

LOADMASTER ENTERPRISE

Successful Invoicing

ZIPZAP Computers Limited

Lincoln
LN2 4WJ

01158-882830
support@zipzap.co.uk



ZIPZAP Computers Limited

Successful Invoicing

STAGES

The key stages to successful invoicing are -

- a. Setting up the various parameters properly
- b. Entering the information correctly
- c. Running the invoicing option
- d. Review the output for accuracy
- e. Post to the accountancy package

NOTES

Critically important is the use of backups.

While Loadmaster is very tolerant of abuse (such as rebooting in the middle of an operation) you should not totally rely on it to totally work around issues.

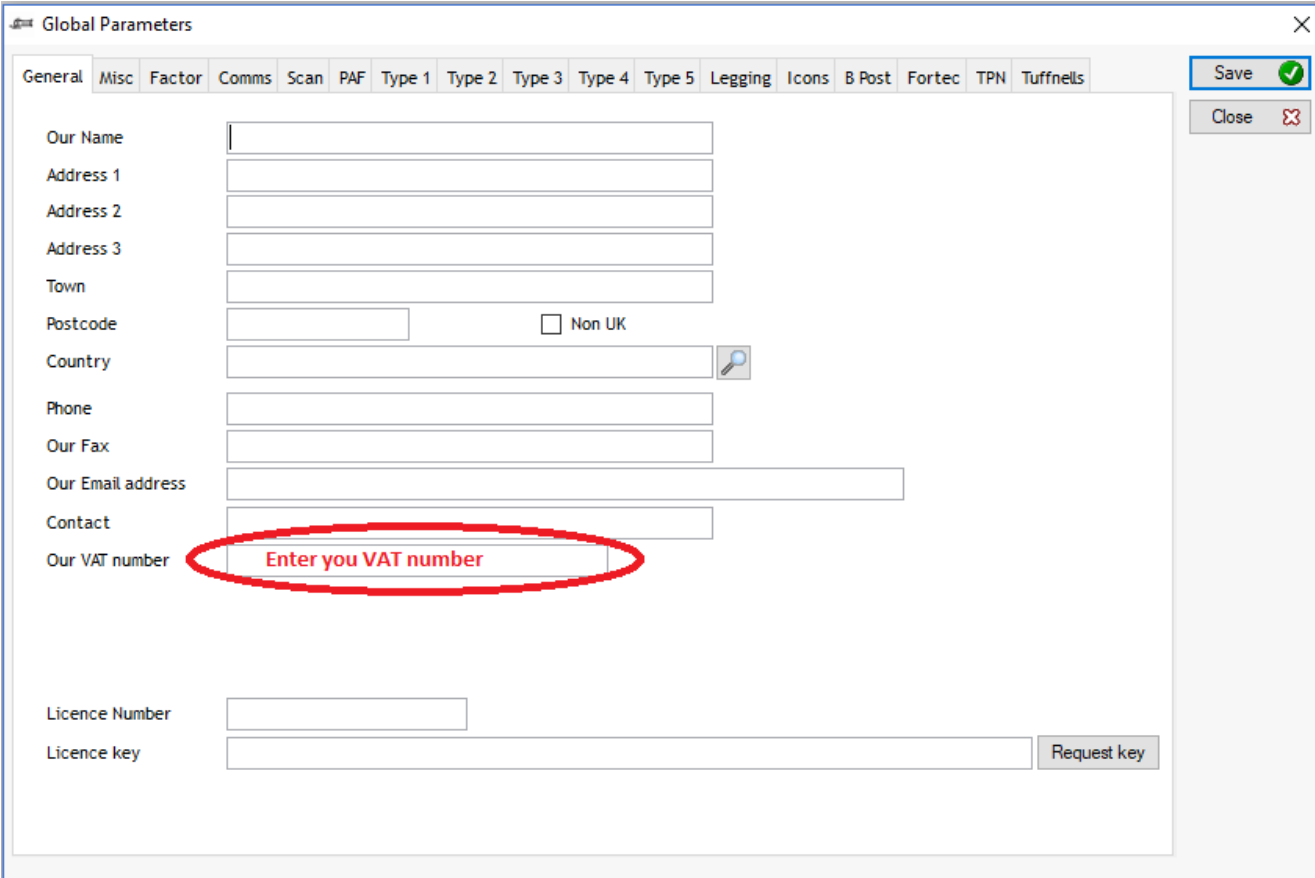
It is recommended that you keep regular backups. These should be kept off site and available in the event of a major problem. Do not over-rely on an automated backup system.

You should backup your accounts package before posting data into it. It is far easier to restore a backup than reverse postings in the event of a problem.

SETTING UP - GLOBAL PARAMETERS

Global Parameters appears on the Setup menu. It contains many defaults for all users.

The General tab needs your VAT code -



The screenshot shows the 'Global Parameters' dialog box with the 'General' tab selected. The dialog has a title bar with a close button (X) and two buttons: 'Save' (with a green checkmark) and 'Close' (with a red X). The 'General' tab is active, and the following fields are visible:

- Our Name
- Address 1
- Address 2
- Address 3
- Town
- Postcode
- Country
- Phone
- Our Fax
- Our Email address
- Contact
- Our VAT number
- Licence Number
- Licence key

The 'Our VAT number' field is circled in red and contains the text 'Enter your VAT number'. There is also a 'Non UK' checkbox next to the 'Postcode' field and a 'Request key' button next to the 'Licence key' field.

The Misc tab needs more -

The screenshot shows the 'Global Parameters' window with the 'Misc' tab selected. The window contains the following fields and options:

- Adhoc Account: [Text Field]
- Default collector: [Text Field]
- Default Vat code: [Text Field]
- Default fuel surcharge: [Text Field] (0.00)
- Default Nominal Code: [Text Field]
- Next invoice number: [Text Field] (0) Do not invoice zero cost consignments
- Invoice message: [Text Area]
- Next credit number: [Text Field] (0)
- Credit Message: [Text Area]
- 2nd currency exch: [Text Field] (0.00000) Recalculate exchange rate other way [Text Field] (0.000000)
- Invoice Item descr: [Text Field]
- Primary currency symbol Secondary currency symbol
- Skip times on consignment entry Use A4 Labels Sage Style
- Skip times on multidrop Alternative job screen Sage Pre Printed
- Set Seek off Surcharges per item Omit our address
- Alternative loadsheet Allow multiple Multi drops Add items to invoice
- Alternative Con Note
- Bespoke Invoice Type: [Text Field] (0)
- Alt Invoice Text: [Text Field] (0)
- 0 - Standard
- 1 - With Freight Type
- Statement message: [Text Area]

- ADHOC account. Create an account for AHDOC purchases in Accounts. Use this for all 'one-offs'.
- Default VAT code. Select this from the list by clicking on the magnifying glass symbol.
- Default Nominal Code. Usually 4000 in Sage.
- Next invoice number.
- Invoice message.
- Credit Number.
- Credit message.
- 2nd currency exchange. Set to 1 if you do not use this.
- Set Primary currency symbol. Usually £
- Set Secondary currency. If Euro hold down left ALT key and type 0128 on the numeric keypad.
- Bespoke invoice type. This is a numeric value, defaulting to 1 if not set. Simply test with any invoice to get the design you like.

This is a general guide -

Global Parameters

General Misc Factor Comms Scan PAF Type 1 Type 2 Type 3 Type 4 Type 5 Logging Icons B Post Fortec TPN Tuffnells

Save Close

Adhoc Account ADHOC Default collector

Default Vat code T1

Default fuel surcharge 0.00 Default Nominal Code 4000

Next invoice number 1001 Do not invoice zero cost consignments

Invoice message Terms: 30 days from date of invoice

Next credit number 51

Credit Message Any queries should be made immediately

2nd currency exch 1.00000 Recalculate exchange rate other way 1.000000

Invoice Item descr

Primary currency symbol £ Secondary currency symbol £ Bespoke Invoice Type 1

Skip times on consignment entry Use A4 Labels Sage Style
 Skip times on multidrop Alternative job screen Sage Pre Printed
 Set Seek off Surcharges per item Omit our address
 Alternative loadsheet Allow multiple Multi drops Add items to invoice
 Alternative Con Note

Alt Invoice Text 0
0 - Standard
1 - With Freight Type

Statement message

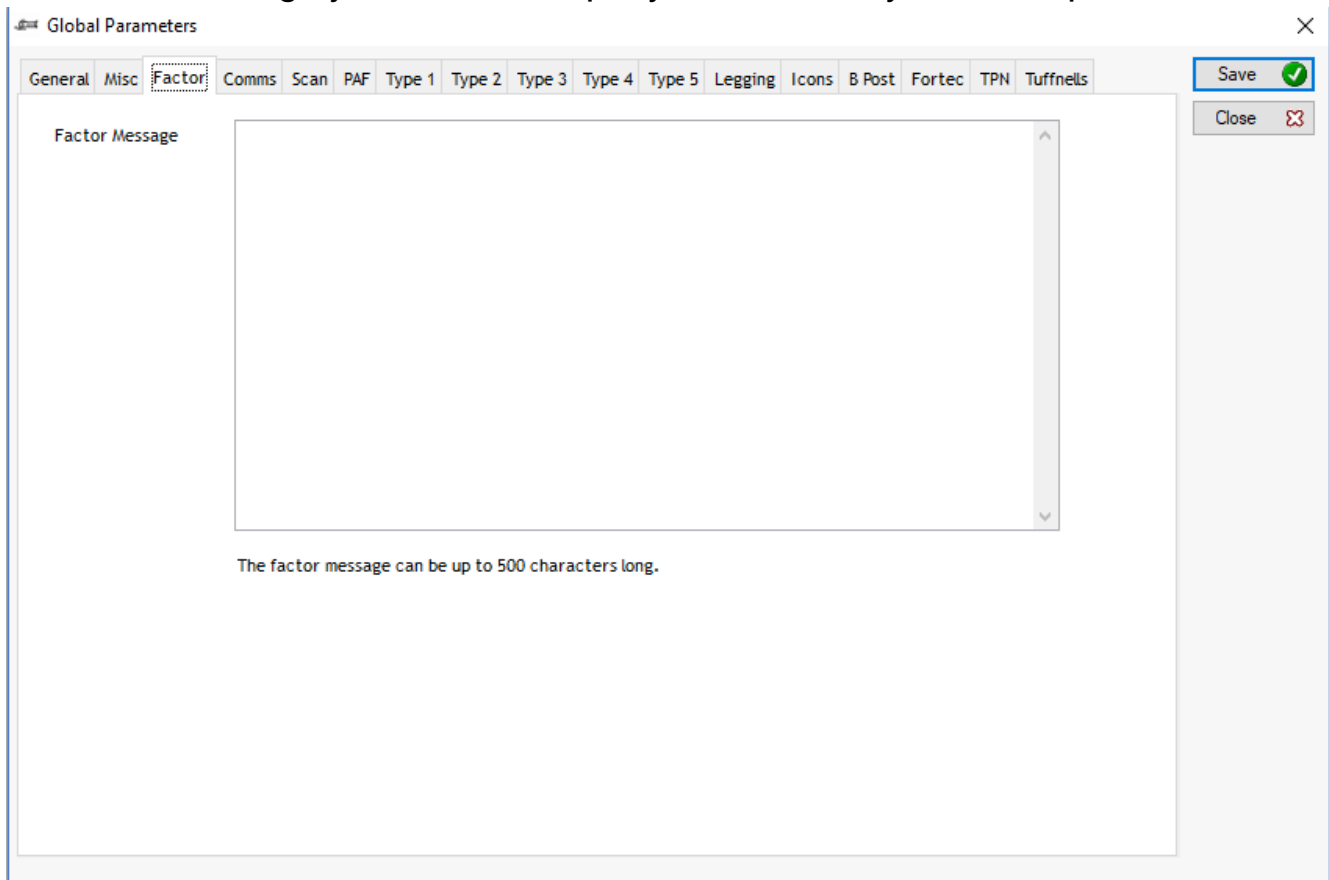
There are further tick box options at the bottom for use with pre-printed forms.

Please note: When invoices are created, the exchange rate for currency 2 is recorded. It therefore does not matter if the value in Global Parameters is later changed. If reprinted they will correctly print with the value at the time.

You should update the exchange rate as it fluctuates. There is a default monthly value that you can obtain from the HMRC website.

Next Invoice Number and Next Credit Number must be greater than zero.

You can factor invoices. In this case you should complete the factor tab with whatever message your factor company has advised you to complete -



The screenshot shows a software window titled "Global Parameters" with a close button (X) in the top right corner. The window has a tabbed interface with the following tabs: General, Misc, Factor, Comms, Scan, PAF, Type 1, Type 2, Type 3, Type 4, Type 5, Logging, Icons, B Post, Fortec, TPN, and Tuffnells. The "Factor" tab is currently selected and highlighted. Inside the "Factor" tab, there is a label "Factor Message" followed by a large, empty text area with a vertical scrollbar on the right side. Below the text area, there is a note: "The factor message can be up to 500 characters long." In the top right corner of the dialog box, there are two buttons: "Save" with a green checkmark icon and "Close" with a red X icon.

Please note: You can factor (or indeed not factor) every account individually. It is a setting on the individual account.

Create/Amend Accounts

General Billing Charges Notes Inv Message Custom Fortec

Account Ref ZIPZAP On stop Sage Account

Billing name ZIPZAP COMPUTERS LIMITED SAP Sales Ref No export

Billing address 1 COMMERCE HOUSE Invoice Period

Billing address 2 2 CARLTON BOULEVARD Monthly

Billing address 3 Two Weekly

Town LINCOLN Weekly

Billing County UNITED KINGDOM Daily

Billing Postcode LN2 4WJ

Billing Country UNITED KINGDOM

Billing phone 01158882830

Billing fax

Billing email contact@zipzap.co.uk

Billing contact

Nominal code 4000

VAT code

Vat number

Fuel surcharge % 0.00 No VAT on surcharges Credit limit 0.00

Discount % 0.00 Credit days

Work in Secondary Currency

Display both Currencies

Do not invoice

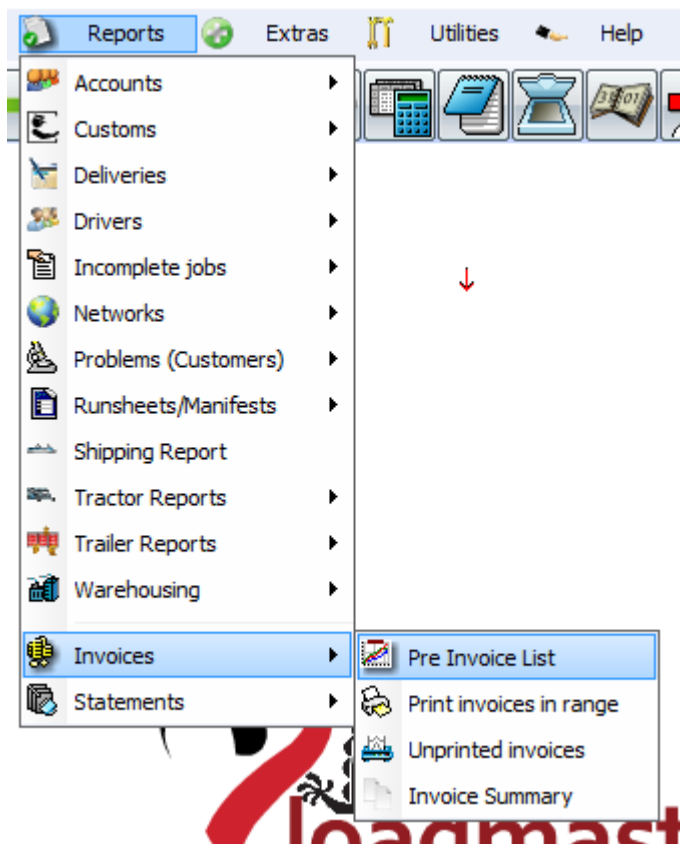
Invoice without POD

- If you use Sage with a different account then enter it in the Sage Account field, otherwise leave it empty.
- The Invoice Period is selectable. You choose this when invoicing. Note that if you invoice on a monthly run it will invoice ALL customers.
- If blank the Nominal Code defaults to the one in Global Parameters.
- If blank the VAT code defaults to the one in Global Parameters.
- If you work in Secondary currency then it assumes you are invoicing in that.

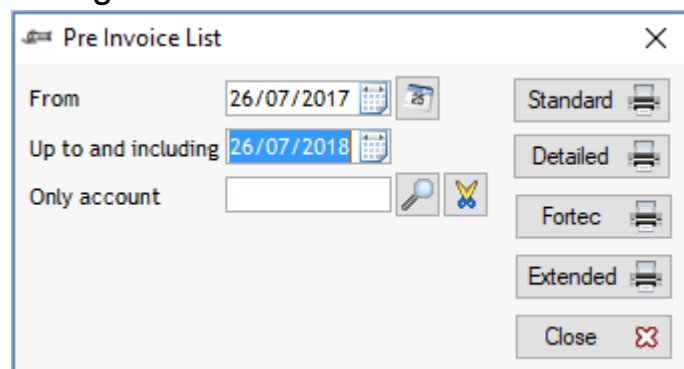
PRE-INVOICE CHECKS

Although invoices can be reversed if things go wrong, it is wise to check the jobs before pressing the button. You can do this in a variety of places.

Pre-invoice reports via Reports/Invoices/Pre-Invoice List.



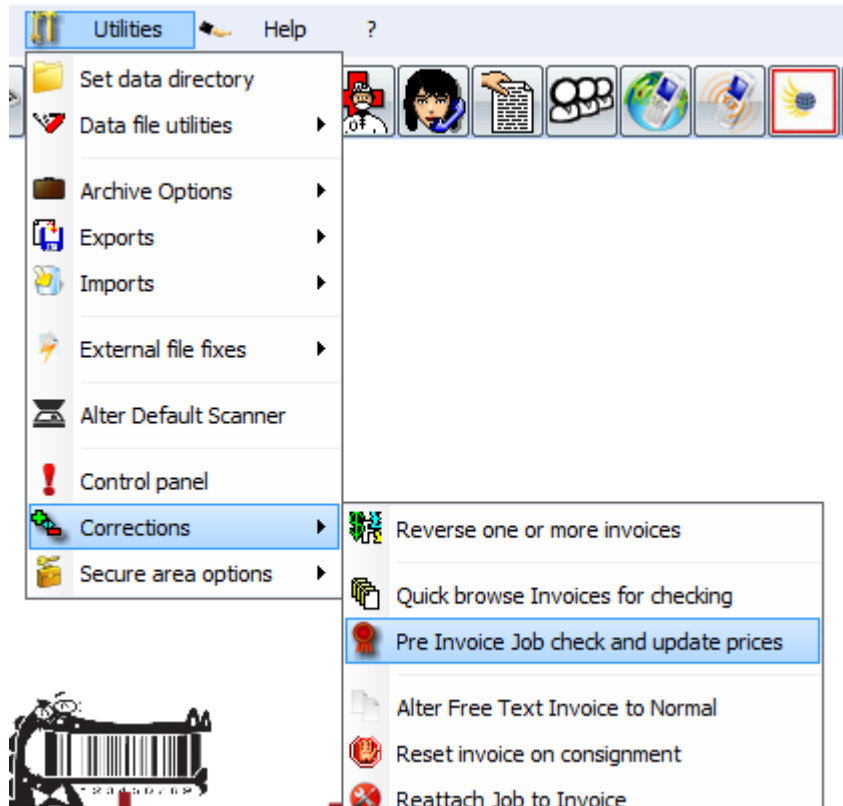
This gives -



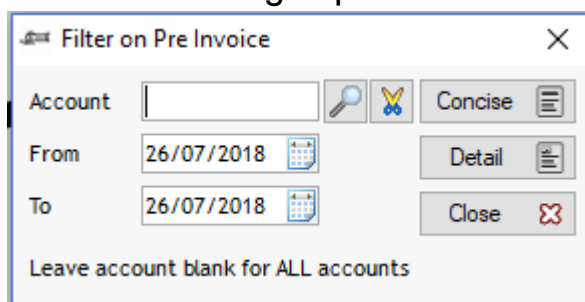
You can select an option. It will preview on the screen first so that you do not actually need to print it if you don't want.

Additionally, there is a further check on Utilities/Corrections/Pre Invoice Job Check and update prices.

Note: You must have authorized access to get this option.



This in turn brings up -



You can choose Concise or Detailed views.

Concise -

Pre Invoice Job check/update prices

Job	Other	TPN	ACC	From Name	Date	To Town	To Pcode	TPN	Sur	Ins	Cost	QP	HP	FP	HOS	OS	Items	Kilo	COL	DEL
1		ZIPZAP		ZIPZAP COMPUTER	26/07/2018	WELLINGBOROUGH	NN29 7DT			<input type="checkbox"/>	0.00	0	0	0	0	0	1	50	0.00	0.00

To save the amended price press the TAB key after alteration. To remove columns right-click on table and choose Select columns. [RED highlight means invoiced or price locked.]

Details Close

Detailed -

Pre-invoice Jobs

Job	Docket	TPN	Date	Account	Coll PC	Del PC	Charge	Vat	Items	Weight	Town
1	0		26/07/2018	ZIPZAP	LN2 4WJ	NN29 7DT	50.00	T1	1	50	WELLINGB

Job: 1 TPN UK: Docket: UK Mail:

Account Ref: ZIPZAP Date: 26/07/2018 Order No.:

Collect Name: ZIPZAP COMPUTERS LIMITED Delivery name: FRED SMITH

Address 1: COMMERCE HOUSE Delivery address 1: 1 TRENT GARDENS

Address 2: 2 CARLTON BOULEVARD Delivery address 2: IRCHESTER

Collection Town: Consignee Town:

Collection County: LINCOLN Consignee County: WELLINGBOROUGH

Collection PCode: LN2 4WJ Consignee PCode: NN29 7DT

Hub Charge: 0.00 Insurance: Quarter pallets: 0 TPN Service Code: Day:

Collection charge: 0.00 Half pallets: 0 Fortec Service:

Delivery charge: 0.00 Full pallets: 0

Cost: 0.00 Half oversize pallets: 0

Scheme/Surcharge: Oversize pallets: 0

Price quoted: 50.00 Vat code: T1 Items: 1 Weight: 50

Update Cancel Close

There are further checking options.

- a. Actions/Invoicing/Checks on Invoices/Report consignments with zero charge -This finds any jobs that have a zero charge on them.
- b. Utilities/Secure Area Options/Check for Problem Jobs/Orphan - This finds jobs where the associated account has been deleted. To correct, just put the account back in the system.
- c. Utilities/Data File Utilities/Healthcheck - This checks all files for corruption and advises of any problems.

INVOICE RUN

Actions/Invoicing/Create Invoices

Create Invoices [X]

From Account: [Search]

To Account: [Search]

From Date: [Calendar]

Upto Date: [Calendar]

Invoice date: [Calendar]

Invoice Period

Monthly - ALL

Two Weekly only

Weekly only

Daily only

SPECIALIST OPTIONS

One Job only: [Search]

Only applies if using ONE account

Invoice even if not shown as delivered

Do not create invoice where zero value

Just TPN Skip local TPN where depot is

Skip highest invoice number check

Skip POD signature requirement

Do not invoice where job has zero charge

Process [Green Checkmark]

Close [X]

Note: Accounts ON HOLD will NOT be invoiced.

If you skip the highest number check then ensure that you check the NEXT number in Global Parameters BEFORE and AFTER invoice creation.

By default, the program will set all the options to invoice all outstanding jobs to the current date. You should only alter this if you are sure.

If you omit some data then the next time the invoice run is performed then it will catch it up.

The invoice periods are set to Daily, Weekly, Two weekly and Monthly. This is not fixed and is presented this way to make the concept easier. They are simply periods 1, 2, 3 and 4.

- a. If you invoice Daily customers then it only invoices them.
- b. If you invoice Weekly customers then it invoices Weekly and Daily.
- c. If you invoice Two weekly then it invoices Two weekly, Weekly and Daily.
- d. If you invoice Monthly then it does them all.

If you alter the FROM DATE to a later date then anything before that date will be skipped.

The UPTO date is the last date to consider. It will skip anything after this date.

The INVOICE DATE is the date you want on the invoices as the creation date.

You get options to not invoice if the total invoice is zero and to skip individual items on the invoice that are set to zero.

The Just TPN option is included where a TPN depot wants to do distinct invoice runs for TPN and non-TPN jobs.

The Skip highest invoice number check is a specialist option that should only be used under supervision.

One job only does what it says. Invoice the one job.

WHAT DOES CREATE INVOICES ACTUALLY DO?

It matches the criteria that you selected and gets all jobs for a particular customer one at a time.

It gets the next invoice number from Global Parameters and creates an invoice record with this number. It fills in the name, address, totals, exchange rate etc.

It places the invoice number onto the invoice number field of every consignment that was matched. Previously this was set to zero.

It increments the invoice number in Global Parameters.

It gets the data for the next customer.

It continues this process until complete.

You can then print or email the invoices.

Note: Reversing invoices is therefore a simple process as all it has to know is the number of the invoice that you want to reverse back to. It removes all invoice records above this number and runs down the consignments and sets the associated invoice number back to zero where previously it was above this.

Reversing invoices may take a little while as it deliberately runs through every invoice and every job and considers them. This is a safeguard.

FREE TEXT INVOICING

Actions/Invoicing/Free Text Invoicing

This is used where you want to invoice for something that is not related to a consignment, storage for example.

The screenshot shows a software window titled "Invoice Details" with a close button (X) in the top right corner. The window contains the following fields and controls:

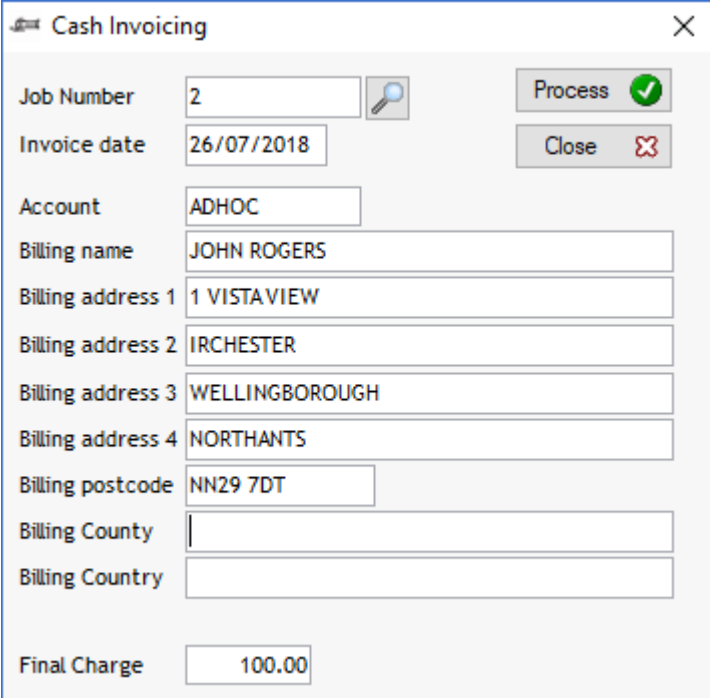
- Invoice Date:** A date field containing "26/07/2018" with a calendar icon.
- Account:** A text input field with a search icon.
- Name:** A text input field.
- Address 1, Address 2, Address 3, Address 4:** Four stacked text input fields.
- Postcode:** A text input field.
- Country:** A text input field.
- Associated VAT Code:** A text input field with a right-pointing arrow icon.
- Nominal Code:** A text input field.
- Free Text Invoice:** A checked checkbox.
- Text:** A large empty text area.
- Financial Fields:**
 - Net:** 0.00
 - Vat:** 0.00
 - Gross:** 0.00
 - Amount paid:** 0.00
 - Date paid:** A date field with a calendar icon.
 - Euro exchange rate:** 0.000000
 - Discount %:** An empty text field.
 - inc fuel surcharge:** 0.00
- Status Checkboxes:**
 - Posted
 - Invoice printed
 - Invoice paid
- Buttons:** "OK" (with a green checkmark icon) and "Close" (with a red X icon) are located in the top right area.

You simply fill in the details and click OK.



CASH INVOICING

'One off' jobs can be entered under the ADHOC account. This is where you are doing work for someone and you are not going to create an account for them.

To invoice them you use Actions/Invoicing/Cash Invoicing



The screenshot shows a 'Cash Invoicing' window with the following fields and values:

Job Number	2	Process 
Invoice date	26/07/2018	Close 
Account	ADHOC	
Billing name	JOHN ROGERS	
Billing address 1	1 VISTAVIEW	
Billing address 2	IRCHESTER	
Billing address 3	WELLINGBOROUGH	
Billing address 4	NORTHANTS	
Billing postcode	NN29 7DT	
Billing County		
Billing Country		
Final Charge	100.00	

Select the job, enter the basic details and hit Process.

An invoice is immediately created.

CREATING A POSTING FILE

The location where the accounts posting file is created is set in Setup then LOCAL PARAMETERS. This can be anywhere that the program has access to write a file.

Look for the Accounts tab and set the Sage Directory to where you want the file saving. Use the same field for Xero.

The screenshot shows the 'Local Parameters' dialog box with the 'Accounts' tab selected. The 'Sage directory' field is set to 'C:\Temp\'. Other fields include 'Manifest Printer' (HP Deskjet 2540 series), 'Label Printer' (Microsoft XPS Document Writer), 'Communication timeout' (30), and 'Data Directory' (C:\ProgramData\ZipZap Computers\Loadmaster\). The 'Save' button is highlighted with a green checkmark.

Field	Value
Manifest Printer	HP Deskjet 2540 series
Label Printer	Microsoft XPS Document Writer
Sage directory	C:\Temp\
Communication timeout	30
Images directory	
Export directory	C:\Temp
Import directory	H:\UKDATA\BulkPNG\A
Mobile Out Dir	
Mobile Import Dir	
Vista, 7, 8 & 10 Mapped Drive	C: Drive
Mapped URL	
Data Directory	C:\ProgramData\ZipZap Computers\Loadmaster\

You create the file using Actions/Invoicing/Create Sage/Xero posting file.

The program will know which invoices you have already posted and will suggest values to be used.

You will see something similar to this -

In general, you should choose the Sage button on the top option if using Sage and the Xero button if using Xero.

If you want to create a posting file for a range that is not suggested then select the range and tick 'Include those already exported'.

There is an option to perform and export based on dates and a further to include Credit Notes.

The 'Do not convert any 2nd currency to primary' does not export the 2nd currency value but uses the 1st currency instead. Check how your accounts package wants the data.

The transaction file will be called TRANS.CSV

IT IS HIGHLY RECOMMENDED THAT BEFORE YOU IMPORT A TRANSACTION FILE FROM LOADMASTER INTO YOUR ACCOUNTS PACKAGE THAT YOU DO A BACKUP OF THE CURRENT ACCOUNTS DATA.

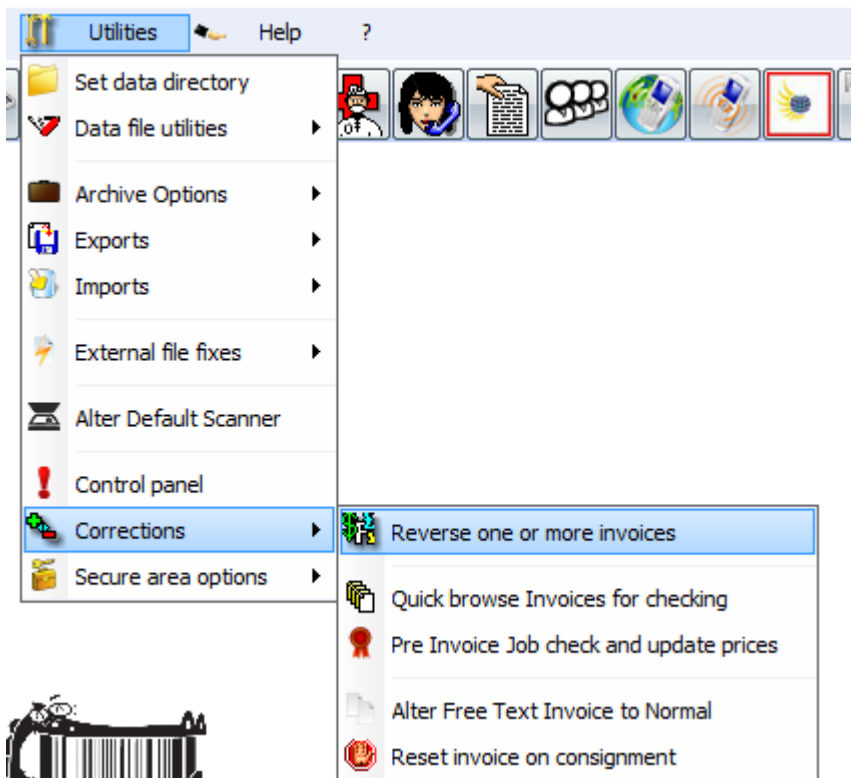
It is easier to restore a backup than reverse many postings.

REVERSING AN INVOICE RUN OR A GROUP OF INVOICES

You should reverse invoices with caution as the reverse cannot be undone.

Unless there is a special reason you should always reverse back to the last 'good' invoice. You should seek our advice if you want to do anything else.

Reverse one or more invoices appears on the Utilities menu.



Choosing this option opens another window.

Use this with care -

Reverse or Update Invoices
✕

Reverse back to and including Confirm

Reverse one single invoice Confirm

Ticking this option will cause the Lock Price tick to be removed from all consignments concerned

Ticking this option will cause the Lock Price tick to be removed from all consignments concerned ➡

Special Reverse of Invoice - use under instruction only

Reverse back to and including

Date of these invoices

Affecting consignments between and Confirm

Set consignments to invoiced state

Mark items prior to this date as invoiced Confirm

Set consignments to non-invoiced state

Mark items after and including to non invoiced state Confirm

Remove HOLD flag as well

In general, you should only ever use the top option and then to reverse the last invoice run.

Put the number of the invoice in the field (this is normally the first invoice of the last run). Tick confirm and click on reverse.

Check the next invoice number in Global Parameters afterwards.

EMAILING INVOICES

It is important that you know what email system you are going to use to send invoices. Normally you will have already set this up and are using it. There are three different methods -

- a. SMTP (standard method. Used by Thunderbird, eM Client etc)
- b. Outlook
- c. MAPI

The email settings for the program are located on each individual computer in Setup/Local Parameters on the Email tab.

The screenshot shows the 'Local Parameters' dialog box with the 'Email' tab selected. The 'Manifest Printer' is set to 'HP Deskjet 2540 series' and the 'Label Printer' is 'Microsoft XPS Document Writer'. The 'Email' tab contains the following fields:

- Email address:
- Email server:
- Username/Profile:
- Email password:
- SMTP Port: Leave blank if no authentication required

Below the email fields are 'Local directories' for:

- Images directory:
- Export directory:
- Import directory:
- Mobile Out Dir:
- Mobile Import Dir:

At the bottom left, 'Communication timeout' is set to 30. At the bottom right, there are 'Save' and 'Close' buttons.

These settings will already have been used to set up the email on the computer.

Email address is the address of the account you use and is the one that other people reply to.

Email server is used for SMTP email and is normally something like smtp.freeola.net (yours will be different). Leave alone if using Outlook.

Username/Profile is the username that your system uses with the associated account. It may be the same as your Email address. If using Outlook then you use your Outlook profile name, this is visible in your account settings in Outlook.

Email password is the password associated with the account.

The SMTP port varies according to your provider. If using Outlook then leave it alone. Otherwise this may be 25, 435 or 587. See your Email client.

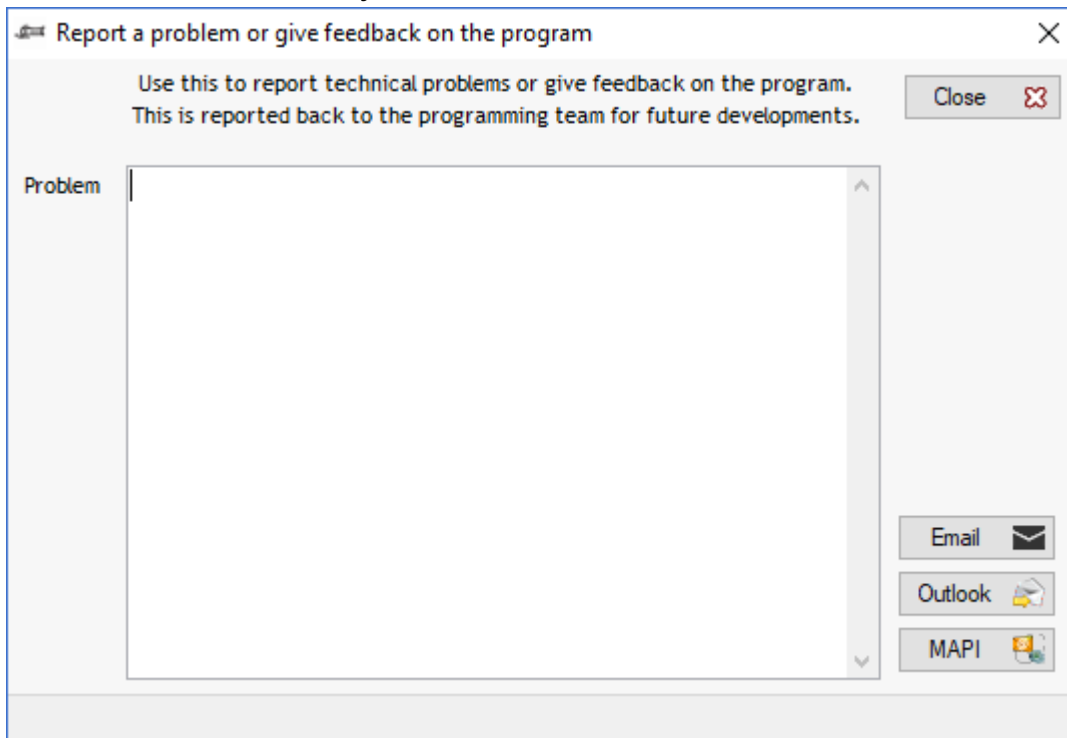
At the bottom of the page there are a number of Local Directories. The Export directory is used to store copies of created PDF invoices. Unless you need to store these in a particular place then it is recommended that you create a directory on the local disk C: and point all these to it. Here I have created a directory called Temp on local disk C: and set all to it.

You should test the email connection by going into Help then the option of 'Report a problem or give feedback'.

Type a message on the Problem area and click on the button in the lower left. Choose Email if using SMTP, Outlook if using Outlook and MAPI is using anything else.

Please type a meaningful message such as 'Testing email at

The screen will initially look like this -



If successful you will get a success message and the screen will close.

If unsuccessful it will give an advisory message of what is wrong.

If you cannot send a message from this then you not be able to email invoices.

EMAILING INVOICES

The program needs to be able to access the email address of your customers. You set these on the billing tab of their account.

The screenshot shows the 'Create/Amend Accounts' window with the 'Billing' tab selected. The 'Billing email' field is highlighted with a red circle and contains the text 'contact@zipzap.co.uk'. Other fields include 'Account Ref' (ZIPZAP), 'Billing name' (ZIPZAP COMPUTERS LIMITED), 'Billing address 1' (COMMERCE HOUSE), 'Billing address 2' (2 CARLTON BOULEVARD), 'Town' (LINCOLN), 'Billing County' (UNITED KINGDOM), 'Billing Postcode' (LN2 4WJ), 'Billing Country' (UNITED KINGDOM), 'Billing phone' (01158882830), 'Billing contact', 'Nominal code' (4000), 'VAT code', 'Vat number', 'Fuel surcharge %' (0.00), 'Discount %' (0.00), 'Sage Account', 'SAP Sales Ref', 'Invoice Period' (Monthly selected), 'Work in Secondary Currency', 'Display both Currencies', 'Do not invoice', 'Invoice without POD', 'Credit limit' (0.00), and 'Credit days'. The 'On stop' checkbox is checked, and the 'No export' checkbox is unchecked. The 'Replicate' button is visible next to the 'Billing Postcode' field.

To send to two emails at the same time simply put a semi-colon between the addresses e.g.

contact@zipzap.co.uk;fred@zipzap.co.uk

If the address is blank then the program will look at the normal email address and send to that instead.

If both are empty then it will be unable to send and will advise you.

General email -

Create/Amend Accounts

General Billing Charges Notes Inv Message Custom Fortec

Account Ref ZIPZAP

Account name ZIPZAP COMPUTERS LIMITED

Address 1 COMMERCE HOUSE

Address 2 2 CARLTON BOULEVARD

Address 3

CITY LINCOLN

County LINCOLNSHIRE

Postcode LN2 4WJ

Country UNITED KINGDOM

Phone 01158882830

Fax

Out of hours 07803758658

Email contact@zipzap.co.uk

Contact

Skype name

Usual collector

Last import

Learn addresses
 Skip on runsheet
 Own paperwork

You can send a single invoice or a block of invoices at any time.

Choose Actions/Invoicing/Email Invoices -

Invoice number	Invoice Date	Account	Name	Net	Vat	Gross
1	26/07/2018	ADHOC	JOHN ROGERS	100.00	0.00	100.00

CLICK ON REQUIRED INVOICE OR HOLD DOWN CTRL & CLICK ON EACH TO MULTI SELECT

SMTP emailing or Outlook should be used if possible but MAPI can be used to invoke any email client without further setting up. MAPI will display the email in your email client software prior to sending.

Message

Local Parameters not set - cannot SMTP email

CLOSE

Note that the invoices are displayed in REVERSE order, so the newest are at the top.

Click on the invoice you want to send OR hold down the CTRL key and click on each to multi-select.

Choose the appropriate button on the right-hand side.

Invoices are created in PDF format before being attached to the email. These are saved in your Export directory prior to sending.

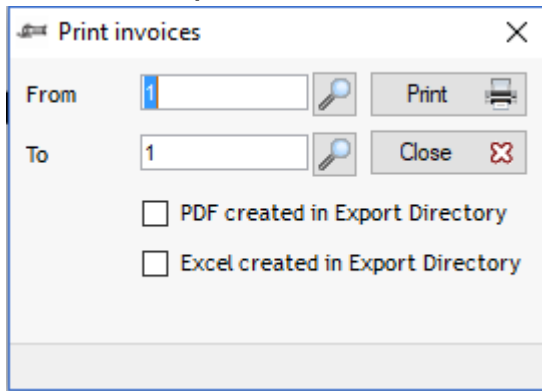
If you want to send a message with the emails then type it in the Message box before you send.

At the end if some failed then you will be notified. Sent emails are logged in Actions/Invoicing/Email log.

ADDITIONAL - INVOICE PRODUCTION

You can generate invoices as PDF or CSV files at any time.

Choose Reports/Invoices/Print Invoices in Range -



Tick PDF created in Export Directory to create all in this directory, they will be named (invoice number).PDF

Tick Excel created in Export Directory to create all in this directory, they will be named (invoice number).CSV

You can create as many as you like.

The invoice will be displayed in preview -

Previewing the Invoices3 report

ABC FREIGHT

UNIT C
WELLAND ESTATE
WELLAND ROAD
LINCOLN
LN1 2BX

ZIPZAP COMPUTERS LIMITED
COMMERCE HOUSE
2 CARLTON BOULEVARD
LINCOLN
LN2 4WJ

INVOICE NO : 2
DATE : 27/07/2018
CUST REF : ZIPZAP

Date	Delivery name	Postcode	Ref 1	Ref 2	Type	Items	Weight	Vol	Charge
26/07/2018	FRED SMITH	NN29 7DT	1		P	1	50.370		50.00

You can also abort by closing the window.

RANDOM TESTING

It is vitally important that you check the accuracy of the invoicing on a regular basis.

Before emailing all the invoices out it is recommended that you print a random invoice and go through it thoroughly to ensure it is accurate.

If discrepancies are found then determine why. If necessary reverse the invoice run, perform the corrections and run the invoices again. Recheck the accuracy.

Never just assume that the invoices are correct.

Always report discrepancies.