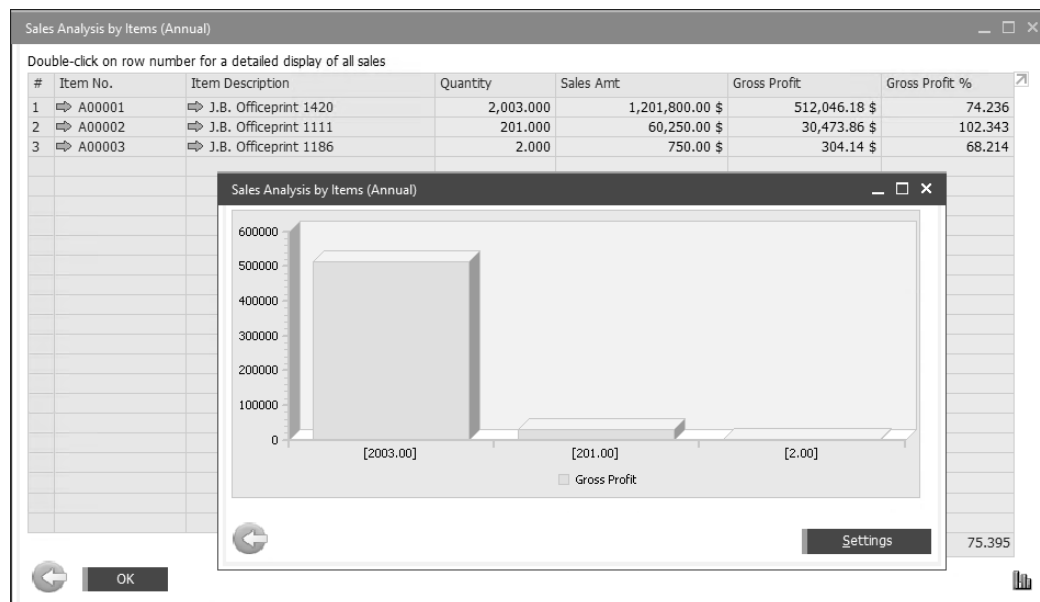


Figure 5.49 Sales Analysis Visualization

#### Tips and Tricks: Sales Report Details

In many of the sales reports generated by the Sales Analysis tool, you can drill down to further details of the sales report using the gold arrows. As shown in Figure 5.50, we've drilled down from the item on row 1 of the sales report by double-clicking on the line.

The resulting detail shows us the individual invoices where this item is present for the specified criteria of the report. Try drilling down into other sales reports generated by the Sales Analysis tool.

#	Document	Sales Employee	Posting Date	Due Date	Item Description	Qty	Price	Sales Amount	Gross Profit	%
1	IN 1050	Sophie Klogg	08/25/2021	08/27/2021	J.B. Officeprint 1420	1,000.000	600.00 \$	600,000.00 \$	255,690.00 \$	74.262
2	IN 1051	Sales Manager	08/25/2021	08/30/2021	J.B. Officeprint 1420	1,000.000	600.00 \$	600,000.00 \$	255,690.00 \$	74.262
3	IN 1054	Sales Manager	08/31/2021	09/30/2021	J.B. Officeprint 1420	1.000	600.00 \$	600.00 \$	222.06 \$	58.755
4	IN 1055	Brad Thompson	08/31/2021	09/30/2021	J.B. Officeprint 1420	1.000	600.00 \$	600.00 \$	222.06 \$	58.755
5	IN 1056	Sales Manager	08/31/2021	09/30/2021	J.B. Officeprint 1420	1.000	600.00 \$	600.00 \$	222.06 \$	58.755
						2,003.000		1,201,800.00 \$	512,046.18 \$	74.236

Figure 5.50 Further Details Available in Sales Analysis Reports

#### 5.8.4 Backorder Report

The Backorder Report allows you to compile a summary of all items that are on backorder, that is, all open lines on sales orders.

To generate a Backorder Report, follow the menu path **Sales – A/R • Sales Reports • Backorder Report**. Figure 5.51 shows the selection criteria that you can use when running the Backorder Report. Select a range of dates for the **Delivery Date**, **Customer Code**, or **Document No.** fields to filter the output of the Backorder Report. In the **Items** section of the screen, you may also specify a range of items in the **Code** fields, the **Item Group** field, or the item **Properties** field to filter the output of the report. The **Warehouses** section of the screen allows you to specify certain warehouses for your Backorder Report; in this case, all warehouses are selected.

The number reported as being on backorder is the sum of all open sales order lines, even if the item is available and in stock. Switching on the **In Stock** quantity column may be helpful in this case. Click the **Form Settings** icon (a blank sheet with a green gear) in the task bar right next to the **Backorder** quantity, as shown in Figure 5.52, to make the **In Stock** column visible. You'll immediately see if sufficient quantities currently exist to fulfill a delivery.

Figure 5.51 Selection Criteria for a Backorder Report

#	Item No.	Description	Doc No.	Customer ...	Deliver...	Whse	Unit of Me...	Items per Unit	Ordered	Delivered	Backorder	I...
1	A00001	J.B. Officeprint 1420	434	C20000	09/22/201	01		1.000000	15		15	860
2	A00001	J.B. Officeprint 1420	442	C25000	10/06/201	01		1.000000	17		17	860
3	A00001	J.B. Officeprint 1420	446	C70000	10/18/201	01		1.000000	10		10	860
4	A00001	J.B. Officeprint 1420	459	C99999	12/19/201	01		1.000000	12		12	860
5	A00001	J.B. Officeprint 1420	491	C30000	02/11/201	01		1.000000	11		11	860
6	A00001	J.B. Officeprint 1420	489	C99999	03/01/201	01		1.000000	9		9	860
7	A00001	J.B. Officeprint 1420	499	C99998	03/09/201	01		1.000000	8		8	860
8	A00001	J.B. Officeprint 1420	656	C40000	10/09/201	01		1.000000	8		8	860
9	A00001	J.B. Officeprint 1420	649	C70000	10/13/201	01		1.000000	7		7	860
10	A00001	J.B. Officeprint 1420	765	C70000	02/23/201	01		1.000000	20		20	860
11	A00001	J.B. Officeprint 1420	781	C25000	03/23/201	01		1.000000	14		14	860
12	A00001	J.B. Officeprint 1420	800	C50000	04/11/201	01		1.000000	20		20	860
13	A00001	J.B. Officeprint 1420	826	C50000	05/10/201	01		1.000000	11		11	860
14	A00001	J.B. Officeprint 1420	834	C20000	06/20/201	01		1.000000	16		16	860
15	A00001	J.B. Officeprint 1420	894	C30000	08/07/201	01		1.000000	9		9	860
16	A00001	J.B. Officeprint 1420	903	C25000	09/23/201	01		1.000000	19		19	860
17	A00001	J.B. Officeprint 1420	949	C26000	11/21/201	01		1.000000	6		6	860
18	A00001	J.B. Officeprint 1420	1018	C20000	03/01/202	01		1.000000	15		15	860
19	A00001	J.B. Officeprint 1420	1104	C25000	06/17/202	01		1.000000	2		2	860

Figure 5.52 Backorder Report

**Tips and Tricks: Cancel a Backordered Row**

You can cancel a customer backorder directly from the Backorder Report. If you know which row you'd like to cancel, right-click on it, and select **Close Row**, as shown in

Figure 5.53. The corresponding row on the sales order related to this line in the Backorder Report will be canceled.

In certain situations, canceling backorders in this way can save time because you won't have to open sales orders one by one.

Figure 5.53 Canceling a Backorder Row

**5.8.5 Blanket Agreement Fulfillment Report**

The Blanket Agreement Fulfillment Report allows you to analyze whether customers have made good on their purchase commitments and to identify what is remaining.

The selection criteria shown in Figure 5.54 are based on properties of blanket agreements; refer to Section 5.1.1 for a more complete list of these fields. The last selection criteria, **Fulfilled**, allows you to filter the report to only include fulfilled agreements, unfulfilled agreements, or both.

An example Blanket Agreement Fulfillment Report is shown in Figure 5.55. The report shows all contract lines from the sales blanket agreement and shows the fulfillment status. You can quickly assess which agreements are fulfilled and which agreements still have open amounts remaining to fulfill. In this case, we can see two customers in the report: One has fulfilled the volume commitment to buy a certain type of printer, but the other still has a remaining quantity to order per the agreement. This information can be useful when renegotiating agreements with customers for special prices or terms.

Figure 5.54 Selection Criteria for a Blanket Agreement Fulfillment Report

Figure 5.55 Blanket Agreement Fulfillment Report

### 5.8.6 Specialized Reports

The reports covered in this section differ slightly from their previous counterparts as they have fewer selection criteria to slice and dice your data and have more specific purposes in mind. Less about analysis, these tools are more focused on providing finished reports that answer specific questions about your sales data.

Let's consider these reports in the order in which they appear under the **Sales Reports** menu.

#### Locate Exceptional Discount in Invoice Report

The Locate Exceptional Discount in Invoice Report will list all invoices that include a discount you specify when you initiate the report. Figure 5.56 is an example of the resulting report, which lists the A/R invoices that include this discount level or greater. Note that this report will find document-level discounts but not line-level discounts.

#	Document Number	Customer/Vendor Code	Posting Date	Document Total	Discount % for Document
1	10	C50000	04/07/2010	36,172.50	0.000
2	11	C60000	04/01/2010	16,387.51	0.000
3	12	C70000	04/16/2010	28,174.99	0.000
4	13	C70000	04/21/2010	7,000.00	0.000
5	14	C60000	04/24/2010	20,122.51	0.000
6	17	C50000	05/12/2010	21,412.01	0.000
7	18	C70000	05/22/2010	35,210.00	0.000
8	23	C50000	07/02/2010	11,461.24	0.000
9	25	C70000	07/17/2010	38,062.51	0.000
10	26	C60000	07/12/2010	21,330.01	0.000
11	30	C60000	08/02/2010	28,110.01	0.000
12	33	C50000	08/25/2010	22,061.26	0.000
13	34	C70000	09/01/2010	13,020.01	0.000
14	36	C70000	09/08/2010	8,837.50	0.000
15	38	C60000	09/17/2010	15,060.01	0.000
16	40	C50000	09/27/2010	20,087.01	0.000
17	46	C50000	11/03/2010	26,659.00	0.000
18	47	C60000	11/10/2010	13,800.00	0.000
19	48	C70000	11/12/2010	175.00	0.000
20	51	C70000	11/30/2010	11,760.00	0.000
21	52	C60000	12/02/2010	33,900.00	0.000

Figure 5.56 Locate Exceptional Discount in Invoice Report

#### SP Commission by Invoices in Posting Date Cross-Section Report

This report allows you to calculate sales commissions based on a date range of invoices. (Here, SP stands for salesperson.)

For this report to work, you must set up commission amounts in the Administration module. This report will calculate commissions based on the total of sales invoices, not including tax (see Figure 5.57).

#	Document Number	Document Type	Document Total	Document Total Without VAT	Sales Employee Name	% Commission for Sales Employee	Sum_Commissions
1	1049	I	15,000.00	15,000.00	Sales Manager	10.000	1,500.00
2	1047	I	31,800.00	30,000.00	Sales Manager	10.000	3,000.00
3	1051	I	649,500.00	600,000.00	Sales Manager	10.000	60,000.00
4	1054	I	636.00	600.00	Sales Manager	10.000	60.00
5	1056	I	649.50	600.00	Sales Manager	10.000	60.00
6	1058	S	108.25	100.00	Sales Manager	10.000	10.00
7	1060	S	265.00	250.00	Sales Manager	10.000	25.00

Figure 5.57 SP Commission by Invoices in Posting Date Cross-Section Report

### Sales Order Without Deposit Report

The Sales Order Without Deposit Report shown in Figure 5.58 returns all sales orders that don't have an A/R down payment (deposit) linked to them. The report doesn't have selection criteria but can be filtered using the **Filter** icon (the funnel) on the ribbon bar.

#	Customer Code	Customer Name	Sales Order No.	Document Date	Due Date	Total Amount of Order
1	C50000	ADA Technologies	10	03/16/2010	03/26/2010	29,835.45
2	C60000	SG Electronics	11	03/20/2010	03/30/2010	19,202.61
3	C70000	Aquent Systems	12	03/25/2010	04/04/2010	33,014.99
4	C70000	Aquent Systems	13	03/30/2010	04/09/2010	8,202.48
5	C60000	SG Electronics	14	04/02/2010	04/12/2010	23,579.23
6	C50000	ADA Technologies	17	04/20/2010	04/30/2010	17,660.84
7	C70000	Aquent Systems	18	04/30/2010	05/10/2010	41,258.50
8	C50000	ADA Technologies	23	06/10/2010	06/20/2010	8,937.35
9	C70000	Aquent Systems	25	06/25/2010	07/05/2010	41,882.14
10	C60000	SG Electronics	26	06/30/2010	07/10/2010	23,470.51
11	C60000	SG Electronics	30	07/23/2010	07/31/2010	31,236.80
12	C50000	ADA Technologies	33	08/14/2010	08/23/2010	17,265.03
13	C70000	Aquent Systems	34	08/20/2010	08/30/2010	14,728.51
14	C70000	Aquent Systems	36	08/28/2010	09/06/2010	9,997.17
15	C60000	SG Electronics	38	09/06/2010	09/15/2010	16,650.09
16	C50000	ADA Technologies	40	09/15/2010	09/25/2010	15,652.62
17	C50000	ADA Technologies	46	10/23/2010	11/01/2010	20,918.87
18	C60000	SG Electronics	47	10/28/2010	11/08/2010	15,393.20
19	C70000	Aquent Systems	48	10/31/2010	11/10/2010	195.20
20	C70000	Aquent Systems	51	11/18/2010	11/28/2010	13,304.67
21	C60000	SG Electronics	52	11/22/2010	11/30/2010	38,352.75
22	C50000	ADA Technologies	53	12/02/2010	12/10/2010	12,836.05
23	C50000	ADA Technologies	64	01/20/2011	01/25/2011	12,048.19
24	C60000	SG Electronics	65	01/23/2011	01/28/2011	101,724.53
25	C70000	Aquent Systems	66	01/26/2011	01/31/2011	30,587.28
26	C50000	ADA Technologies	72	02/18/2011	02/23/2011	29,917.06
27	C60000	SG Electronics	73	02/21/2011	02/26/2011	44,968.25

Figure 5.58 Sales Order Without Deposit Report

### Sales Order Linked to Deposit

The Sales Order Linked to Deposit Report shown in Figure 5.59 returns all sales orders that have an A/R down payment (deposit) linked to them. The report doesn't have selection criteria but can be filtered using the **Filter** icon (the funnel) on the ribbon bar.

#	Customer Code	Customer Name	Sales Order No.	Document Date	Due Date	Total Amount of Order	Document Currency	Down Payment Invoice...
1	C99999	One Time Customer	1186	08/31/2021	08/31/2021	5,000.00	\$	1

Figure 5.59 Sales Order Linked to Deposit Report

### Monthly Customer Status Report

The Monthly Customer Status Report provides a summary view of customer sales performance broken down by month over a certain time period.

Figure 5.60 shows an overlay of the selection criteria for the report. You can specify a date range for the report, as well as a range of customers, if desired. The first page of this report (Figure 5.60) provides a bar graph that shows the top five customers by invoice (and collected amounts) and a pie graph that shows the top five customers by current outstanding business partner balance. Each page thereafter (Figure 5.61) is a detailed monthly breakdown of sales transactions and payments grouped by customer.

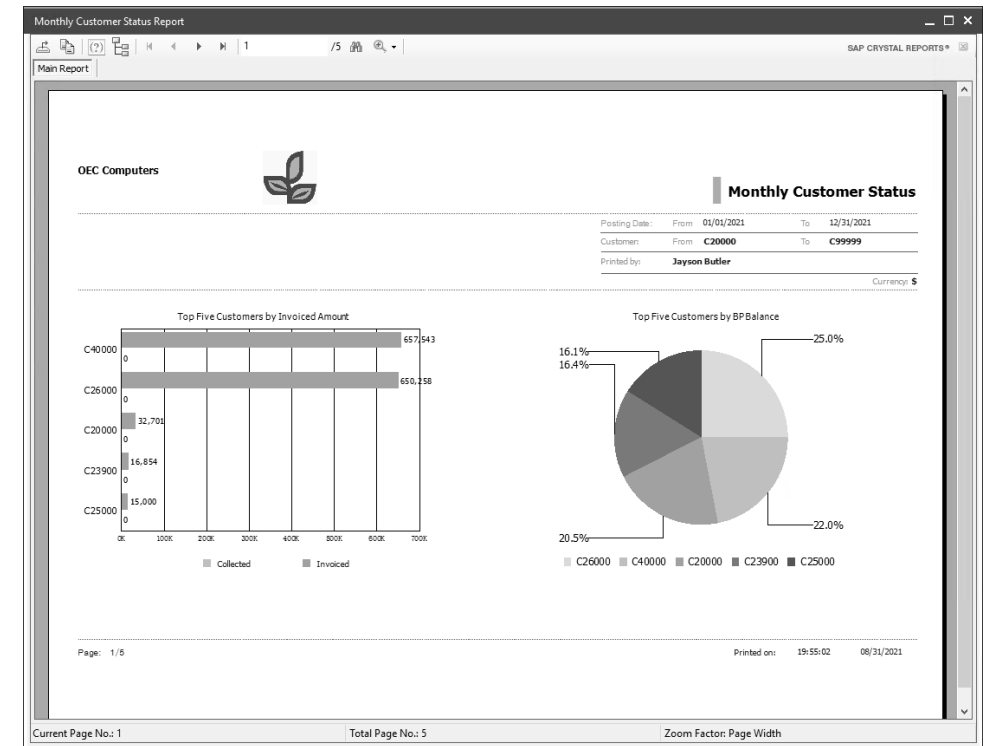


Figure 5.60 Monthly Customer Status Report (Page 1)

### Annual Sales Analysis (by Quarter) Report

The Annual Sales Analysis (by Quarter) Report provides a quarterly revenue analysis between the current year and the last year, as well as a revenue breakdown by customer group, as shown in Figure 5.62. The bar graph on the left side shows quarterly revenue for the current year compared to last year. On the right side, a stacked column graph shows total revenue by customer group separated into cost of sales and profit. The table below the graph gives a quarterly breakdown of revenue and margin by customer group.



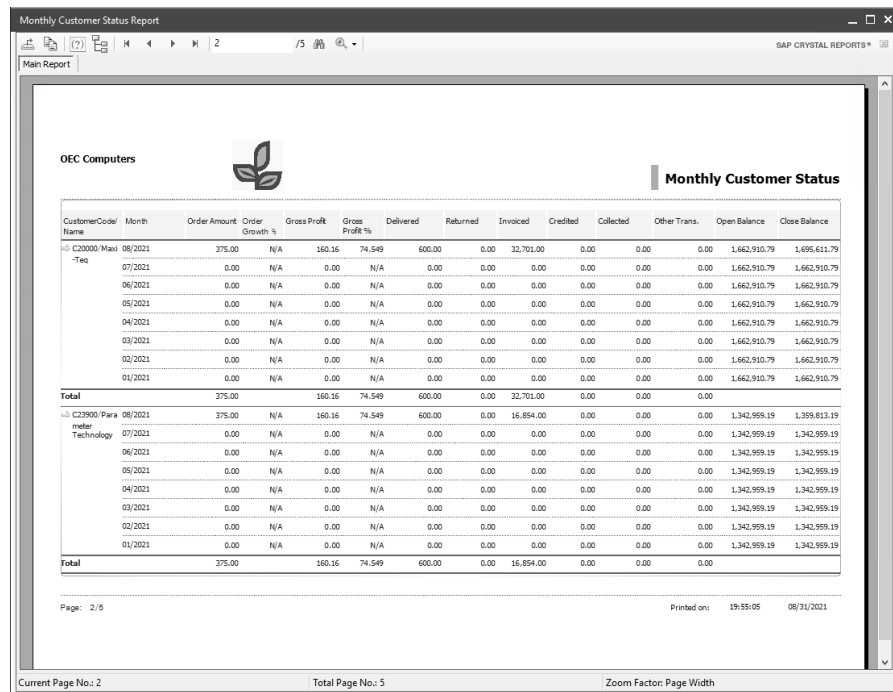


Figure 5.61 Monthly Customer Status Report (Page 2)

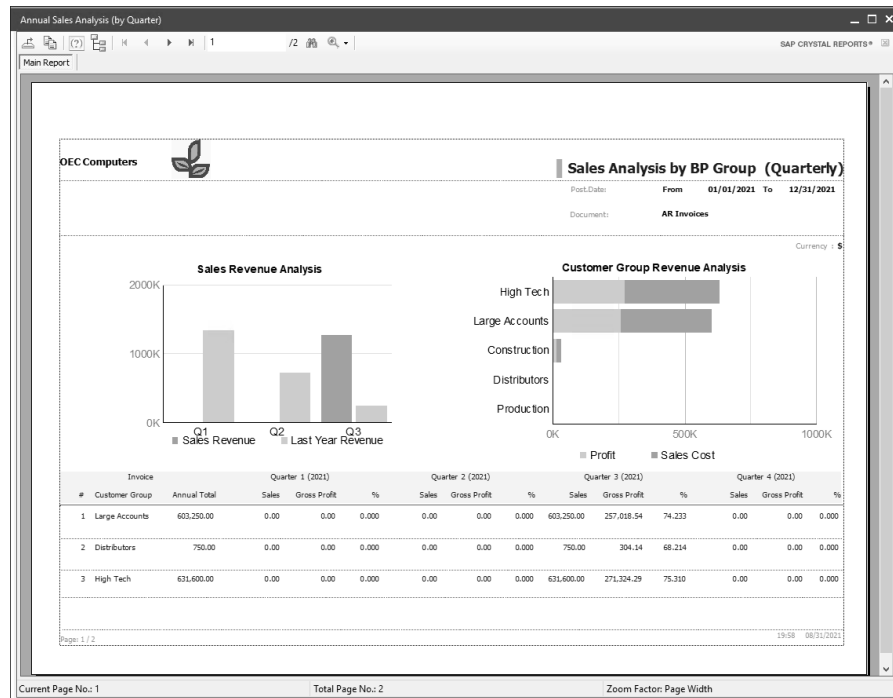


Figure 5.62 Annual Sales Analysis (by Quarter) Report

## 5.9 Summary

The Sales A/R module in SAP Business One is a very complete and efficient aspect of the overall solution. It's suitable and highly adaptable for many types of businesses from the simplest services-oriented company to highly complicated international manufacturing and distribution companies worldwide. In SAP Business One, the attention to detail related to the experience of your customer gets a very high level of attention.

This chapter has covered every aspect of the sales process—sometimes called order to cash—and demonstrated in detail how the sales audit trail is documented in SAP Business One. No matter where you begin in the process, documents are related automatically; now you can even reference documents outside the immediate relationship, which is equally important to the overall audit trail.

As mentioned early in this chapter, purchasing is the sister topic of sales, so it will be covered next. You can count on SAP Business One to give an equal priority to the vendor relationship.

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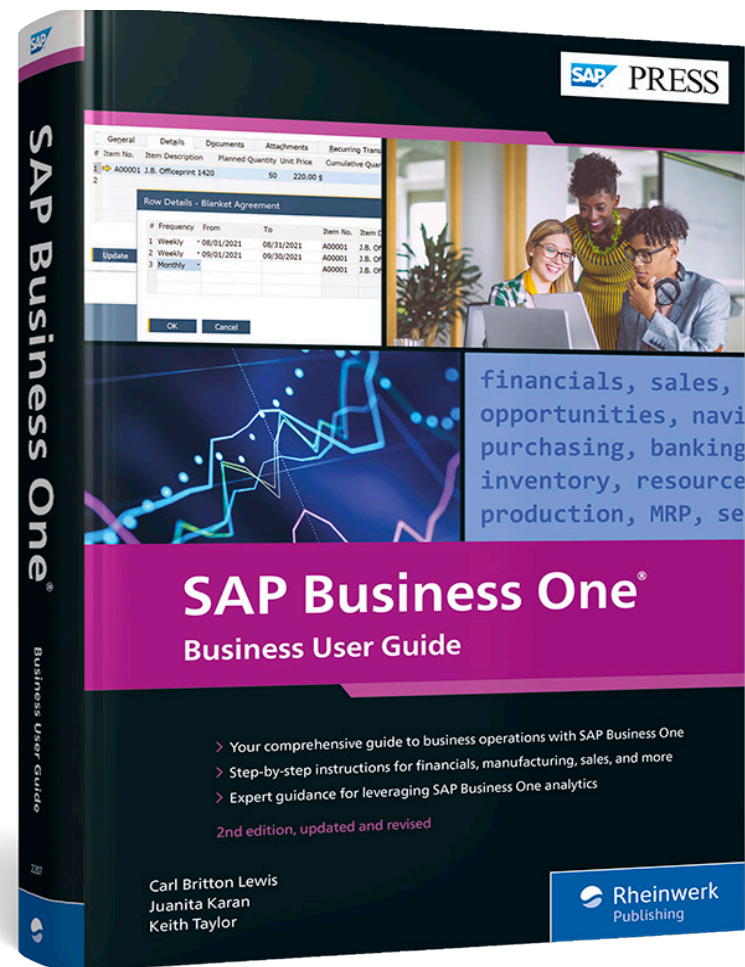
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