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IQ DELIVERIES AND COLLECTIONS

P R E F A C E

This is the IQ Deliveries and Collections guide for IQ Retail (PTY) Ltd Accounting Software Systems. It will cover in detail, the technical aspects which are applicable to the IQ Enterprise Accounting Software system.

The IQ Deliveries and Collections document will by no means make an expert of you, but it will aid in configuration of the IQ Deliveries and Collections for it to function correctly with the IQ Enterprise Accounting Software system.

Although every effort has been made to keep this IQ Deliveries and Collections document up to date, some of the screen examples may not be 100% the same as the ones reflected in previous versions of IQ Deliveries and Collections. This is due to the continuous development and improvement of the IQ Deliveries and Collections.

Unfortunately, there will be a discrepancy from time to time. We do apologize for the inconvenience that it may cause.

Should you feel that the IQ Deliveries and Collections document is inadequate or requires further explanation or more and better examples, please feel free to email us.

We would love to have some feedback to improve the IQ Deliveries and Collections document in some way or another.

Regards,

IQ Retail (PTY) LTD



CONTENTS

INTRODUCTION	6
SETUP	6
Maintain Vehicles	9
Button Functionality	9
Maintain Status Type	11
Button Functionality	12
Maintain Delivery Areas	16
Button Functionality	17
Cancel	17
Filter	17
Visible Fields	17
Export	17
New	17
Edit	17
Delete	17
Accept	17
Enable Strict Credit Note Control	18
Enable Audit Reasons	18
OTHER SETTINGS	19
Stock Items	20
Major Stock Departments	21
Warehouses	22
IN PROCESSING MODULE	23
DELIVERIES AND COLLECTIONS MAINTENANCE	27
Sort Order	28
Number	28
Document	28
Date	28
Debtor Account	28
Stock Code	28
Report Selection	29
Invoice Instruction	29
Issue Summary Report	29
Outstanding Items Report	29
Completed Items Report	30
Selected Vehicle Issue Report	30
Items To Be Delivered Report	30
Picking Slip	32
Audit Summary	32
DELIVERIES And COLLECTIONS MAINTENANCE	33
Show Which	34
Current	34
History	34
Colour Legend	34
Completed	34
Partially Issued	34

Picking Slip Has Been Printed	34
Available Filters	34
Issue Information	34
Invoice Date	35
Document	35
Account	35
Account Name	35
Delivery Date	35
Stock Code	35
Stock Description	35
Invoiced Qty	35
Refunded Qty	35
Issued Qty	35
To Be Delivered	35
To Be Returned	35
Button Functionality On Current	36
Select Visible	36
Export	36
Filter	36
Report	36
Flash Reports	36
Delivery Date	37
Archive Completed	37
Return To Current	38
Issuing Of Stock	38
Issue Cancellations	38
Add Manual Entry	39
Close	39
ADD MANUAL ENTRY	39
Document	39
Account	39
Stock Item	39
Status	40
Date	40
Delivery Date	40
Available Quantity	40
Cancel	40
Accept	40
ISSUING OF STOCK	41
Selected Item	41
All Items For Selected Debtor	41
All Items For Selected Invoice	41
All Items For Selected Delivery Area	41
ISSUING OF STOCK	42
Parameters	42
Vehicle Capacity	42
Colour Legend	42
Issue Information	43
Stock Item	43
Stock Description	43
Document	43

Credit Note	43
Delivery Area	43
Status	43
Status Description	43
Status Qty	44
Available Qty	44
Delivery Vehicle	44
Issue Qty	44
Button Functionality	44
Allocate Status	45
Enable Editing	46
Disable Editing	47
Recon Report	47
Design	47
Process And Preview	47
Process And Print	47
Cancel	47
ISSUE CANCELLATIONS	48
Cancel Date	49
Colour Legend	49
Available Filters	49
Issue Information	50
Document	50
Date	50
Status	50
Status Description	50
Vehicle	50
Vehicle Description	50
Issued Qty	50
Cancel	51
CREDIT NOTES	51

INTRODUCTION

The Deliveries and Collections module has been designed to assist the user in keeping track of all stock that need to be delivered to, or that need to be collected by customers.

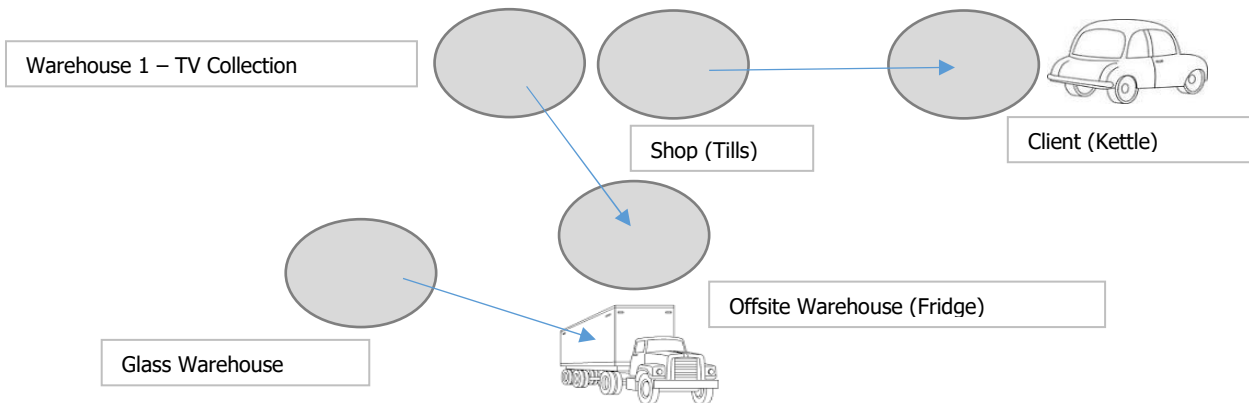
Example: The client goes to a Home & Appliances store to buy a new kettle and fridge for the kitchen, a new television and a new mirror for the bathroom. The client will pay at one till from everything bought, but he can only take the kettle with him. The television needs to be collected at the warehouse, the fridge needs to be delivered and the client can only collect the mirror the next day, as it still needs to be cut.

The Delivery and Collections module allows the user to manage exactly what happens to which item. When the sale is processed, an Invoice as well as Invoice Instructions will be printed. The user takes the invoice and the kettle that he can take with him, as well as the instruction to collect the television at the warehouse. At the warehouse a picking slip can be printed and the stock controller will issue the correct television to the client. Other instructions are printed, one at the offsite warehouse where the fridges are kept and one at the glass store where the correct size and shape of mirror can be cut.

At the offsite warehouse the stock controller can print a picking slip, to enable the picker to go and fetch the correct fridge. This fridge can be allocated to a specific vehicle for delivery and the user can even decide which route should be used to the delivery address.

The next day, the client phones the glass warehouse and states that he doesn't have the necessary equipment to transport the mirror without breaking it. The user can then change the status on the issue, from "to collect" to "to deliver".

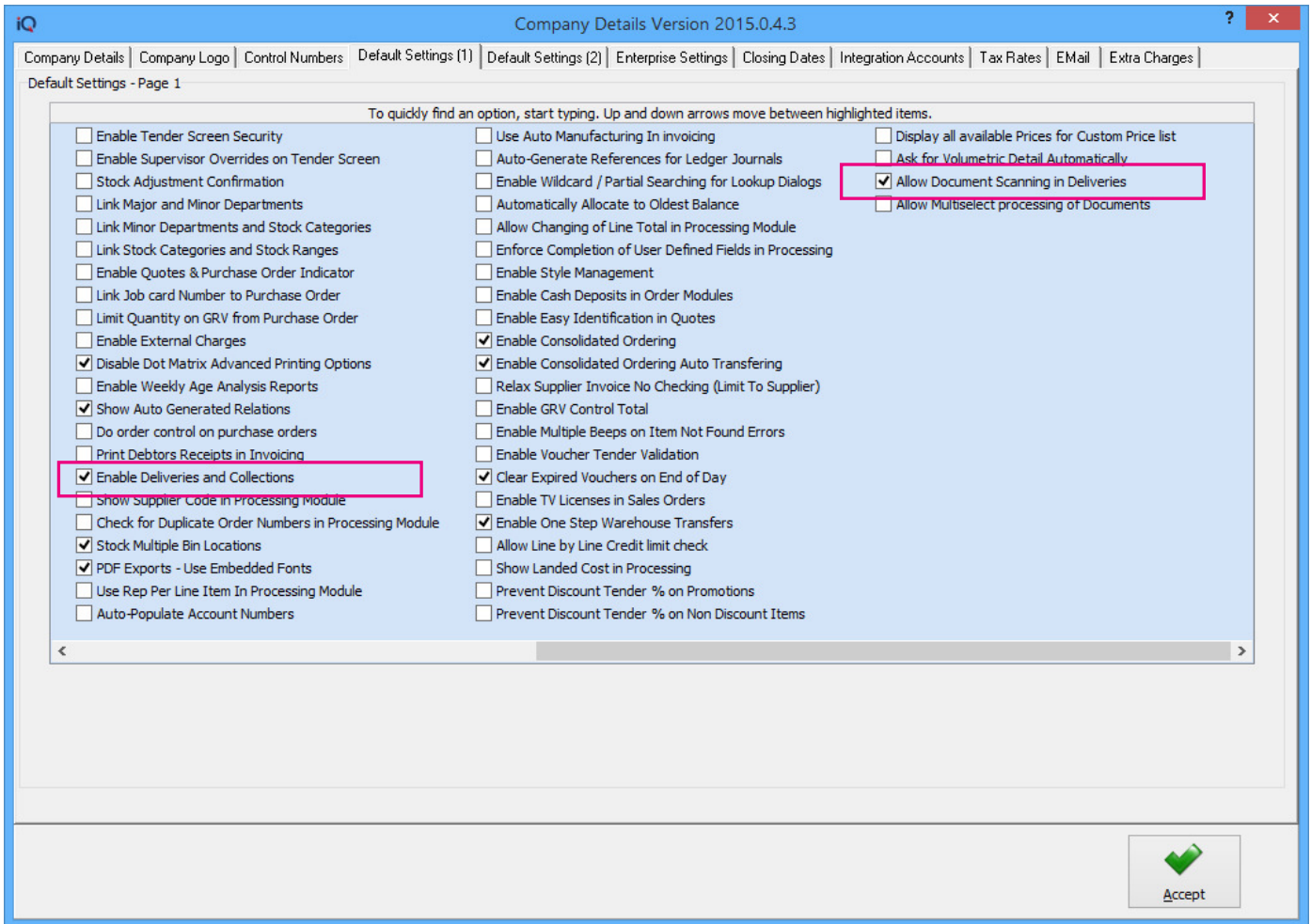
On the way to the client, the mirror brakes. The user can cancel the issue for this specific delivery and the system will show that a new mirror needs to be issued. If the client doesn't want this mirror anymore, a credit note can be processed to cancel the issue.



SETUP

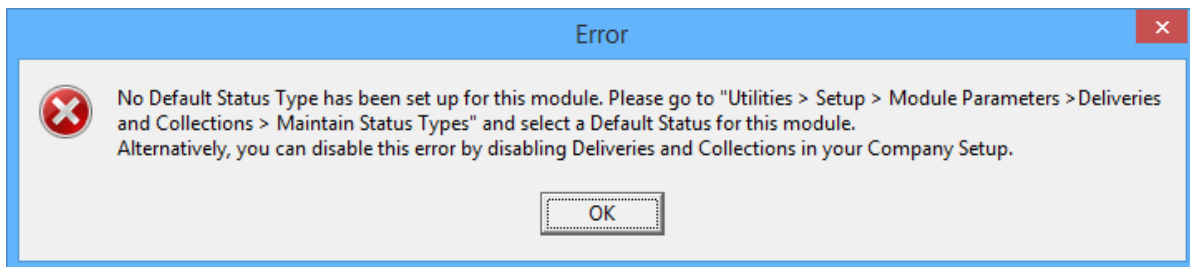
The first thing to do is to enable Deliveries and Collections on the system.

From the IQ Main menu → Utilities → Setup → Company Details → Default Setting (1).



Enable Deliveries and Collections by ticking it and click on Accept to save the change.

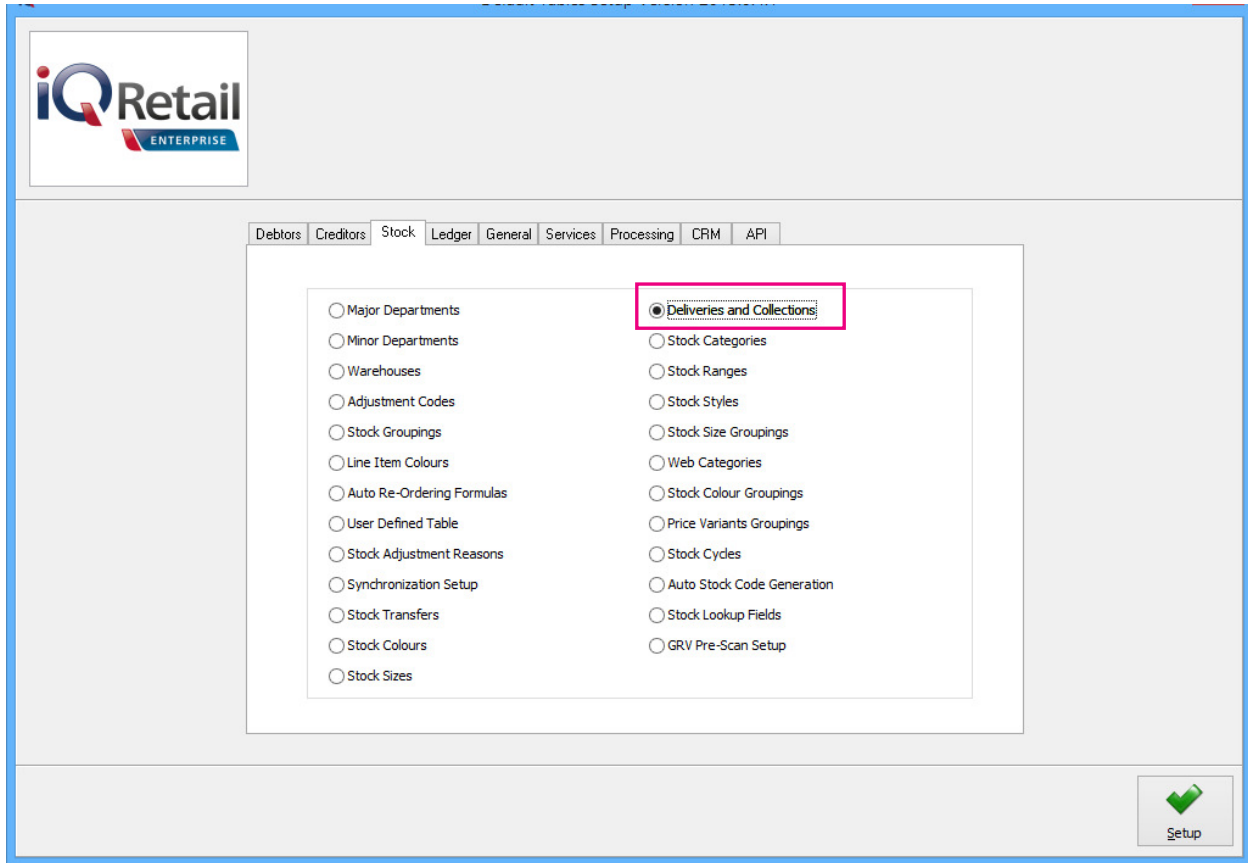
The second thing to do is to configure the Deliveries and Collections Parameters under Module Parameters. This will enable the user to setup delivery vehicles, delivery areas and status types. If the status types are not setup, the following message will appear when entering the processing module:



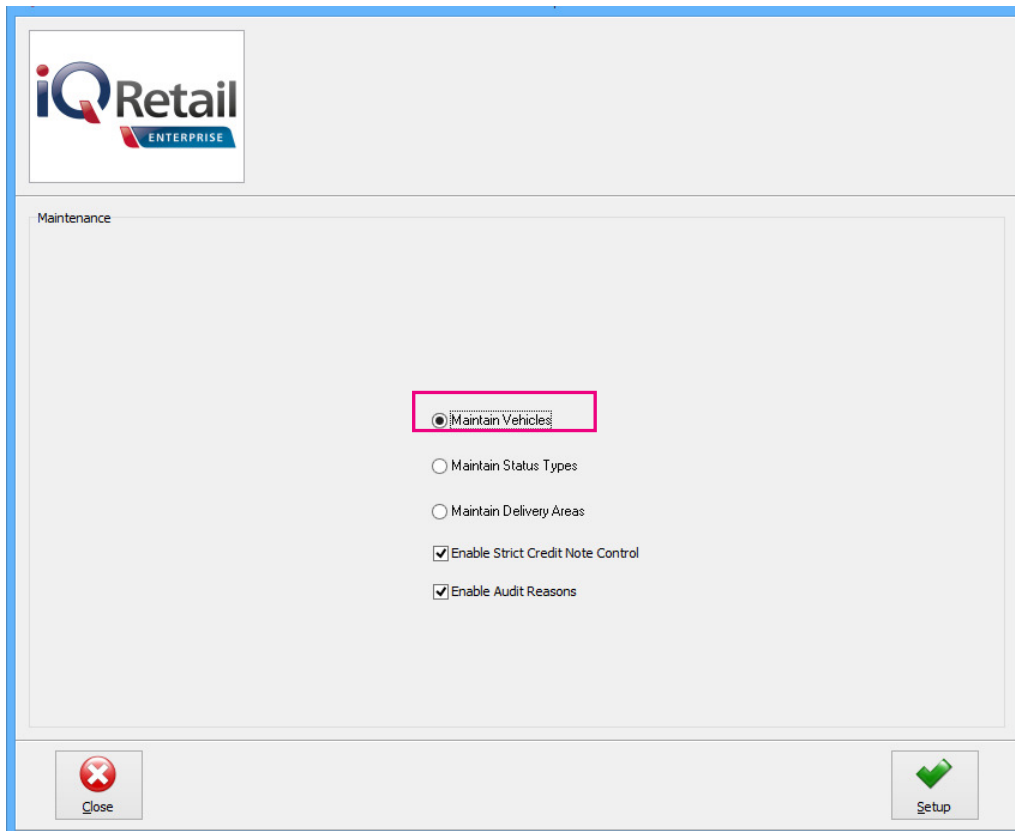
NOTE: The system will not block the user from continuing with the sale, the transaction will not appear under Deliveries and Collections. In other words, the Deliveries and Collections will not work correctly.

NOTE: When "Allow Document Scanning in Deliveries" setting is enabled in Default settings (1), the user will be able to scan in the document for issuing purposes. This setting will allow the user to scan the document and the system will immediately pop up the issue screen.

To setup Deliveries and Collections go to IQ main menu → Utilities → Setup → Module Parameters → Stock tab → Deliveries and Collections and click on Setup.

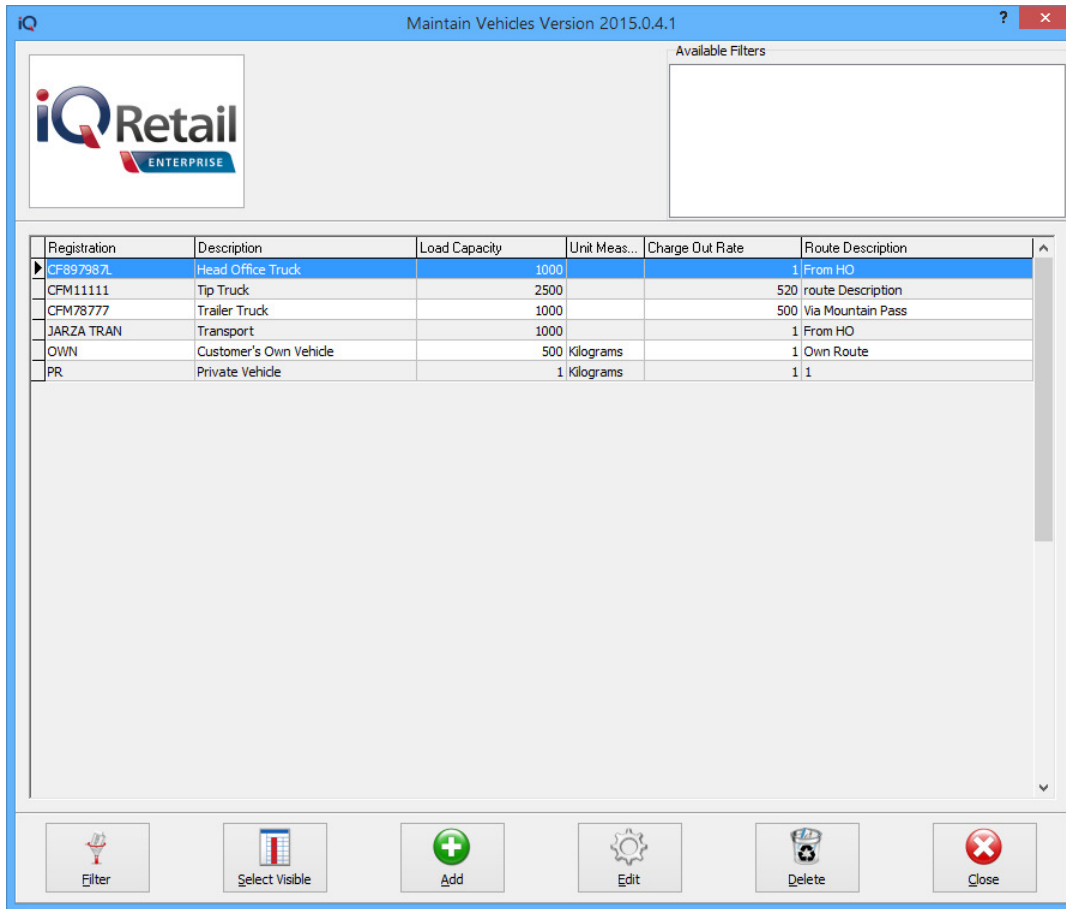


The Deliveries and Collections Setup screen will appear.



There are five options when opening the Deliveries and Collections Setup: Maintain Vehicles, Maintain Status Types, Maintain Delivery Areas, Enable Strict Credit Note Control and Enable Audit Reasons.

MAINTAIN VEHICLES

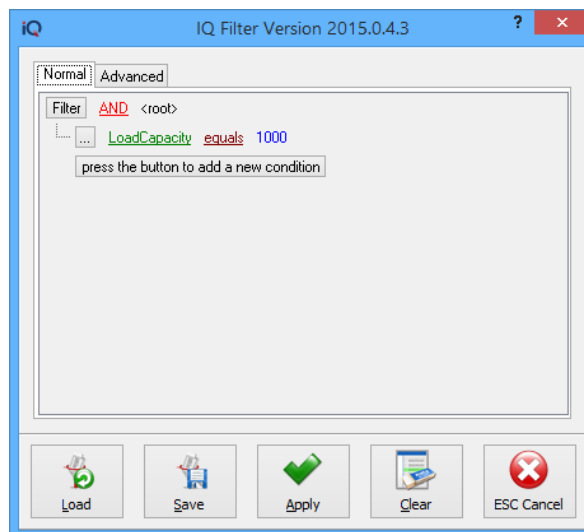


The vehicle maintenance setup is used to list all the vehicles the company uses for deliveries, with their charge-out rates. These vehicle settings will be used for reporting purposes in Deliveries and Collections.

BUTTON FUNCTIONALITY

FILTER

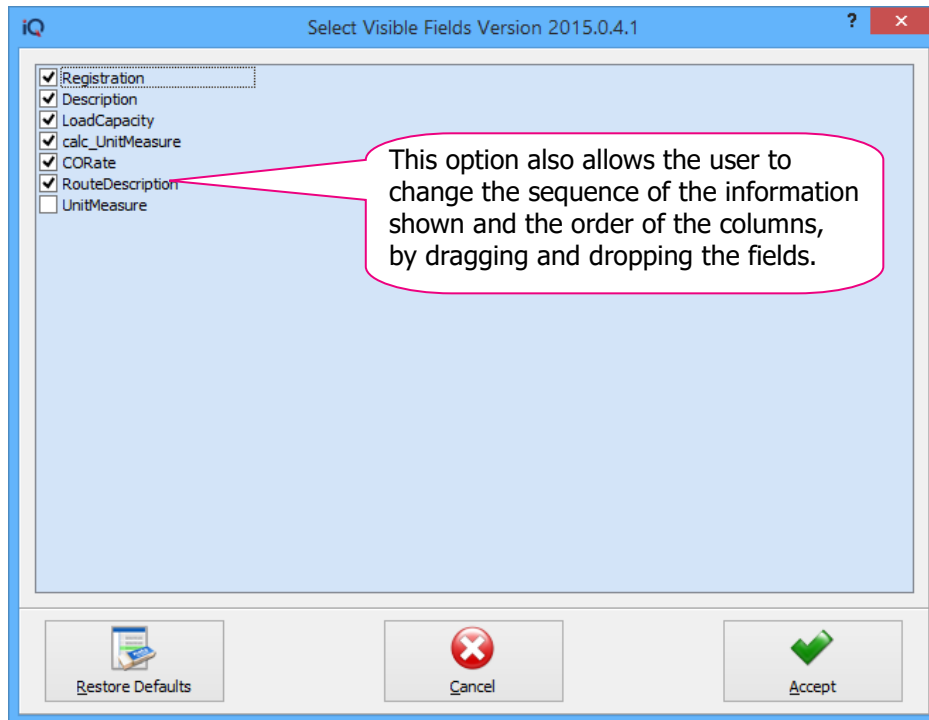
This option allows the user to filter for specific information on this screen.



NOTE: The filter options are case-sensitive, meaning that if the description was captured as capital letters, the filter option also must be entered as capital letters.

SELECT VISIBLE

This option enables the user to change the information visible on the screen.



Click on the Accept button at the bottom of the screen to apply the visible field selection.

ADD

This option allows the user to add another vehicle to the list.

Registration No	PR
Description	Private Vehicle
Load Capacity	500.00 kilograms
Charge Out Rate	R 1.00
Route Description	1

NOTE: All the fields in vehicle maintenance are required fields, meaning the system will not allow the user to continue if the fields are not captured.

REGISTRATION NO

This will be the vehicle's registration number or a code which can be used to identify the vehicle.

DESCRIPTION

This is a short description of the vehicle.

LOAD CAPACITY

The load capacity is the maximum amount of weight a vehicle can carry without becoming unstable on the road. The user can distinguish between kilograms and tons by selecting either.

CHARGE OUT RATE

The charge out rate represents the running cost of the vehicle per kilometer.

ROUTE DESCRIPTION

The specified route this vehicle is set to take in normal circumstances.

EDIT

This option allows the user to edit or change a vehicle's information.

DELETE

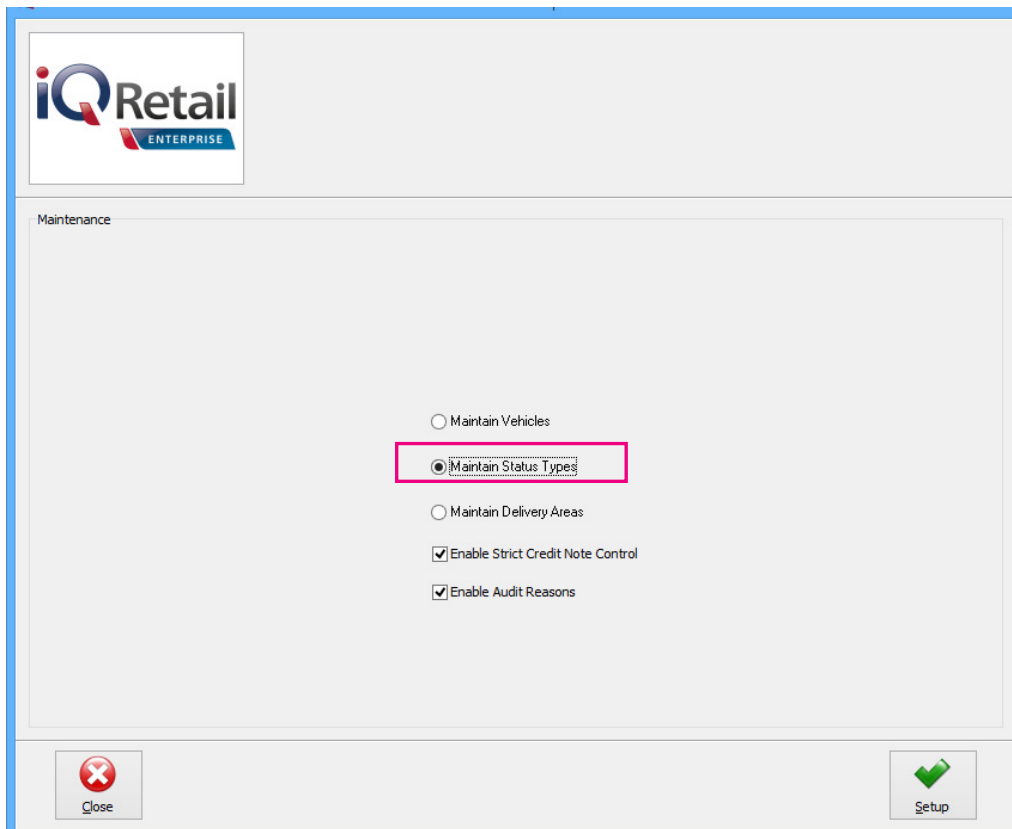
This option allows the user to delete a vehicle which is no longer used.

CLOSE

This option allows the user to close the Vehicle Maintenance screen.

MAINTAIN STATUS TYPE

To setup the Status Types, select from the IQ main menu Utilities → Setup → Module Parameters → Stock Tab → Select Deliveries and Collections and click on Setup.

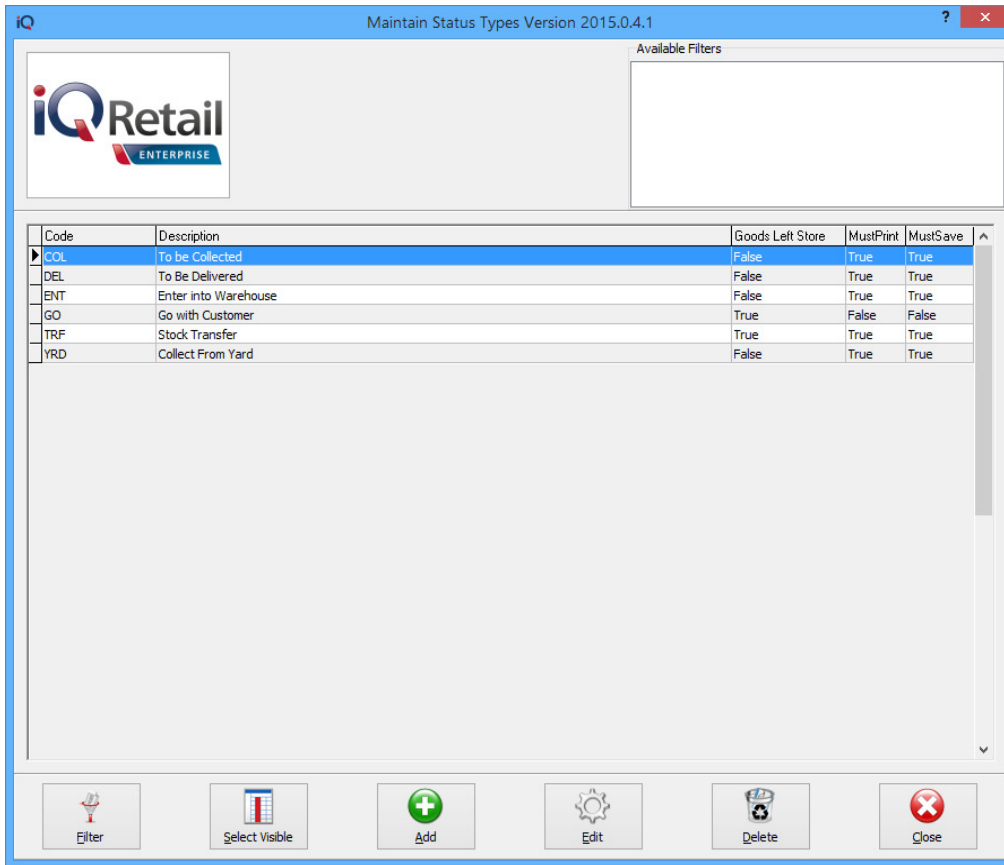


The screenshot displays the 'Maintenance' configuration window in the iQRetail Enterprise application. The window title is 'Maintenance'. It contains the following options:

- Maintain Vehicles
- Maintain Status Types (highlighted with a pink box)
- Maintain Delivery Areas
- Enable Strict Credit Note Control
- Enable Audit Reasons

At the bottom of the window, there are two buttons: 'Close' (with a red 'X' icon) and 'Setup' (with a green checkmark icon).

Maintain Status Types:

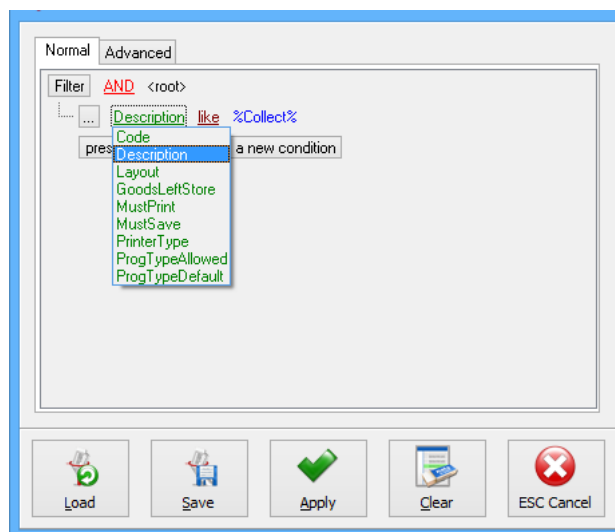


The Status Types tell the user what happened with the stock that was sold. Example: has the stock gone with the customer, in other words left the store or it will be collected or should it be delivered.

Once an invoice was processed, either via the Processing module or via the POS module, the stock has been deducted from the On-Hand stock. The stock that appears in the transaction in the Deliveries and Collection module doesn't form part of the company's on hand stock on the system anymore, it is stock that has already been sold and deducted from the on-hand quantities.

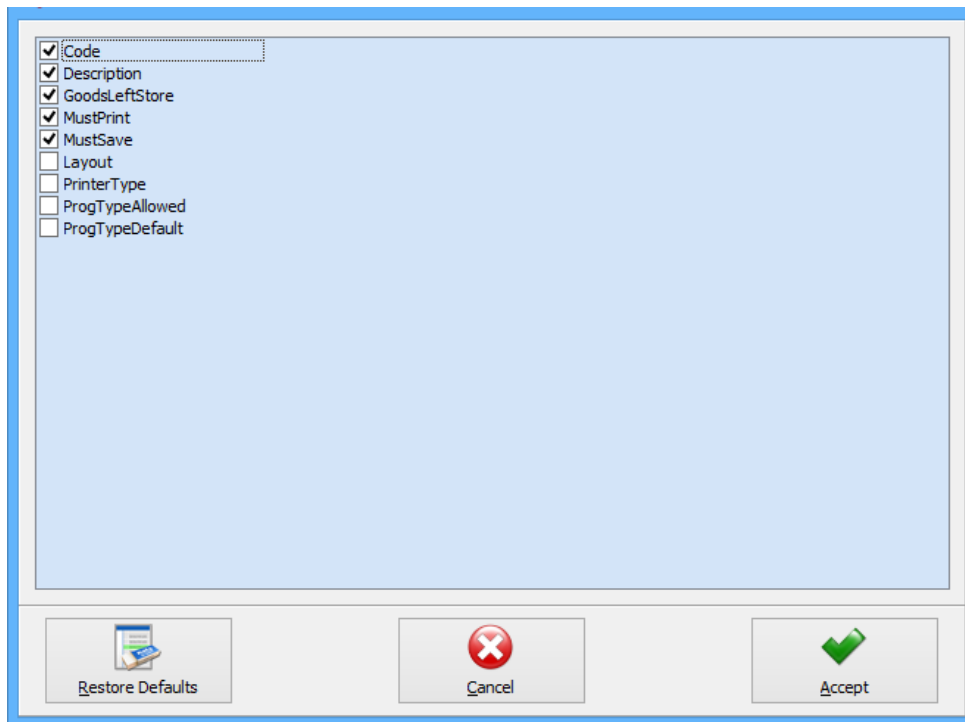
BUTTON FUNCTIONALITY

FILTER



This option allows the user to filter for specific information on this screen.

NOTE: The filter options are case-sensitive, meaning that if the description was captured as capital letters, the filter option also must be entered as capital letters.

SELECT VISIBLE

This option enables the user to change the visible information on the screen.

BUTTON FUNCTIONALITY**RESTORE DEFAULTS**

This option will reset all the changes made and default back to the original IQ field setup.

CANCEL

This option will cancel all the changes made and close the Select Visible Fields screen.

ACCEPT

This option will accept the selection made and the selected fields will appear on the screen.

ADD

This option allows the user to add a new Status Type to the list.

Status Type Details

Code	YRD
Description	Collect from YARD
Stock Has Left the Store	<input type="checkbox"/> Tick For Yes
Must Save Info when Processing	<input checked="" type="checkbox"/> Tick For Yes
Must Print Info when Processing	<input checked="" type="checkbox"/> Tick For Yes
Printer type	Order Printer
Layout Number	Default Delivery And Collections Layout

Processing Modules

Processing Module	Allowed	Default
Invoices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Credit Notes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sales Order	<input type="checkbox"/>	<input type="checkbox"/>
Quotes	<input type="checkbox"/>	<input type="checkbox"/>
POS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

CODE

This field is for a code for the Status Type. The field is limited to 5 alpha-numeric characters.

DESCRIPTION

Enter in this field a meaningful description of the Status Type. This field is limited to 30 alpha-numeric characters.

STOCK HAS LEFT THE STORE

This field is used to indicate what happened with the stock at the time when the processing of the sales transaction was done. If the stock has left the store with the customer, the user will tick this box.

MUST SAVE INFO WHEN PROCESSING

The user can tick this box if the information must be saved in the Deliveries and Collections module, when a transaction is processed. If this option is not ticked, the transaction information will not appear in the Deliveries and Collection module.

Please note that manual entries can be used, even if "Must Save Info when Processing" is not ticked.

MUST PRINT INFO WHEN PROCESSING

The user can tick this box if the information must print when a transaction is processed. If this box is ticked, instructions will print with the invoice to show what must happen. An extra page will print for each status type.

Example: If the customer will collect the stock at a later stage, an invoice instruction will print together with the invoice, to state that this stock will be collected. The instruction can either be given to the customer to be taken with when the stock is

collected or the instruction can be printed at another location where this information will be processed.

Example: If a stock item must be delivered, the invoice instruction can be printed at the delivery bay and the invoice will be printed at the till where the customer is paying.

PRINTER TYPE

The user can select a specific printer where the Invoice Instruction will print, once the invoice is processed.

Example: The customer buys cement in the store, but the stock needs to be collected from the yard, the user can set the system to print the Invoice Instruction at the printer where the yard stock controller's desk is.

LAYOUT NUMBER

This option allows the user to select the stationery layout that will be used when printing the documentation. If the default Delivery and Collections layout is not selected, the layouts will need to be modified to accommodate the Deliveries and Collections module.

PROCESSING MODULES

Allowed: The modules that appear on this list are the modules which have been enabled in the Defaults Settings (1). This option allows the user to select in which processing modules the selected Status Type will be available. At least one processing module must be selected.

Default: Only one status type can be set as default per processing module. Example: If customers normally take the stock with them after invoicing, the user can setup a Status Type "GO" and this status type will be the default setting on the invoices.

EDIT

This option allows the user to edit the information on an existing Status Type.

DELETE

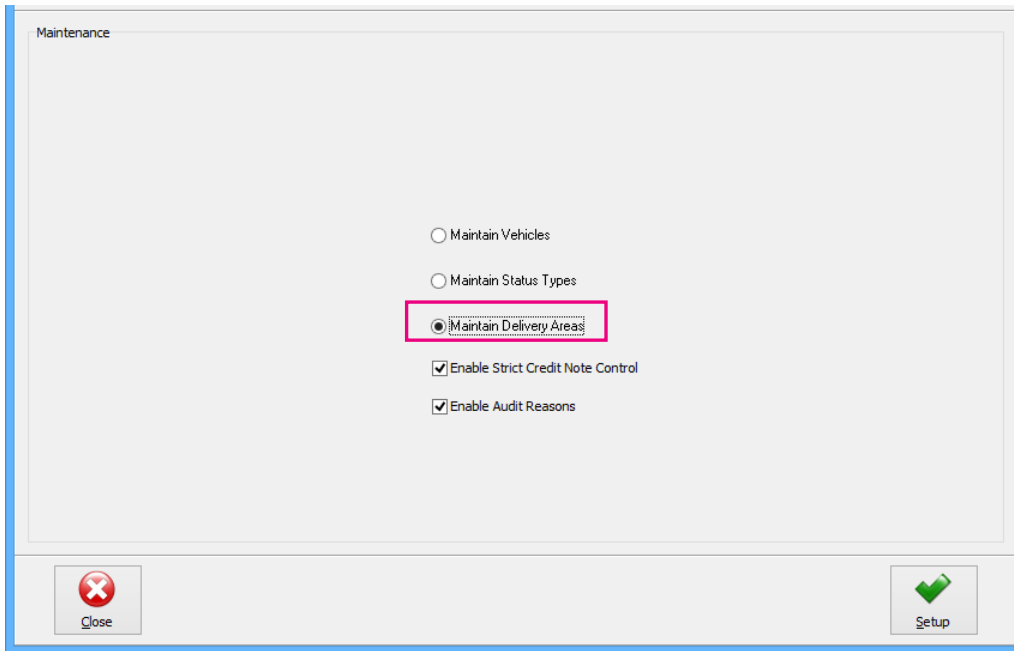
This option allows the user to delete an existing Status Type which is no longer used.

NOTE: Before a Status Type can be deleted, the user is advised to ensure that there are no outstanding transactions for the selected type.

CLOSE

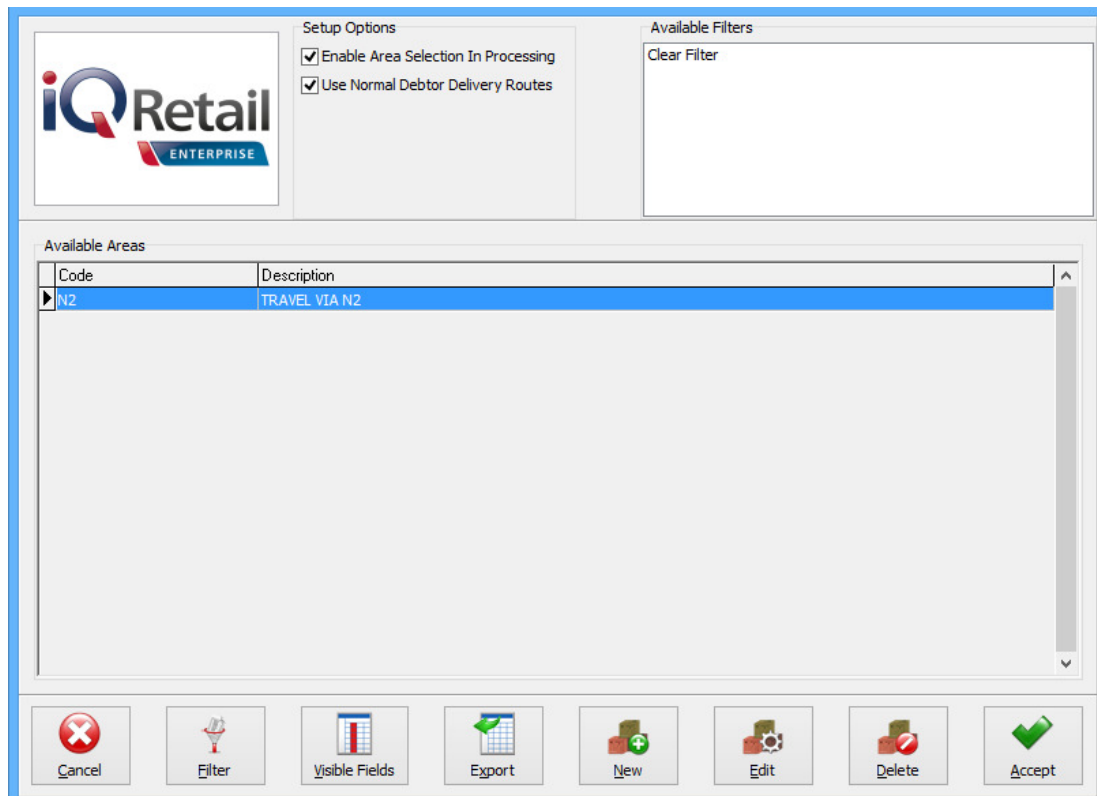
This option allows the user to close the status Types Maintenance screen.

MAINTAIN DELIVERY AREAS



The user doesn't have to setup separate delivery areas in this module, the normal delivery routes as setup in the debtor's module, can be used.

Maintain Deliveries and Collections – Delivery Areas:



The user can setup the system to enable the area selection as it was selected in the Processing Module or use the Normal Debtor Delivery Routes as setup in the Debtors tab on Module Parameters.

BUTTON FUNCTIONALITY

CANCEL

The Cancel option allows the user to close the Deliveries and Collections – Delivery Areas screen.

FILTER

The Filter option allows the user to filter for specific information on this screen.

NOTE: The filter options are case-sensitive, meaning that if the information was captured into the system as capital letters, the filter option also must be entered as capital letters.

VISIBLE FIELDS

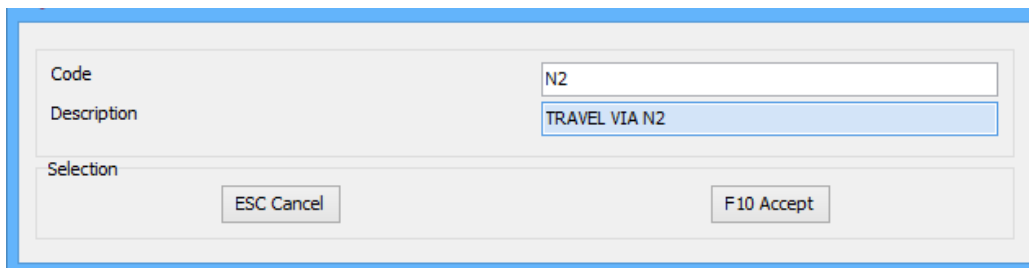
The Visible fields option allows the user to select which fields to be visible on the screen.

EXPORT

The Export option allows the user to export the information on the Delivery Areas in the following formats: .CSV (comma delimited), TXT, HTML, XML and XLS (Excel).

NEW

The New option allows the user to add more Delivery Areas to the existing list.



The screenshot shows a form with three main sections: Code, Description, and Selection. The Code field contains 'N2'. The Description field contains 'TRAVEL VIA N2'. The Selection section contains two buttons: 'ESC Cancel' and 'F10 Accept'.

Code	N2
Description	TRAVEL VIA N2
Selection	ESC Cancel F10 Accept

EDIT

The Edit option allows the user to maintain or edit any of the existing delivery areas.

DELETE

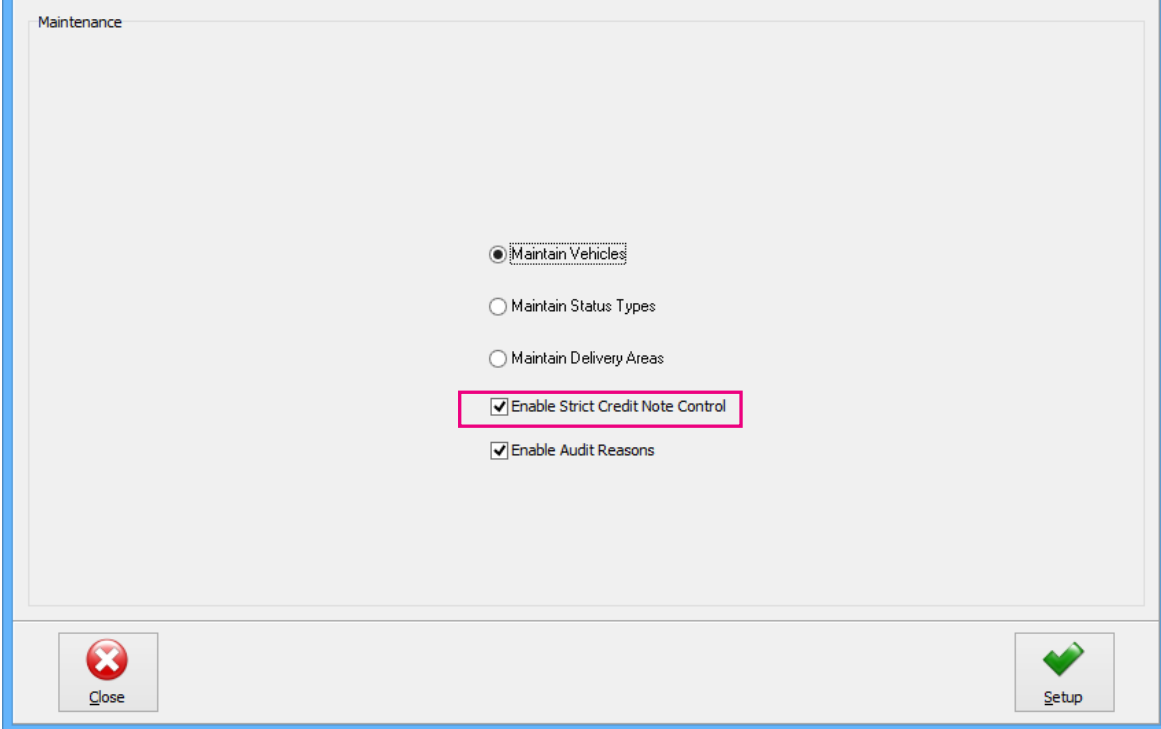
The Delete option allows the user to delete a selected delivery area.

NOTE: The user is advised to ensure that there are no outstanding transactions for a selected delivery area, before it is deleted.

ACCEPT

The Accept option allows the user to save all the information on the Delivery Area screen.

ENABLE STRICT CREDIT NOTE CONTROL



Maintenance

Maintain Vehicles

Maintain Status Types

Maintain Delivery Areas

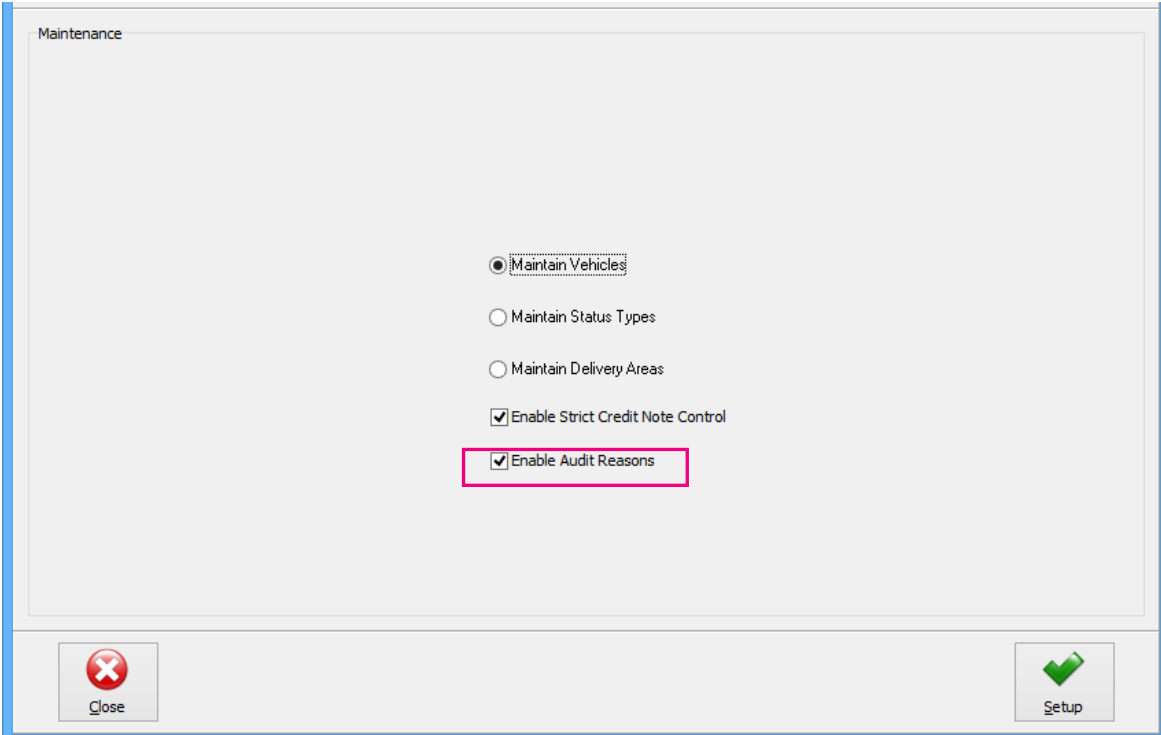
Enable Strict Credit Note Control

Enable Audit Reasons

Close Setup

This option can be activated to Enable Strict Credit Note Control. The system will not allow the user to process a credit note if the stock was not received back from the client. In other words, if the issued stock item was cancelled, then the system will allow the credit note to pass.

ENABLE AUDIT REASONS



Maintenance

Maintain Vehicles

Maintain Status Types

Maintain Delivery Areas

Enable Strict Credit Note Control

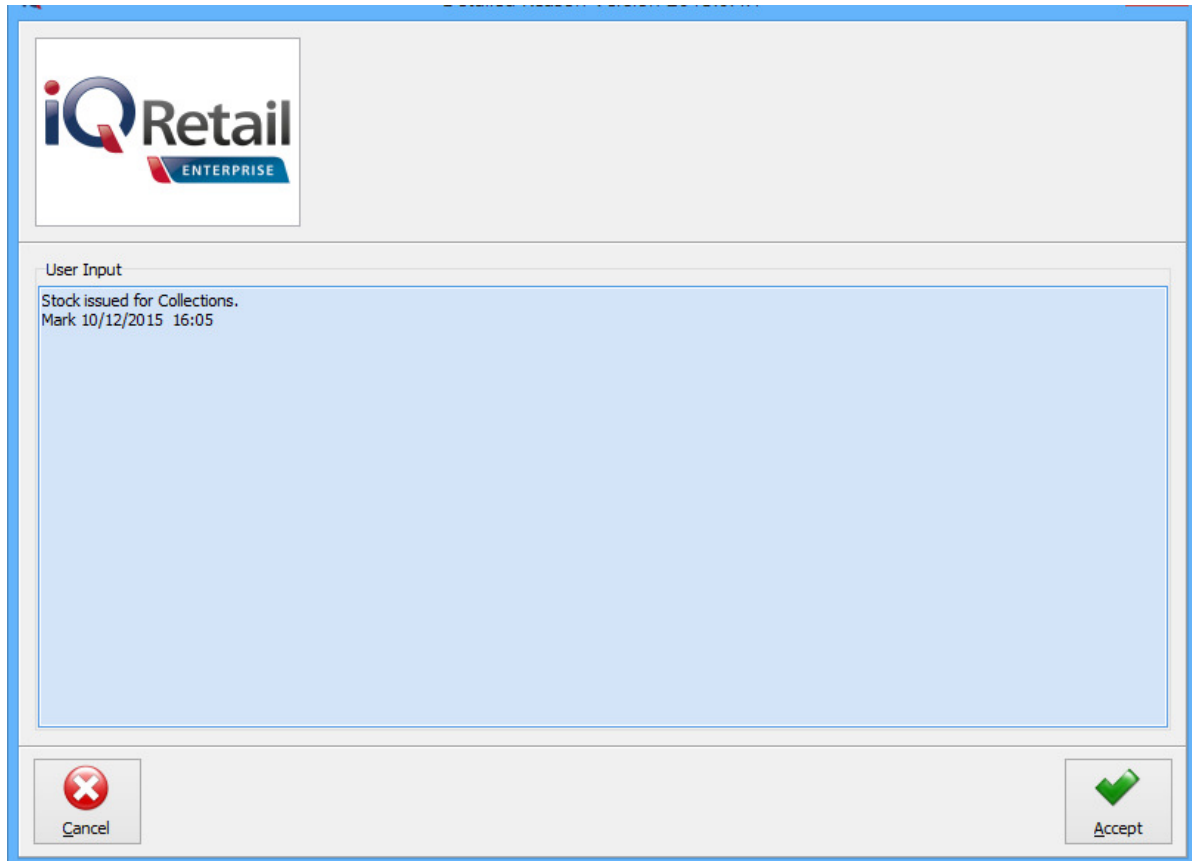
Enable Audit Reasons

Close Setup

If the "Enable Audit Reasons" has been ticked, the system will allow the user to enter a reason for every transaction being processed in the Deliveries and Collections module.

Every process in the Deliveries and Collections module will be logged, i.e. cancel, archive, issue etc.

Detailed Reason (Deliveries and Collections):



The screenshot shows a software dialog box titled 'User Input'. In the top-left corner, there is a logo for 'iQRetail ENTERPRISE'. The main text area contains the message 'Stock issued for Collections.' followed by a timestamp 'Mark 10/12/2015 16:05'. At the bottom of the dialog, there are two buttons: 'Cancel' on the left and 'Accept' on the right, each with a corresponding icon (a red 'X' and a green checkmark).

The user can type in a reason for the issuing of this stock item, which can be useful for Auditing and reporting purposes.

OTHER SETTINGS

There are a few other Delivery Status Inbound or / Status Outbound settings that are not required, but can be selected if the user wants to.

All modules using Deliveries and Collections will:

- Use the Delivery Status Inbound/Outbound as set up on the Stock Item (if it exists) as first option.
- Use the Delivery Status Inbound/Outbound as set up on the Major Department (if it exists) as second option.
- Use the Delivery Status Inbound/Outbound as set up on the Warehouses (if they exist) as a third option.
- For POS transactions, the system will use the Delivery Status Outbound as selected in the Sales Order or Quote or the Defaults as setup in the Status Maintenance in Module Parameters.
- Use the document Delivery Status Inbound/Outbound as the alternative option (if none of the above are available).

STOCK ITEMS

To setup the Delivery Inbound/Outbound Status on a Stock Item, from IQ main menu → Stock Maintenance. Select the appropriate item and click on Edit.

Select the Item Suppliers Tab. Click on the drop-down menu next to the Delivery Inbound Status and select the appropriate status. Do the same for the Delivery Outbound Status and click on Accept to save the changes made.

The screenshot shows the 'Stock Amendments' application window with the 'Item Suppliers' tab selected. The window title is 'Stock Amendments IQ TRAINING Version 2015.0.4.1'. The interface includes a navigation bar with tabs: Stock Details, Stock Pricing, User Defined Data, Multiple Barcodes, Item Suppliers (selected), Additional Details, Associated Items, Transaction History, Ordering, and Bin Locations. Below the navigation bar is a table titled 'Stock Items Suppliers' with columns for Supplier Account, Supplier Name, and Supplier Stock Code. The table lists two suppliers: ABC001 (ABC Whole Sales, C1) and XYZ001 (XYZ Wholesalers, cc1). Below the table is a detailed form for the selected supplier, ABC001. The form includes fields for Account, Account Name, Address Details, Telephone 1, Telephone 2, Cellphone, Email, B2B Account, B2B Website, Leadtime, Delivery Cycle, Main Supplier, Supplier's Code, and MDR Supplier ID. The 'Delivery Inbound Status' is set to 'ENT' (Enter into Warehouse) and the 'Delivery Outbound Status' is set to 'GO' (Go with Customer). The 'Accept' button is highlighted with a green checkmark.

Supplier Account	Supplier Name	Supplier Stock Code
ABC001	ABC Whole Sales	C1
XYZ001	XYZ Wholesalers	cc1

Main Supplier is marked in blue

Account	ABC001	Telephone 1	0218885555
Account Name	ABC Whole Sales	Telephone 2	0218885556
Address Details	45 Orange Road	Cellphone	
	Somerset West	Email	abc@somewhere.co.za
Delivery Address Details	7150	B2B Account	
	45 Orange Road	B2B Website	
	Somerset West	Leadtime	2Weekly
	7150	Delivery Cycle	Not Specified
		Main Supplier	ABC001
		Supplier's Code	C1
		MDR Supplier ID	

Buttons: Add, Edit, Delete, Show Hints, Accept

MAJOR STOCK DEPARTMENTS

The user has the option to add a default status to each Major Stock Department.

Department Name	001
Description	Coke
Ledger Department	CORP
Default Sales Warehouse	001
Default Purchasing Warehouse	003
Local Sales Account	2000.000.000.00
Export Sales Account	2000.000.000.00
Cost Of Sales Account	1000.000.000.00
Stock Account	3500.000.000.00
Purchases Account	1305.000.000.00
Cost Of Sales Adjustment	1000.000.000.00
Default Rep	2 Tommy Percy
Maximum Grv Variance%	10.00
Apply Maximum Var	<input checked="" type="checkbox"/> Tick for Yes
Negative Department	<input type="checkbox"/> Tick for Yes
Auto Re-Ordering Method	Replenishment N/A
No Commission	<input type="checkbox"/> Tick for Yes
Target GP%	0.00
Posting Method	<input checked="" type="radio"/> Perpetual Stock Control (Post Sales/Stock/Costofsales) <input type="radio"/> Periodic Stock Control (Post Sales/Purchases Only)
Company Default	Perpetual Stock Control (Post Sales/Stock/Costofsales)
Delivery Status Inbound	ENT Enter into Warehouse
Delivery Status Outbound	GO Go with Customer

To enable the user to setup Delivery Status Inbound / Outbound on stock departments → Utilities from the IQ main menu → Setup → Module Parameters → Stock → Major Departments and click on Setup.

Select the appropriate department and click on Edit, or click on Add to add a new Department.

The last two options on the screen is to select the Delivery Status Inbound (for transaction to take stock on) and Delivery Status outbound (for transactions for stock leaving the store). Click on the drop-down menu next to the field and select the status needed and Accept to save the changes made.

WAREHOUSES

To setup the Delivery Status Inbound / Outbound for a Warehouse: select from the IQ main menu → Utilities → Setup → Module Parameters → Stock → Warehouses and click on the Setup button at the bottom of the screen.

The Warehouse Maintenance screen will appear, with a list of all the available Warehouses. To edit or add a warehouse, click on the Process button at the bottom of the screen and select either Edit or Add. Click on the drop-down menu next to the Delivery Inbound Status and select the appropriate status. Do the same for the Delivery Outbound Status and click on Accept to save the changes made.

Warehouse	001		
Description	Warehouse A001		
Delivery Inbound Status	ENT	▼	Enter into Warehouse
Delivery Outbound Status	TRF	▼	Stock Transfer
Exclude from Available Stock	<input type="checkbox"/>	Tick for Yes	

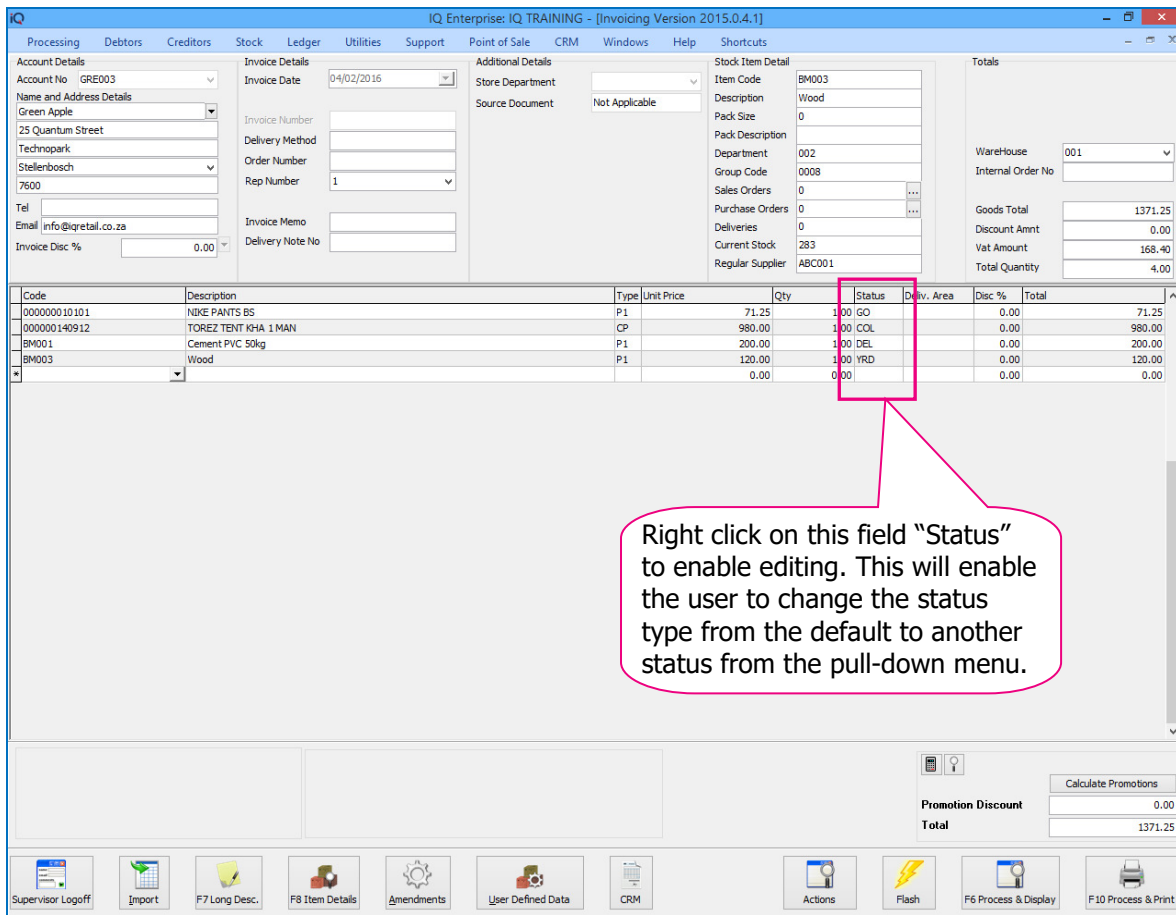
IN PROCESSING MODULE

If Deliveries and Collections is enabled then the system will have an extra field called status in the processing module. The status will default to the selected default in the status type setup under module parameters or the Outbound Status as setup per stock item or department. Right click on the Status field of the selected line item, to enable editing. The status of the item can be changed to the status the user needs to indicate whether the stock item is for example to be collected or delivered at a later stage or for any status that was set up.

After adding all the stock items in the transaction, the processing system will display and / or print Invoice Instructions for each status used.

Cash sales via the POS module, will use the default status type in the Deliveries and Collections module.

However, when Sales Orders or Quotes are loaded to the POS module, the status types used in the pre-processing transaction will be applicable.



The example above had items for collection, to go, to be delivered and to be collected from the yard.

This system is setup to print instructions for each of the status types used in the transaction, together with the invoice.

On processing the transaction, the invoice is available for viewing or printing. From viewing the invoice, the user can close the screen to view each of the instructions.

On this example above, four (4) reports will print: the original Tax Invoice, Tax Invoice Instruction – To Be Collected, Tax Invoice Instruction – To Be Delivered and a Tax Invoice Instruction – Collect From Yard.

NOTE: The user can setup the system to print the instructions at other printers in other departments or locations. Do this in the Module Parameter setup of each Status Type.

In our example used, the user will only carry the one item "Nike pants BS" with him out of the store after payment.

Tax Invoice

Invoice From		Telephone	
IQ TRAINING		021 8800420	
1st Floor, Moonstone Building		Fax 021 8800488	
25 Quantum Road		E Mail	
Techno Park, Stellenbosch		Vat Registration No 45111111111	
7600		Invoice Date 04/02/2016	

Invoice To	Deliver To
Green Apple PO Box 15 Technopark Stellenbosch 7600	Green Apple 25 Quantum Street Technopark Stellenbosch 7600

Account No	Invoice Date	Order Number	Representative	Invoice Number	Page
GRE003	04/02/2016	1	Jack Jasper	INVHO398	1 of 1

Item Code	Description	Quantity	UnitPrice	Disc %	VatAmnt	Line Total
00000010101	NIKE PANTS BS	1.00	62.50		8.75	62.50
000000140912	TOREZ TENT KHA 1 MAN	1.00	859.65		120.35	859.65
BM001	Cement PVC 50kg	1.00	175.44		24.56	175.44
BM003	Wood	1.00	105.26		14.74	105.26

Extra Charges	Number of Items 4	Subtotal (Exclusive) 1 202.85
	Promotional Discount Received	Discount
		Vat 168.40
		Total 1 371.25

Banking Details:

ABCD
2222222
Cheque
1111

Currency:

CurrencyRate: 1.00



Created: 18/02/2016 15:03:46

Tax Invoice Instruction - To be Collected						
Invoice From						
IQ TRAINING 1st Floor, Moonstone Building 25 Quantum Road Techno Park, Stellenbosch 7600			Telephone 021 8800420 Fax 021 8800488 E Mail Vat Registration No 45111111111 Invoice Date 04/02/2016			
Invoice To			Deliver To			
Green Apple PO Box 15 Technopark Stellenbosch 7600			Green Apple 25 Quantum Street Technopark Stellenbosch 7600			
Account No	Invoice Date	Order Number	Representative	Invoice Number	Page	
GRE003	04/02/2016		1 Jack Jasper	INWHO398	1 of 1	
Item Code	Description	Quantity	UnitPrice	Disc %	VatAmnt	Line Total
000000140912	TOREZ TENT KHA 1 MAN	1.00	859.65		120.35	859.65

The stock which is displayed on the Tax Invoice Instruction – To be Collected, can be taken out of the on-hand stock and be kept separate until the customer comes to collect it.

Tax Invoice Instruction - To Be Delivered						
Invoice From						
IQ TRAINING 1st Floor, Moonstone Building 25 Quantum Road Techno Park, Stellenbosch 7600			Telephone 021 8800420 Fax 021 8800488 E Mail Vat Registration No 45111111111 Invoice Date 04/02/2016			
Invoice To			Deliver To			
Green Apple PO Box 15 Technopark Stellenbosch 7600			Green Apple 25 Quantum Street Technopark Stellenbosch 7600			
Account No	Invoice Date	Order Number	Representative	Invoice Number	Page	
GRE003	04/02/2016		1 Jack Jasper	INWHO398	1 of 1	
Item Code	Description	Quantity	UnitPrice	Disc %	VatAmnt	Line Total
BM001	CementPVC 50kg	1.00	175.44		24.56	175.44

The user can use the Tax Invoice Instruction – To be Delivered, to take the stock item out of the on-hand stock and assign it to a delivery vehicle, which will be used to deliver the stock to the client.

Tax Invoice Instruction - Collect from Yard																
Invoice From																
IQ TRAINING 1st Floor, Moonstone Building 25 Quantum Road Techno Park, Stellenbosch 7600			<table style="width: 100%;"> <tr> <td>Telephone</td> <td>021 8800420</td> </tr> <tr> <td>Fax</td> <td>021 8800488</td> </tr> <tr> <td>E Mail</td> <td></td> </tr> <tr> <td>Vat Registration No</td> <td>45111111111</td> </tr> <tr> <td>Invoice Date</td> <td>04/02/2016</td> </tr> </table>				Telephone	021 8800420	Fax	021 8800488	E Mail		Vat Registration No	45111111111	Invoice Date	04/02/2016
Telephone	021 8800420															
Fax	021 8800488															
E Mail																
Vat Registration No	45111111111															
Invoice Date	04/02/2016															
Invoice To			Deliver To													
Green Apple PO Box 15 Technopark Stellenbosch 7600			Green Apple 25 Quantum Street Technopark Stellenbosch 7600													
Account No	Invoice Date	Order Number	Representative		Invoice Number	Page										
GRE003	04/02/2016		1 Jack Jasper		INVHO398	1 of 1										
Item Code	Description	Quantity	UnitPrice	Disc %	VatAmnt	Line Total										
BM003	Wood	1.00	105.26		14.74	105.26										

The stock item listed on the Tax Invoice Instruction – Collect From Yard, will allow the customer to go and collect the item from another storage location, in this case the yard. This invoice instruction shows that the client has already paid for the item, but still needs to collect it at another location.

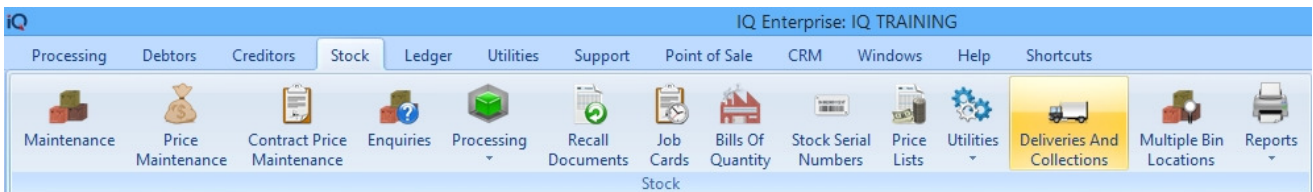
DELIVERIES AND COLLECTIONS MAINTENANCE

If the Deliveries and Collections option was enabled in the Default Settings (1) and the Delivery and Collection Status was setup, the user must go to the Deliveries and Collections module to manage what happens with the stock.

NOTE: Once an invoice was done, either via the POS module or the Processing module, the transaction will be reflected in the Deliveries and Collections module, providing the setup is correct.

This module is used to manage the issuing process of the stock items.

From the IQ main menu → Stock → Deliveries and Collections.



In the following screen the user will be able to see all sales transactions that have a status setup.

Invoice Date	Document	Account	Account Name	Delivery Date	Stock Code	Stock Description	Invoiced Qty	Refunded Qty	Issued Qty	To Be Delivered	To Be Returned
11/05/2015	INVHO378	BLU001	Blue - Credit Limit R 1		COK001	Coke Single Can	12	0	0	12	0
11/05/2015	INVHO378	BLU001	Blue - Credit Limit R 1		TSMGSO204	Golf T-Shirt - Brown - XL	8	0	0	8	0
10/07/2015	INVHO387	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	3	0	2	1	0
06/01/2016	INVHO395	GRE003	Green Apple		000000010101	NIKE PANTS BS	5	0	0	5	0
07/01/2016	P.O.S 1-293				000000010101	NIKE PANTS BS	1	0	0	1	0
07/01/2016	P.O.S 1-294				000000010101	NIKE PANTS BS	5	0	0	5	0
07/01/2016	INVHO396	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	0	1	0
13/01/2016	P.O.S 1-296	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	0	1	0
18/02/2016	INVHO398	GRE003	Green Apple		000000010101	NIKE PANTS BS	1	0	1	0	0
18/02/2016	INVHO398	GRE003	Green Apple		000000140912	TORREZ TENT KHA 1 MAN	1	0	0	1	0
18/02/2016	INVHO398	GRE003	Green Apple		BM001	Cement PVC 50kg	1	0	0	1	0
18/02/2016	INVHO398	GRE003	Green Apple		BM003	Wood	1	0	0	1	0
18/02/2016	P.O.S 1-300				000000010101	NIKE PANTS BS	1	0	0	1	0
18/02/2016	P.O.S 1-301				BM002	Tiles	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM003	Wood	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM004	Sand	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM001	Cement PVC 50kg	1	0	1	0	0

The lines displayed in **black** are for stock where no issues have been done. This is usually a new transaction where no processing has been done.

The lines displayed in **green** are for the stock where partial issues were done, not everything sold was delivered or collected yet.

The lines displayed in **blue** are for stock where the issues were completed. For the examples above, all POS items are set as completed sales, where the stock has left the company with the customer, as soon as it was paid.

NOTE: Remember that the transactions processed via the POS module, all use the default status type, which in this case is GO – Stock is leaving the store with the customer.

If a line is displayed in **red**, it means that a picking slip has already been printed for the stock item, and the issue of the stock item can be done.

The screenshot shows the 'IQ Enterprise: IQ TRAINING - [Deliveries And Collections Maintenance Version 2015.0.4.1]' window. The main area displays a table of transactions. The 'To Be Returned' column for the first row is highlighted in red, indicating a picking slip has been printed. The interface includes a menu bar (Processing, Debtors, Creditors, Stock, Ledger, Utilities, Support, Point of Sale, CRM, Windows, Help, Shortcuts), a toolbar at the bottom, and a report selection panel on the right.

Invoice Date	Document	Account	Account Name	Delivery Date	Stock Code	Stock Description	Invoiced Qty	Refunded Qty	Issued Qty	To Be Delivered	To Be Returned
11/05/2015	INVHO378	BLU001	Blue - Credit Limit R.1		COK001	Coke Single Can	12	0	0	12	0
11/05/2015	INVHO378	BLU001	Blue - Credit Limit R.1		TSMGSD204	Golf T-Shirt - Brown -XL	8	0	0	8	0
10/07/2015	INVHO387	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	3	0	2	1	0
06/01/2016	INVHO395	GRE003	Green Apple		000000010101	NIKE PANTS BS	5	0	0	5	0
07/01/2016	P.O.S 1-293				000000010101	NIKE PANTS BS	1	0	0	1	0
07/01/2016	P.O.S 1-294				000000010101	NIKE PANTS BS	5	0	0	5	0
07/01/2016	INVHO396	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	0	1	0
13/01/2016	P.O.S 1-296	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	0	1	0
18/02/2016	INVHO398	GRE003	Green Apple		000000010101	NIKE PANTS BS	1	0	1	0	0
18/02/2016	INVHO398	GRE003	Green Apple		000000140912	TOREZ TENT KHA 1 MAN	1	0	0	1	0
18/02/2016	INVHO398	GRE003	Green Apple		BM001	Cement PVC 50kg	1	0	0	1	0
18/02/2016	INVHO398	GRE003	Green Apple		BM003	Wood	1	0	0	1	0
18/02/2016	P.O.S 1-300				000000010101	NIKE PANTS BS	1	0	0	1	0
18/02/2016	P.O.S 1-301				BM002	Tiles	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM003	Wood	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM004	Sand	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM001	Cement PVC 50kg	1	0	1	0	0

SORT ORDER

The user has the option to change the sort order of the information listed on this screen.

NUMBER

This will be the order in which the transactions were processed.

DOCUMENT

The system starts with the invoices and then the POS transactions, listing each document type in alpha-numeric order.

DATE

This option will group transactions together per date.

DEBTOR ACCOUNT

This option will group all the account sales together per account number and then order them by date per account.

STOCK CODE

This option will group all the stock items sold together per item code and then order them by date per item.

REPORT SELECTION

There are eight (8) reports available for Deliveries and Collections. Select the required report from the Report Selection and click on the Report button at the bottom of the screen. The user has the option to choose if the report should be viewed or printed.

INVOICE INSTRUCTION

This option allows the user to view and or reprint a copy of the tax invoice, as well as all the Tax Invoice Instructions for the selected transaction.

ISSUE SUMMARY REPORT

This option provides the user with a list of every change which was made to a delivery or collection. Click on the OK button to see all the issues.

This option also allows for the user to select the date range for the Issue summary report. To do this, the user can tick the box next to "Date Range". Enter the start and end dates for the issue summary report and click on OK.

IQ TRAINING		Date Printed : 18/02/2016 15:42:35				Page No 1	
Issue Audit Report							
Current Filter: None							
<u>Document</u>	<u>Date</u>	<u>Status</u>	<u>Vehicle</u>	<u>Cancelled</u>	<u>Is a Cancellation</u>	<u>Quantity</u>	
DACH059	18/02/2016	To be Collected		False	False	1.00	

OUTSTANDING ITEMS REPORT

This option provides the user with a list of all delivery and collection items which are still outstanding or still needs to be issued.

IQ TRAINING		Date Printed : 18/02/2016 15:44:17				Page No 1	
Outstanding Items Report							
Current Filter: None							
<u>Document</u>	<u>Date</u>	<u>Account</u>	<u>Stock Code</u>	<u>Stock Description</u>	<u>Issued</u>	<u>Remaining</u>	
INVHO378	11/05/2015	BLU001	COK001	Coke Single Can	0.00	12.00	
INVHO378	11/05/2015	BLU001	TSMGS0204	Golf T-Shirt - Brown - XL	0.00	8.00	
INVHO387	10/07/2015	ABC001	00000010103	NIKE PANTS BL	2.00	1.00	
INVHO395	06/01/2016	GRE003	00000010101	NIKE PANTS BS	0.00	5.00	
P.O.S 1-293	07/01/2016		00000010101	NIKE PANTS BS	0.00	1.00	
P.O.S 1-294	07/01/2016		00000010101	NIKE PANTS BS	0.00	5.00	
INVHO396	07/01/2016	ABC001	00000010101	NIKE PANTS BS	0.00	1.00	
P.O.S 1-296	13/01/2016	ABC001	00000010101	NIKE PANTS BS	0.00	1.00	
INVHO398	18/02/2016	GRE003	000000140912	TOREZ TENT KHA 1 MAN	0.00	1.00	
INVHO398	18/02/2016	GRE003	BM001	CementPVC 50kg	0.00	1.00	
INVHO398	18/02/2016	GRE003	BM003	Wood	0.00	1.00	

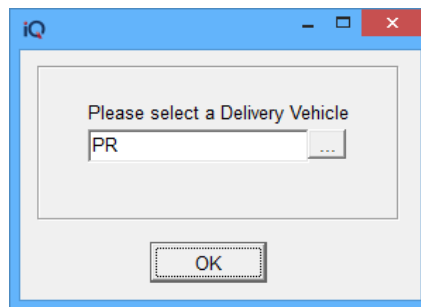
COMPLETED ITEMS REPORT

This option provides the user with a list of all completed items that have not yet been archived. In other words, it will be all the items listed in **blue** on the screen.

IQ TRAINING		Date Printed : 18/02/2016 15:46:22				Page No 1
Completed Items Report						
Current Filter: None						
<u>Document</u>	<u>Date</u>	<u>Account</u>	<u>Account Name</u>	<u>Stock Code</u>	<u>Stock Description</u>	<u>Issued</u>
INVHO398	18/02/2016	GRE003	Green Apple	000000010101	NIKE PANTS BS	1.00
P.O.S 1-301	18/02/2016			BM002	Tiles	1.00
P.O.S 1-301	18/02/2016			BM003	Wood	1.00
P.O.S 1-301	18/02/2016			BM004	Sand	1.00
P.O.S 1-301	18/02/2016			BM001	CementPVC 50kg	1.00

SELECTED VEHICLE ISSUE REPORT

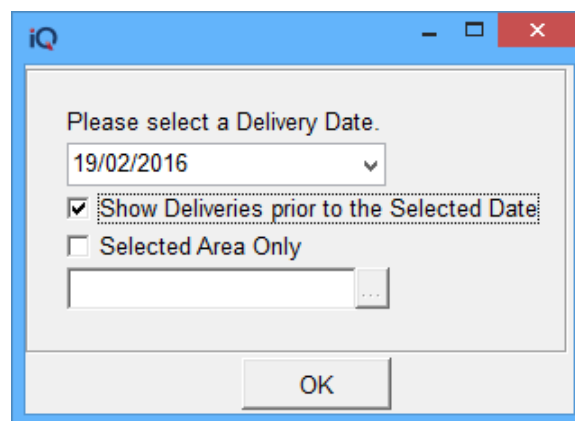
This option provides the user with the option to list all the items issued to the selected delivery vehicle.



IQ TRAINING		Date Printed : 18/02/2016 16:05:40				Page No 1
Selected Vehicle Issues Report - PR						
<u>Document</u>	<u>Date</u>	<u>Status</u>	<u>Stock Code</u>	<u>Stock Description</u>	<u>Cancelled</u>	<u>Qty</u>
DACHO62	18/02/2016	DEL	000000010101	NIKE PANTS BS	False	1

ITEMS TO BE DELIVERED REPORT

This option provides the user with a list of all the items that still need to be delivered for a specified date.



Below is an example of the all the "Items to be Delivered Report".


IQ TRAINING		Date Printed : 18/02/2016 16:11:56				Page No 1
Items to be Delivered Report						
Current Filter: None						
<u>Delivery Date</u>	<u>Account</u>	<u>Account Name</u>	<u>Stock Code</u>	<u>Stock Description</u>	<u>Invoice Date</u>	
19/02/2016	ABC001	ABC Store (Pty) Ltd	000000010103	NIKE PANTS BL	10/07/2015	
				<u>Status</u>	<u>Area</u>	<u>Quantity</u>
				Go with Customer		1
19/02/2016	GRE003	Green Apple	000000010101	NIKE PANTS BS	06/01/2016	
				<u>Status</u>	<u>Area</u>	<u>Quantity</u>
				To Be Delivered		4
19/02/2016			000000010101	NIKE PANTS BS	07/01/2016	
				<u>Status</u>	<u>Area</u>	<u>Quantity</u>
				To Be Delivered		1
19/02/2016			000000010101	NIKE PANTS BS	07/01/2016	
				<u>Status</u>	<u>Area</u>	<u>Quantity</u>
				To Be Delivered		1
				To Be Delivered		4
19/02/2016	ABC001	ABC Store (Pty) Ltd	000000010101	NIKE PANTS BS	07/01/2016	
				<u>Status</u>	<u>Area</u>	<u>Quantity</u>
				To Be Delivered		1
19/02/2016	ABC001	ABC Store (Pty) Ltd	000000010101	NIKE PANTS BS	13/01/2016	
				<u>Status</u>	<u>Area</u>	<u>Quantity</u>
				To Be Delivered		1
19/02/2016	GRE003	Green Apple	000000010101	NIKE PANTS BS	18/02/2016	
				<u>Status</u>	<u>Area</u>	<u>Quantity</u>
				Go with Customer		1

These items are the items waiting to be delivered. The user has the option to filter for all the deliveries scheduled for a specific date, or everything outstanding before the selected date. The report can also be provided for deliveries in a selected area.

PICKING SLIP

This option provides the user with a list of all the items on an invoice, which can be given to the picker (the person who will get the stock items for the selected invoice together for collection or delivery).

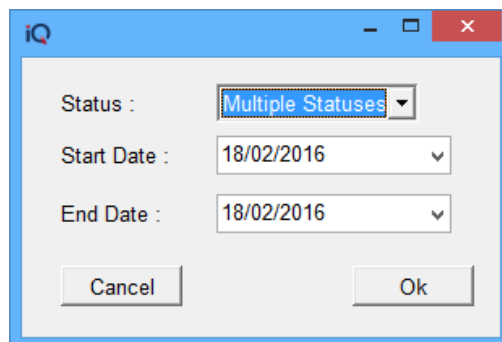
To print a picking slip, select the invoice, select the Picking Slip under the Report Selection, click on the Report button and print the slip.

IQ TRAINING	Date Printed: 18/02/2016	1 of 1																
Picking Slip Document: P.O.S 1-293 SAL: 		<u>Invoice Date</u> 07/01/2016																
Order From:	Deliver To:																	
		Telephone:																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>Stock Code</u></th> <th style="text-align: left;"><u>Description</u></th> <th style="text-align: left;"><u>Serial</u></th> <th style="text-align: left;"><u>Warehouse</u></th> <th style="text-align: left;"><u>Bins</u></th> <th style="text-align: left;"><u>Qty to Pick</u></th> <th style="text-align: left;"><u>Checked</u></th> <th style="text-align: left;"><u>Qty to Follow</u></th> </tr> </thead> <tbody> <tr> <td>000000010101</td> <td>NIKE PANTS BS</td> <td><input type="text"/></td> <td>001</td> <td></td> <td style="text-align: center;">1.00</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table>			<u>Stock Code</u>	<u>Description</u>	<u>Serial</u>	<u>Warehouse</u>	<u>Bins</u>	<u>Qty to Pick</u>	<u>Checked</u>	<u>Qty to Follow</u>	000000010101	NIKE PANTS BS	<input type="text"/>	001		1.00	<input type="text"/>	<input type="text"/>
<u>Stock Code</u>	<u>Description</u>	<u>Serial</u>	<u>Warehouse</u>	<u>Bins</u>	<u>Qty to Pick</u>	<u>Checked</u>	<u>Qty to Follow</u>											
000000010101	NIKE PANTS BS	<input type="text"/>	001		1.00	<input type="text"/>	<input type="text"/>											
Number of Items to Pick 1	Loaded By: NAME _____ SIGNATURE _____ Checked By: NAME _____ SIGNATURE _____																	
*** END OF REPORT ***																		

AUDIT SUMMARY

This option allows the user to print a summary of all the Delivery and Collection transactions that were done for a specific period.

The user also has the option to select to print only the transactions for a specific Status Type.



Below is an example of a complete Audit Summary:

IQ TRAINING										
Date Printed : 18/02/2016 16:26:08										
Page No 1										
Detailed Reason										
Number	Document	Status	Issue Number	Date	Reason	Action	Issued QTY	Remain QTY	Cancelled Qty	Issue Status
44	INWHO387	COL	DACHO59	18/02/2016	Stock Issues	Stock Issues	1	0	0	Completed
45	INWHO387	Multiple	INWHO387	18/02/2016	Date changed To: 19/02/2016	Delivery Date	1	1	0	Partial
46	INWHO395	DEL	INWHO395	18/02/2016	Date changed To: 19/02/2016	Delivery Date	0	5	0	Pending
47	P.O.S 1-293	DEL	P.O.S 1-293	18/02/2016	Date changed To: 19/02/2016	Delivery Date	0	1	0	Pending
48	P.O.S 1-294	Multiple	P.O.S 1-294	18/02/2016	Date changed To: 19/02/2016	Delivery Date	0	1	0	Pending
49	INWHO396	DEL	INWHO396	18/02/2016	Date changed To: 19/02/2016	Delivery Date	0	1	0	Pending
50	P.O.S 1-296	DEL	P.O.S 1-296	18/02/2016	Date changed To: 19/02/2016	Delivery Date	0	1	0	Pending
51	INWHO398	GO	INWHO398	18/02/2016	Date changed To: 19/02/2016	Delivery Date	0	1	0	Pending
52	P.O.S 1-300	DEL	P.O.S 1-300	18/02/2016	Date changed To: 19/02/2016	Delivery Date	0	1	0	Pending
53	INWHO398	COL	DACHO60	18/02/2016	Load Truck for delivery to client.	Stock Issues	1	0	0	Completed
54	INWHO398	COL	INWHO398	18/02/2016	The Document is allocated	Allocation of a status	0	0	0	Completed
55	INWHO398	COL	INWHO398	18/02/2016	The Document is allocated	Allocation of a status	0	0	0	Completed
56	INWHO398	COL	DACHO60	18/02/2016	Cancellations	Cancellations	0	1	1	Cancelled
57	INWHO398	DEL	INWHO398	18/02/2016	The Document is allocated	Allocation of a status	0	1	0	Pending
58	INWHO398	DEL	INWHO398	18/02/2016	The Document is allocated	Allocation of a status	0	1	0	Pending

This report can be used to list all the the Deliveries and Collection transactions per Status type between selected dates.

DELIVERIES AND COLLECTIONS MAINTENANCE

Invoice Date	Document	Account	Account Name	Delivery Date	Stock Code	Stock Description	Invoiced Qty	Refunded Qty	Issued Qty	To Be Delivered	To Be Returned
11/05/2015	INWHO378	BLU001	Blue - Credit Limit R1		COX001	Coke Single Can	12	0	0	12	0
11/05/2015	INWHO378	BLU001	Blue - Credit Limit R1		TSMG50204	Golf T-Shirt - Brown - XL	8	0	0	8	0
10/07/2015	INWHO387	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	3	0	2	1	0
06/01/2016	INWHO395	GRE003	Green Apple		000000010101	NIKE PANTS BS	5	0	0	5	0
07/01/2016	P.O.S 1-293				000000010101	NIKE PANTS BS	1	0	0	1	0
07/01/2016	P.O.S 1-294				000000010101	NIKE PANTS BS	5	0	0	5	0
07/01/2016	INWHO396	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	0	1	0
13/01/2016	P.O.S 1-296	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	0	1	0
18/02/2016	INWHO398	GRE003	Green Apple		000000010101	NIKE PANTS BS	1	0	1	0	0
18/02/2016	INWHO398	GRE003	Green Apple		00000149912	TORREZ TENT KHA 1 MAN	1	0	0	1	0
18/02/2016	INWHO398	GRE003	Green Apple		BM001	Cement PVC 50kg	1	0	0	1	0
18/02/2016	INWHO398	GRE003	Green Apple		BM003	Wood	1	0	0	1	0
18/02/2016	P.O.S 1-300				000000010101	NIKE PANTS BS	1	0	0	1	0
18/02/2016	P.O.S 1-301				BM002	Tiles	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM003	Wood	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM004	Sand	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM001	Cement PVC 50kg	1	0	1	0	0

SHOW WHICH

NOTE: The Current and History options in this module works differently from all the other modules.

CURRENT

All the Deliveries and Collections transactions will remain in the Current view until they are removed, by archiving the completed transactions.

HISTORY

All the completed issues that have been archived, will appear in the History view.

COLOUR LEGEND

All the items displayed in **black** are new transactions, where no delivery and collection processing have been done. In other words, none of the stock items sold, have been issued.

COMPLETED

All the items displayed in **blue** are transactions where all the available stock items have been issued. In other words, all the items sold, have been issued. These are the items which will be removed to history when the transactions are archived.

PARTIALLY ISSUED

All the items displayed in **green** are transactions where some (not all) of the stock have already been issued. In other words, the entire quantity of the stock item, that was sold, has not been issued.

PICKING SLIP HAS BEEN PRINTED

All the items displayed in **red** are transactions where the picking slips for the stock items have already been printed. For example, in a warehouse environment, the pickers will use the picking slips to collect the listed items and put it in a specified area, to get easy access for the deliveries and /or collections.

AVAILABLE FILTERS

All filters created and saved for specific information from the Deliveries and Collections Maintenance screen, are listed under available filters. Double click on the filter to activate it and double click on "Clear Filter" to show all information again.

Invoice Date	Document	Account	Account Name	Delivery Date	Stock Code	Stock Description	Invoiced Qty	Refunded Qty	Issued Qty	To Be Delivered	To Be Returned
11/05/2015	INVHO378	BLU001	Blue - Credit Limit R1		COK001	Coke Single Can	12	0	0	12	0
11/05/2015	INVHO378	BLU001	Blue - Credit Limit R1		TSMGS0204	Golf T-Shirt - Brown - XL	8	0	0	8	0
10/07/2015	INVHO387	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	3	0	2	1	0
06/01/2016	INVHO395	GRE003	Green Apple		000000010101	NIKE PANTS BS	5	0	0	5	0
07/01/2016	P.O.S 1-293				000000010101	NIKE PANTS BS	1	0	0	1	0
07/01/2016	P.O.S 1-294				000000010101	NIKE PANTS BS	5	0	0	5	0
07/01/2016	INVHO396	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	0	1	0
13/01/2016	P.O.S 1-296	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	0	1	0
18/02/2016	INVHO398	GRE003	Green Apple		000000010101	NIKE PANTS BS	1	0	1	0	0
18/02/2016	INVHO398	GRE003	Green Apple		000000140912	TOREZ TENT KHA 1 MAN	1	0	0	1	0
18/02/2016	INVHO398	GRE003	Green Apple		BM001	Cement PVC 50kg	1	0	0	1	0
18/02/2016	INVHO398	GRE003	Green Apple		BM003	Wood	1	0	0	1	0
18/02/2016	P.O.S 1-300				000000010101	NIKE PANTS BS	1	0	0	1	0
18/02/2016	P.O.S 1-301				BM002	Tiles	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM003	Wood	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM004	Sand	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM001	Cement PVC 50kg	1	0	1	0	0

ISSUE INFORMATION

INVOICE DATE

The invoice date is the date when the issue transaction was processed.

DOCUMENT

The document display the document number of the transaction which was processed.

ACCOUNT

The account will reflect the debtors account number for the issue. For POS issues the account field will be empty, as they are processed as cash transactions.

ACCOUNT NAME

The account name is the name as reflected on the debtors account. For POS issues this field will be empty unless if a customer's name was entered on the F7 screen.

DELIVERY DATE

If a delivery date has been set for the issue, it will reflect in this column.

STOCK CODE

The stock code is the item code of the stock which was sold and needs to be issued.

STOCK DESCRIPTION

The stock description gives the description of the item to be issued.

INVOICED QTY

The invoiced quantity is the quantity of stock which was sold for this issue, as it appears on the invoice.

REFUNDED QTY

If some of the items were refunded, in other words a credit note was done, the refunded quantity would show in this column.

ISSUED QTY

This will be the quantity of the selected stock item which has already been issued to the customer.

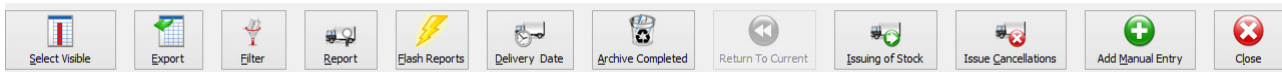
TO BE DELIVERED

This is the quantity of the selected item which is still available to be issued to the customer, either for collection or delivery.

TO BE RETURNED

This is the quantity of the selected item which is returned by the client.

BUTTON FUNCTIONALITY ON CURRENT



SELECT VISIBLE

This option allows the user to select the fields he would like to see on the screen.

EXPORT

This option allows the user to export the information on the main screen to listed formats.

FILTER

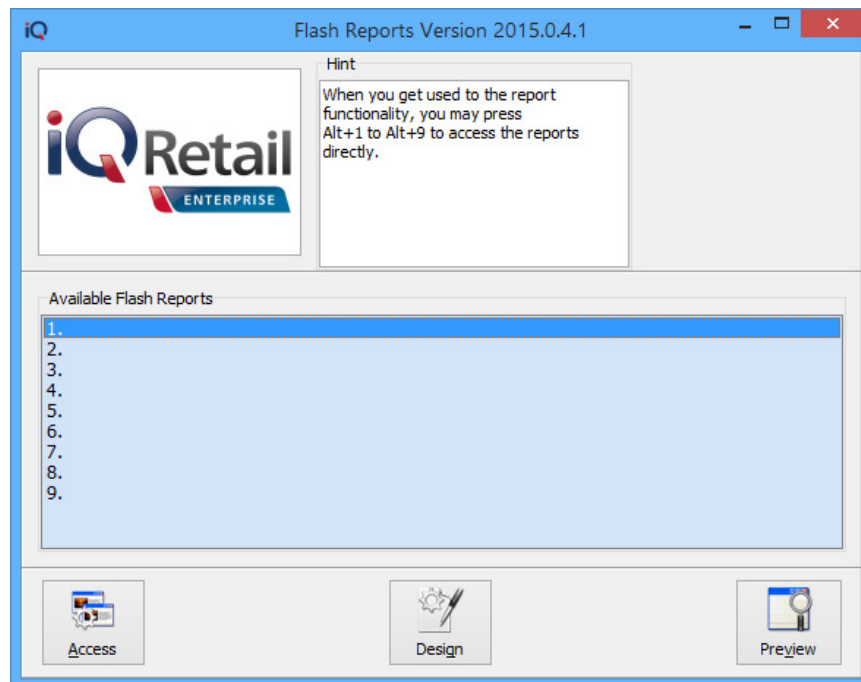
This option allows the user to filter for listed information.

REPORT

The Report option allows the user to Preview, Print or Design the report selected from the report selection list.

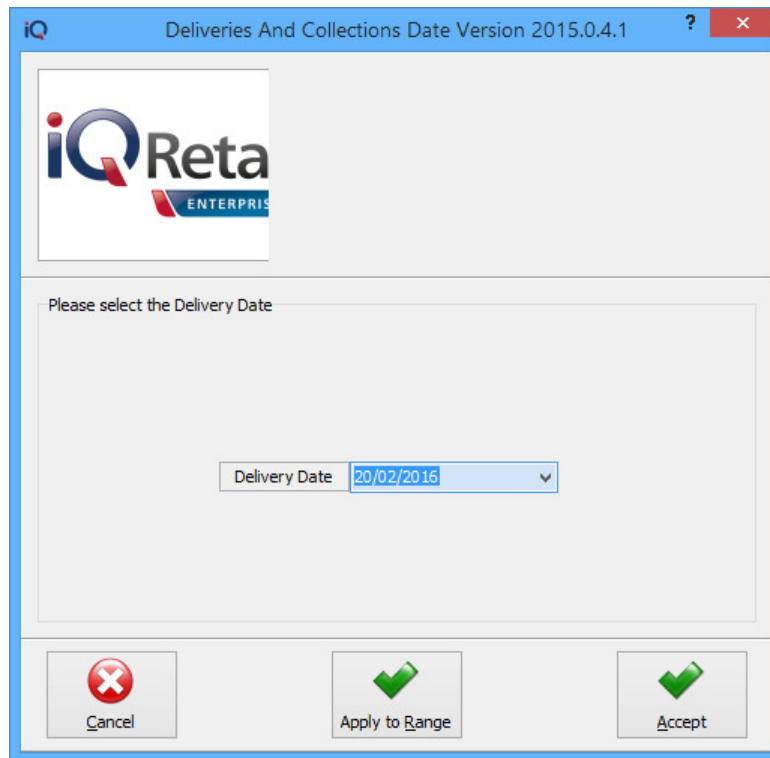
FLASH REPORTS

The flash option allows the user to call up a flash report by either selecting the flash button or he can use the "Alt" button. To call up a flash report using the "Alt" option. Hold down the "Alt" button and then press either number 1 – 9, this will bring up the flash report that corresponds to the relevant number.



DELIVERY DATE

This option allows the user to set a specific delivery date for the selected item on the Deliveries and Collections Maintenance list.



CANCEL

The Cancel button allows the user to exit the Deliveries and Collections Date screen without saving anything.

APPLY TO RANGE

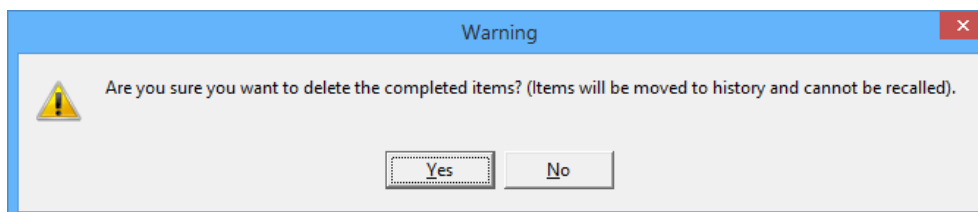
The Apply to Range button can be used to select more than one item to be dated for delivery on a specific date.

ACCEPT

The Accept button will allocate the delivery date to all the selected items to be delivered.

ARCHIVE COMPLETED

This option allows the user to archive all completed issues, all the items listed in **blue** can be archived, to clear the Deliveries and Collections screen (less transactions to view). In other words, all the issues listed in **blue** will be moved to history. It is suggested that the completed issues are archived on a regular basis, so that the list doesn't become too long and difficult to manage.



RETURN TO CURRENT

The Return to Current button is greyed out on the current screen, it will only be accessible from the History screen.

The screenshot shows the IQ Enterprise software interface. At the top, there is a menu bar with options like Processing, Debtors, Creditors, Stock, Ledger, Utilities, Support, Point of Sale, CRM, Windows, Help, and Shortcuts. Below the menu bar, there is a toolbar with various icons and buttons. The main area displays a list of invoices with columns for Document, Invoice Date, Account, Account Name, Delivery Date, Stock Code, Stock Description, Invoiced Qty, Refunded Qty, Issued Qty, To Be Delivered, and To Be Returned. The 'Return To Current' button is highlighted in grey, indicating it is disabled. Other buttons like 'Select Visible', 'Export', 'Filter', 'Report', 'Flash Reports', 'Delivery Date', 'Clear History', 'Issuing of Stock', 'Issue Cancellations', 'Add Manual Entry', and 'Close' are visible.

Document	Invoice Date	Account	Account Name	Delivery Date	Stock Code	Stock Description	Invoiced Qty	Refunded Qty	Issued Qty	To Be Delivered	To Be Returned
INV4233	20/09/2012	TBS001	The Bargain Store - Head Office		BM001	Cement	3	0	3	0	0
INV4233	20/09/2012	TBS001	The Bargain Store - Head Office		BM003	Wood	10	0	10	0	0
INV310	10/05/2013	TBS001	The Bargain Store - Head Office	14/05/2013	BM001	Cement	10	0	10	0	0
INV310	10/05/2013	TBS001	The Bargain Store - Head Office		BM004	Sand	5	0	5	0	0
INV253	28/11/2012	BLA001	Black - Terms 30 Days		BM001	Cement	10	0	10	0	0
INV277	05/02/2013	ABC001	ABC Store (Pty) Ltd		2003	Cheese KG	1	1	0	0	0
P.O.S 1-161	20/04/2015				000000010103	NIKE PANTS BL	1	0	1	0	0
P.O.S 1-161	20/04/2015				000000020301	NIKE T-SHIRTS YS	1	0	1	0	0
INVHO350	20/04/2015	GRE001	Green		000000020301	NIKE T-SHIRTS YS	10	0	10	0	0
P.O.S 1-163	20/04/2015				000000060501	NIKE JOGGING SHIRT BLS	1	1	1	0	0
INVHO351	20/04/2015	COD001	COD ACCOUNT		000000060401	NIKE JOGGING SHIRT GS	2	0	2	0	0
INVHO351	20/04/2015	COD001	COD ACCOUNT		000000090201	NIKE ALL TERRAIN RUNNING SOCKS BRS	1	0	1	0	0
P.O.S 1-167	21/04/2015				000000090201	NIKE ALL TERRAIN RUNNING SOCKS BRS	10	0	10	0	0
INVHO354	21/04/2015	PIE001	Piet Pompies		000000140912	TOREZ TENT KHA 1 MAN	1	0	1	0	0
INVH236	21/04/2015	TBS003	The Bargain Store - Johannesburg	21/04/2015	000000010101	NIKE PANTS BS	1	0	1	0	0
INVHO356	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	1	0	1	0	0
INVHO357	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	1	0	0
INVHO358	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	10	0	10	0	0
INVHO359	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	10	0	10	0	0
INVHO361	22/04/2015	ABC001	ABC Store (Pty) Ltd		BM001	Cement PVC 50kg	10	2	10	0	0
INVHO363	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	5	0	5	0	0
INVHO364	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	5	2	5	0	0
INVHO350	20/04/2015	GRE001	Green	24/04/2015	000000010103	NIKE PANTS BL	10	0	10	0	0
INVHO350	20/04/2015	GRE001	Green	25/04/2015	BM001	Cement PVC 50kg	10	0	10	0	0
INVHO350	20/04/2015	GRE001	Green		BM002	Tiles	6	1	6	-1	0
INVHO352	21/04/2015	ABC001	ABC Store (Pty) Ltd		MON001	Monitor LED 23" - Serial Number Item	1	0	1	0	0
INVHO357	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	1	0	1	0	0
INVHO358	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	10	0	10	0	0
INVHO358	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000060401	NIKE JOGGING SHIRT GS	100	0	100	0	0
INVHO358	22/04/2015	ABC001	ABC Store (Pty) Ltd		COK002	Coke Case	2	0	2	0	0
INVHO358	22/04/2015	ABC001	ABC Store (Pty) Ltd		BM003	Wood	20	0	20	0	0
INVHO359	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	10	0	10	0	0
INVHO359	22/04/2015	ABC001	ABC Store (Pty) Ltd		000000060401	NIKE JOGGING SHIRT GS	100	0	100	0	0
INVHO359	22/04/2015	ABC001	ABC Store (Pty) Ltd		COK002	Coke Case	2	0	2	0	0
INVHO359	22/04/2015	ABC001	ABC Store (Pty) Ltd		BM003	Wood	20	0	20	0	0
INVHO360	22/04/2015	ABC001	ABC Store (Pty) Ltd		BM001	Cement PVC 50kg	5	2	5	-2	0
INVH236	21/04/2015	TBS003	The Bargain Store - Johannesburg	21/04/2015	000000010102	NIKE PANTS BM	1	0	1	0	0
INVH236	21/04/2015	TBS003	The Bargain Store - Johannesburg	24/04/2015	000000010103	NIKE PANTS BL	1	0	1	0	0
INVHO366	24/04/2015	COD001	COD ACCOUNT		000000010103	NIKE PANTS BL	1	0	1	0	0

ISSUING OF STOCK

NOTE: The issuing of stock will be discussed in detail later in this document (refer to page 49).

The user can use one of four methods to issue stock items:

SELECTED ITEM

This option allows the user to issue just the selected item.

ALL ITEMS FOR SELECTED DEBTOR

This option allows the user to select all the issue items for a selected debtor.

ALL ITEMS FOR SELECTED INVOICE

This option allows the user to select all the issue items for the selected invoice.

ALL ITEMS FOR SELECTED DELIVERY AREA

This option allows the user to select all the issues for a selected delivery area.

ISSUE CANCELLATIONS

The issue cancellations option allows the user to an issue that has been completed or partially issued.

NOTE: The cancellation of issues will be discussed in detail later in this document (refer to page 56).

ADD MANUAL ENTRY

The add manual entry option makes it possible for the user to add manual entries to the Deliveries and Collections.

NOTE: The add manual entry option will be discussed in detail later in this document (refer to page 47).

CLOSE

This option allows the user to close the Deliveries and Collections Maintenance module.

ADD MANUAL ENTRY

This option will for example be used when the Deliveries and Collections option has been setup after the system has been running for a while. There might be previous invoices with outstanding Deliveries and Collections, which will still have to be managed. They can then be added to the Deliveries and Collections maintenance screen, with a status.

Document	INVHO397
Account	ABC001
Stock Item	999980
Status	DEL
Date	21/01/2016
Delivery Date	19/02/2016
Available Quantity	1.00

DOCUMENT

Type in the Invoice number, or select it from the list in the drop-down menu.

ACCOUNT

The account number and the debtor's name will automatically appear once the invoice has been selected.

NOTE: Manual Entries can only be done for existing debtors accounts.

STOCK ITEM

Type in the stock item number or select it from the drop-down menu.

STATUS

Type the status or select it from the drop-down menu. Once the status is selected, the status description will also appear on the screen.

DATE

The date when this manual entry is added to the deliveries and collections.

Document	INVHO397
Account	ABC001
	ABC Store (Pty) Ltd
Stock Item	999980
	Testing 1
Status	DEL
	To Be Delivered
Date	21/01/2016
Delivery Date	19/02/2016
Available Quantity	1.00

DELIVERY DATE

A date can be selected for when the delivery should be done or in case of a collection, when the stock item will be collected.

AVAILABLE QUANTITY

The available quantity is the quantity the still needs to be issued, it may be less than the invoiced quantity, as some items may already have been issued.

NOTE: Remember that Deliveries and Collections are linked to the original invoice and the quantity must be entered correctly.

CANCEL

Click on the Cancel button to cancel the transaction.

ACCEPT

Click on the Accept button to add the issue captured to the Deliveries and Collections Maintenance screen.

ISSUING OF STOCK

There are four (4) methods of issuing the stock. The only difference between the methods are on how the selection of items to be issued is made. Once the items are selected the issuing works for all four methods in the same way.

NOTE: When "Allow Document Scanning in Deliveries" setting is enabled in Default settings (1), the user will be able to scan in the document for issuing purposes. This setting will allow the user to scan the barcode displaying the invoice number of the document and the system will immediately pop up the issue screen.

SELECTED ITEM

This option is to issue only the selected item. Highlight the item that needs to be issued, in the deliveries and collections screen. Either double click on the item, or select it and click on the Issuing of Stock button at the bottom of the screen and select the "Selected Item" option.

ALL ITEMS FOR SELECTED DEBTOR

This option allows the user to issue all the stock items for a selected debtor. Filtering is an option for the selection of the debtor or the user can change the sort order to Debtor Account and then scroll to find the specific debtor. Highlight one of the specific debtor's issue transactions, click on the "Issuing of Stock" button at the bottom of the screen and select "All Items for Selected Debtor".

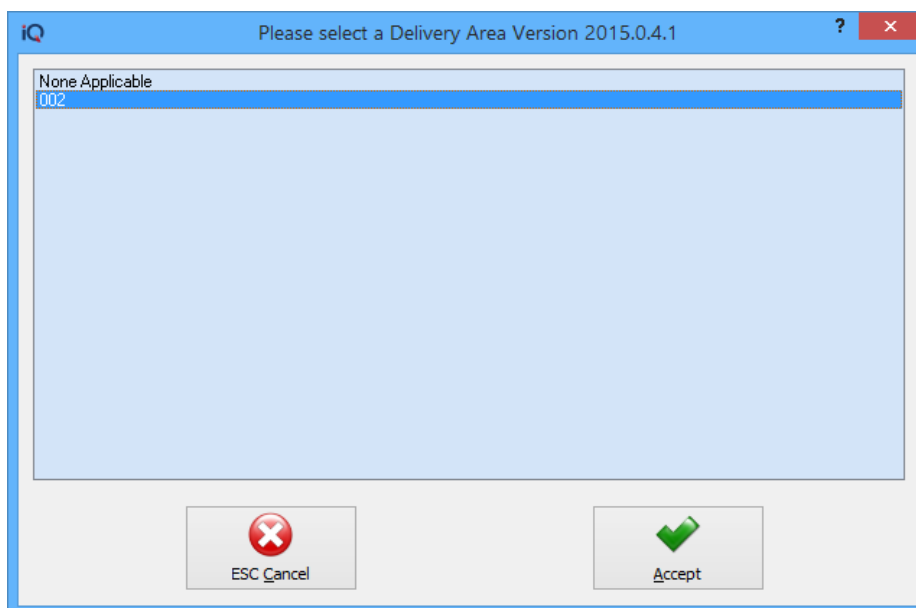
This option will list all the outstanding issue transactions for the selected debtor.

ALL ITEMS FOR SELECTED INVOICE

This option allows the user to issue all the stock items for a selected invoice. Filtering is an option for the selection of the invoice or the user can change the sort order to Document and then scroll to find the specific invoice. Highlight one of the specific invoice's issue transactions, click on the "Issuing of Stock" button at the bottom of the screen and select the "All Items for Selected Invoice" option to list all the issue transactions for the selected invoice.

ALL ITEMS FOR SELECTED DELIVERY AREA

This option allows the user to select all the issues that are linked to a selected delivery area. While the user is capturing information on an invoice, the user has the option to select a specific delivery area. Click on the "Issuing of Stock" button at the bottom of the screen and select the "All Items for Selected Delivery Area" option.



A list of all the active Delivery Areas will appear, select the applicable area and click on accept. A list of all the current issues for the area will appear, which can be used to decide what to deliver or not.

ISSUING OF STOCK

Once the issue selection has been made, the Issue Stock screen will appear. All items for the selected transaction is displayed.

PARAMETERS

The Issue Date can be selected for when the delivery or collection should be done.

VEHICLE CAPACITY

In the left block is a list of all the available vehicles on the system. By selecting one of the vehicles, the user can see what the capacity of the vehicle is and if another vehicle should be selected. The Vehicle capacity fields are there for information purposes only.

COLOUR LEGEND

All the items that are displayed in **black** are available to be issued.

All items that are highlighted in **green**, are goods that have already left the store and thus cannot be Issued again.

All items that are displayed in **red** are Credit Notes and can't be issued.

ISSUE INFORMATION

Stock Item	Stock Description	Document	Credit Note	Delivery Area	Status	Status Description	Status Qty	Available Qty	Delivery Vehicle	Issue Qty
BM001	Cement PVC 50kg	INVH0408		002	DEL	To Be Delivered	2	2		0
BM002	Tiles	INVH0408			COL	To be Collected	5	3		0
BM003	Wood	INVH0408			YRD	Collect from Yard	10	10		0
BM002	Tiles	INVH0408	CRNH052		COL	To be Collected	2	0		0

STOCK ITEM

The Stock Item is the item code for the stock which needs to be issued.

STOCK DESCRIPTION

A description of the stock item which needs to be issued.

DOCUMENT

The reference number is the invoice number or POS number for this issue.

CREDIT NOTE

If a credit note was done for an item, the credit note number will appear in this column. This transaction will also be listed in **red** to show it is a credit note and show the quantity that was credited.

DELIVERY AREA

The code for the selected delivery area is listed in this column.

STATUS

This field displays the Status type for the specific issue.

STATUS DESCRIPTION

A description of the Status to enable the user to see what should happen with the stock. The user doesn't need to remember the status type codes.

STATUS QTY

The Status Qty is the quantity of the selected item as it is reflected on the invoice.

AVAILABLE QTY

The available quantity is the quantity of the selected stock item which can still be issued. It will be the invoice (status) quantity minus the quantity of items which have already been issued or credited.

DELIVERY VEHICLE

If the stock items must be delivered to the customer, the vehicle which will be used, can be entered in this column.

ISSUE QTY

The issue quantity is the quantity of the selected stock item which is being issued now.

Stock Item	Stock Description	Document	Credit Note	Delivery Area	Status	Status Description	Status Qty	Available Qty	Delivery Vehicle	Issue Qty
BM001	Cement PVC 50kg	INVH0408		002	DEL	To Be Delivered	2	2		0
BM002	Tiles	INVH0408			COL	To be Collected	5	3		0
BM003	Wood	INVH0408			YRD	Collect from Yard	10	10		0
BM002	Tiles	INVH0408	CRNH052		COL	To be Collected	2	0		0

Depending on the option the user selected on what should to be issued, the information will be displayed on the screen. There will be a line for every change to the status and the quantity made, to each of the stock items.

If all the stock for an item was issued and there is not an available quantity, the line for the item will be highlighted in **green**, until it is archived.

If a Credit Note was done on the transaction, the credit note will appear with the original invoice, but it is listed in **red**. The available quantity will reflect as Zero.

BUTTON FUNCTIONALITY

ALLOCATE STATUS

If the status type was for example GO (the stock should go with the customer), but the customer can't take it with him because of some reason, the status of that item can be changed.

SINGLE

This option allows the user to change the Status on a single Transaction item.

The screenshot shows a window titled "Allocate Status Version 2015.0.4.1" with the iQ Retail Enterprise logo. The main area is titled "Allocate Stock To Status" and contains the following data:

Document	INVHO398
Stock Item	BM001
Description	Cement PVC 50kg
Status	DEL
Description	To Be Delivered
Issued Quantity	0.00
Available Quantity	1.00

Status to Allocate To	COL
Description	To be Collected
Quantity to Allocate	

At the bottom of the dialog are two buttons: "Cancel" (with a red 'X' icon) and "Accept" (with a green checkmark icon).

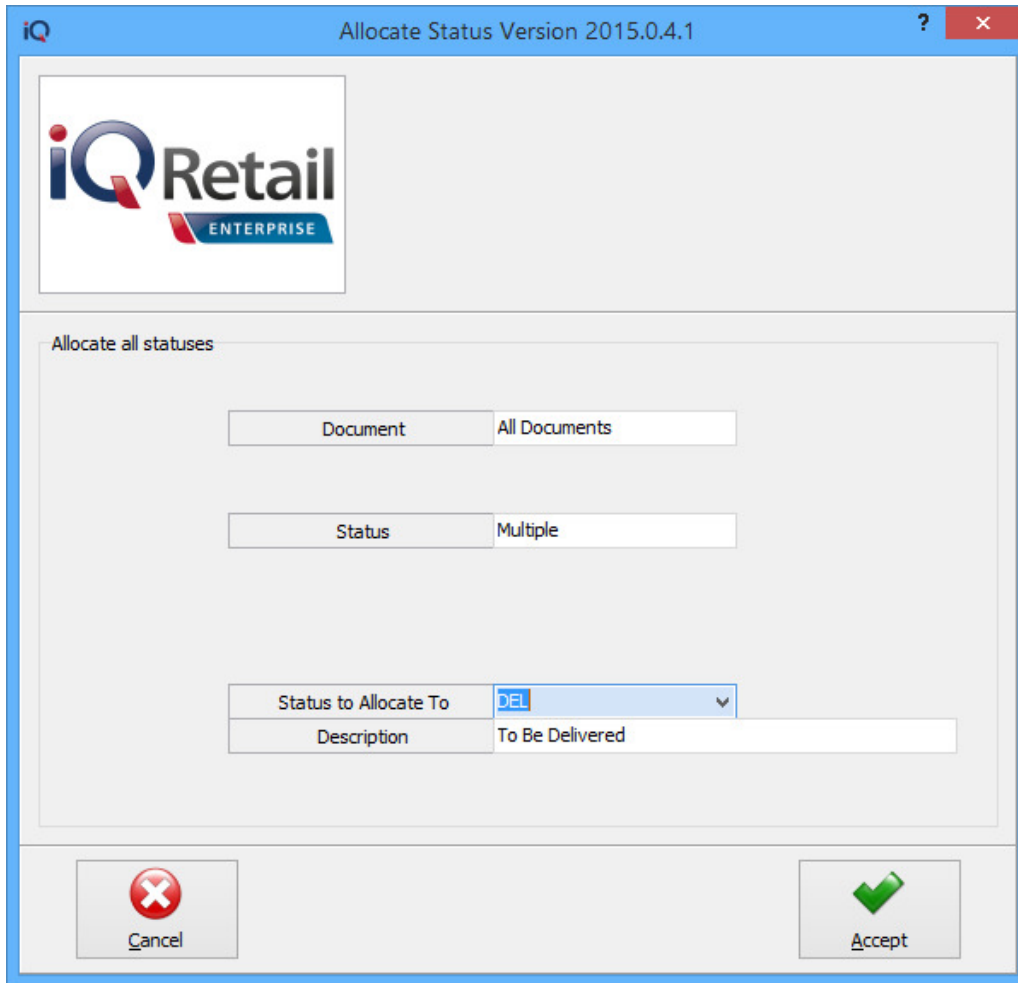
Change the status type by selecting another status type in the "Status to Allocate To" field. Click on the drop-down menu and select the appropriate new Status.

The user will also need to enter the quantity to allocate to the new Status. In other words, the quantity of the selected item which is allocated to the newly selected Status.

ALLOCATE STATUS

ALL

The ALL option allows the user to change the Status on a selection of issue items. Filter for or list the issue transactions which need to change.



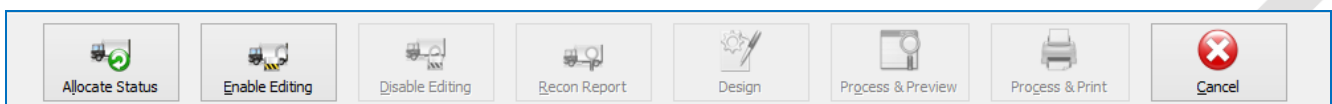
Select the allocate Status button at the bottom of the screen and click on the All option.

Change the "Status to Allocate To" field by selecting one of the options on the drop-down menu next to the field.

By Accepting the change made, all the Statuses for all the items on the screen will be changed to the new Status.

ENABLE EDITING

Click on the Enable Editing button at the bottom of the screen to allow the user to edit anything on the Issue Stock screen.

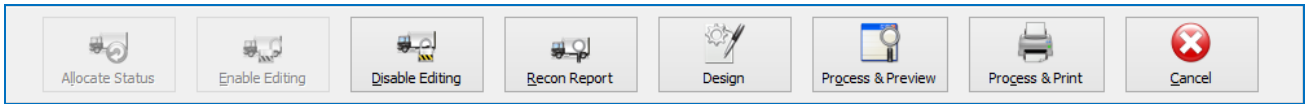


The cursor will move automatically to the Delivery vehicle field. If the stock item needs to be delivered to the customer, the user can select which vehicle to use, or click on the Issue QTY field to issue the quantity of stock items.

The Enable Editing option activates all the other buttons on the bottom of the screen, for reporting and processing or cancelling.

DISABLE EDITING

This button will disable all functioning ability on the Issue screen.



The Disable Editing option will also deactivate the reporting and processing buttons.

RECON REPORT

The Stock Issue screen can be reported for reconciliation purposes. All the information as on the stock issue screen will be on the report.

IQ TRAINING		Date Printed : 23/02/2016 11:34:38			Page No 1	
Delivery Reconciliation Report						
<u>Document</u>	<u>Stock Item</u>	<u>Stock Description</u>	<u>Status</u>	<u>Status Description</u>	<u>Qty</u>	<u>Issued</u>
INVHO408	BM001	CementPVC 50kg	DEL	To Be Delivered	2	1
INVHO408	BM002	Tiles	DEL	To Be Delivered	5	0
INVHO408	BM003	Wood	DEL	To Be Delivered	10	0
CRNHO52	BM002	Tiles	DEL	To Be Delivered	-2	0
					15	

DESIGN

The Design option allows the user to edit the design of the Deliveries and Collections Issue document.

PROCESS AND PREVIEW

This option allows the user to process the issues done on the selected items and will preview a Deliveries and Collections Issue document, which will be available for viewing and/or printing.

Deliveries and Collections Stock Issue Document						
Invoice To			Deliver To			
ABC Store (Pty) Ltd PO Box 123 Stellenbosch 7600			ABC Store (Pty) Ltd 78 Main Road Stellenbosch 7600			
Account No	Issue Date	Issue Number				Page
	23/02/2016	DAQHO71				1 of 1
<u>Item Code</u>	<u>Description</u>	<u>Document</u>	<u>Delivery Vehicle</u>	<u>Status</u>	<u>Quantity</u>	
000000010101	NIKE PANTS BS	P.O.S 1-293		To Be Delivered	1.00	

PROCESS AND PRINT

This option allows the user to process the issues done on the selected items and print a Deliveries and Collections Issue document.

CANCEL

The Cancel button will close the Issue Stock screen, without saving the changes made.

ISSUE CANCELLATIONS

The Issue Cancellation option allows the user to cancel issues which have already been processed. Issues need to be cancelled before credit notes can be done, to ensure that the stock is returned to the store before the customer is refunded.

NOTE: Stock that have left the store with the customer when the sale was processed, is not processed in the Deliveries and Collections module. No issues need to be cancelled if the user wants to credit note or refund these items.

NOTE: If the "Strict Credit Note Control" option has been enabled in Module Parameters, for all the items that have been issued via the Deliveries and Collections module, the user will first have to cancel the entire or part of the issue before a Credit Note or a Refund can be done.

Invoice Date	Document	Account	Account Name	Delivery Date	Stock Code	Stock Description	Invoiced Qty	Refunded Qty	Issued Qty	To Be Delivered	To Be Returned
11/05/2015	INWHO378	BLU001	Blue - Credit Limit R.1		COK001	Coke Single Can	12	0	0	12	0
11/05/2015	INWHO378	BLU001	Blue - Credit Limit R.1		TSMGSG0204	GolfT-Shirt - Brown - XL	8	0	0	8	0
10/07/2015	INWHO387	ABC001	ABC Store (Pty) Ltd		000000010103	NIKE PANTS BL	3	0	2	1	0
06/01/2016	INWHO395	GRE003	Green Apple		000000010101	NIKE PANTS BS	5	0	0	5	0
07/01/2016	P.O.S 1-293					NIKE PANTS BS	1	0	0	1	0
07/01/2016	P.O.S 1-294					NIKE PANTS BS	5	0	0	5	0
07/01/2016	INWHO396	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	0	1	0
13/01/2016	P.O.S 1-295	ABC001	ABC Store (Pty) Ltd		000000010101	NIKE PANTS BS	1	0	0	1	0
18/02/2016	INWHO398	GRE003	Green Apple		000000010101	NIKE PANTS BS	1	0	1	0	0
18/02/2016	INWHO398	GRE003	Green Apple		00000140912	TORREZ TENT KHA 1 MAN	1	0	0	1	0
18/02/2016	INWHO398	GRE003	Green Apple		BM001	Cement PVC 50kg	1	0	0	1	0
18/02/2016	INWHO398	GRE003	Green Apple		BM003	Wood	1	0	0	1	0
18/02/2016	P.O.S 1-300				000000010101	NIKE PANTS BS	1	0	0	1	0
18/02/2016	P.O.S 1-301				BM002	Tiles	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM003	Wood	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM004	Sand	1	0	1	0	0
18/02/2016	P.O.S 1-301				BM001	Cement PVC 50kg	1	0	1	0	0

To cancel an issue, the user must select the specific issue in the Deliveries and Collections Maintenance screen. Click on the Issue Cancellation button at the bottom of the screen. This will display the relevant status types to be cancelled for that highlighted item.

The Issue log displays all the issue transactions for the selected stock item:

Document	Date	Status	Status Description	Vehicle	Vehicle Description	Issued Qty	Cancel
DACH078	23/02/2016	DEL	To Be Delivered	CF897987L	Head Office Truck	40	<input type="checkbox"/>
DACH078.1	23/02/2016	DEL	To Be Delivered	CF897987L	Head Office Truck	10	<input type="checkbox"/>

The user has the option to cancel the whole issued quantity, or the quantity can be changed by editing the field and entering another quantity, less than what was issued.

CANCEL DATE

This will be the date when the cancellation is processed.

COLOUR LEGEND

The issues on each item are colour coded.

Items in **Green** have already been Cancelled and Cannot be Cancelled again.

Items in **Blue** are Cancellation Entries and Cannot be Cancelled.

Items in **Red** are no longer linked to a document because the Document was deleted. These entries cannot be cancelled.

Items in **Maroon** are partially cancelled and can still be completely cancelled.

AVAILABLE FILTERS

If any filters were saved to see specific information only, the filter would appear in the block on the top right corner of the screen. To activate a filter, the user needs to double click on it. To cancel the filter option and see all information again, the user can double click on the Clear Filter option.

ISSUE CANCELLATION INFORMATION

Document	Date	Status	Status Description	Vehicle	Vehicle Description	Issued Qty	Cancel
DACH078	23/02/2016	DEL	To Be Delivered	CF897987L	Head Office Truck	40	<input type="checkbox"/>
DACH078.1	23/02/2016	DEL	To Be Delivered	CF897987L	Head Office Truck	10	<input type="checkbox"/>

DOCUMENT

This is the Delivery and Collection number which was printed on Stock Issue document.

DATE

The date when the Issue was processed.

STATUS

The status code of the issue, if it was delivered or collected.

STATUS DESCRIPTION

The description of the status code.

VEHICLE

If the stock items were issued to be delivered, the vehicle number would be in this column.

VEHICLE DESCRIPTION

A description of the vehicle which was used for the delivery.

ISSUED QTY

The quantity of the selected item which was issued.

Depending on the colour code of the line, this would be the quantity which was issued. The whole quantity can be cancelled, or the user can change the quantity to less than the issued quantity by editing the Issue Qty field.

Once the Issue Cancellation was processed, the stock items will appear on the Deliveries and Collections Maintenance screen as available.

To finalise the cancellation, the user can click on the Process and Preview/-Print buttons on the bottom of the screen. An Issue Cancellation document will be available for viewing and/or printing.

CANCEL

If the issue should be cancelled, the user will have to tick the box next to the specific item.

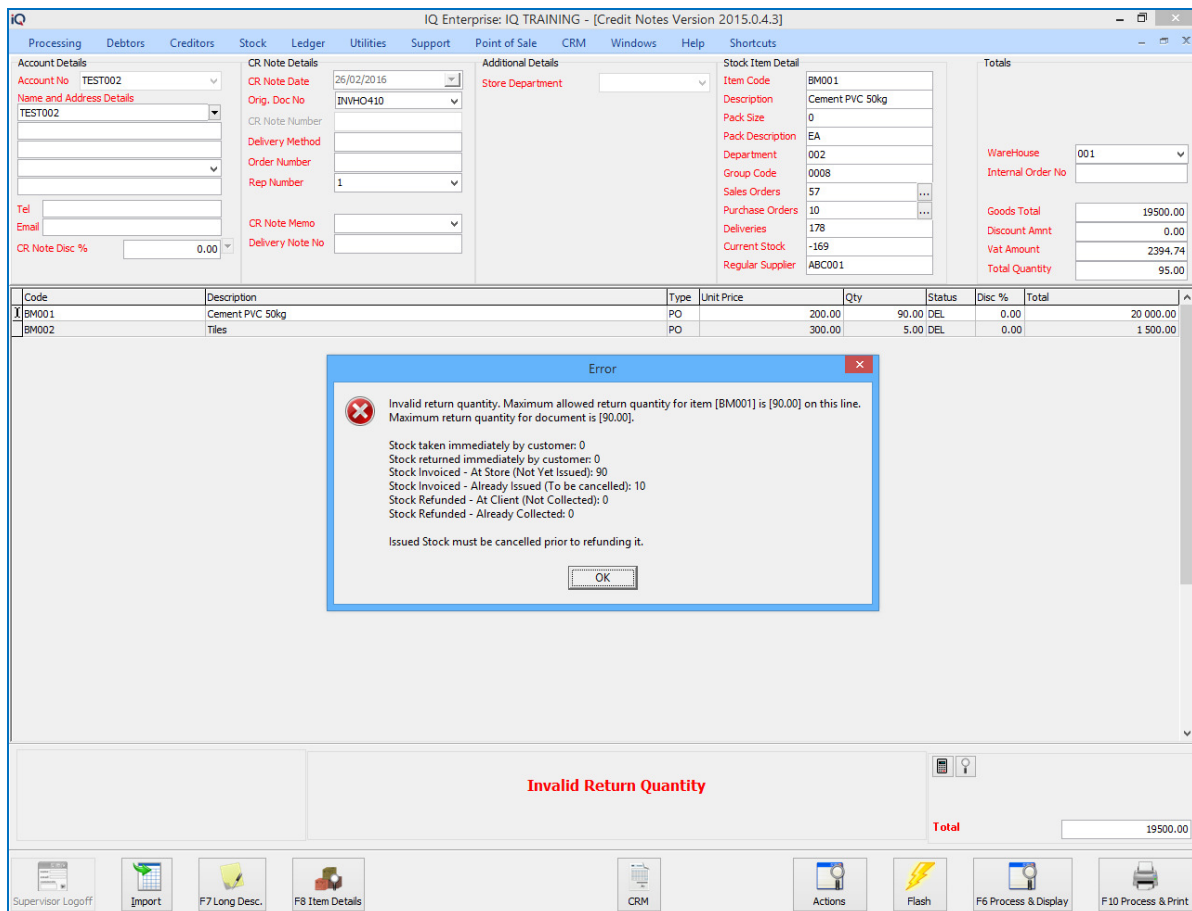
CREDIT NOTES

Enabling the Strick Credit Note Control assist the user in keeping better track of the stock that was delivered to a client, but it was received back and a credit note can be processed to refund the customer only if an "Issue Cancellation" has been passed for the stock item in Deliveries and Collections.

To process the Credit Note, the user can close the Deliveries and Collections module and from the IQ main menu → Processing → Credit note.

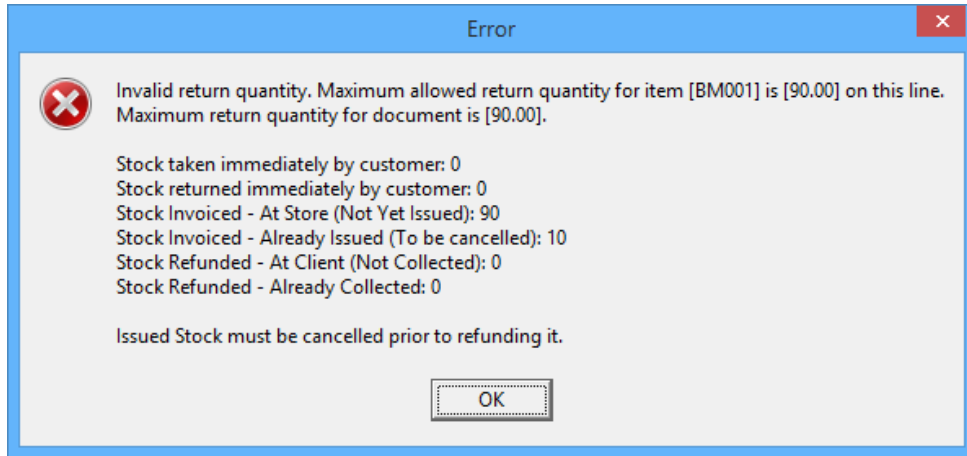
Select the appropriate debtor’s account. It is advisable to import the original invoice. The user can then delete all the unnecessary lines and process a credit for the stock received back and for which the refund should be done.

NOTE: Stock items that left the store with the customer and was not issued via the Deliveries and Collections module, don’t need issue cancellations before the Credit Note can be processed.

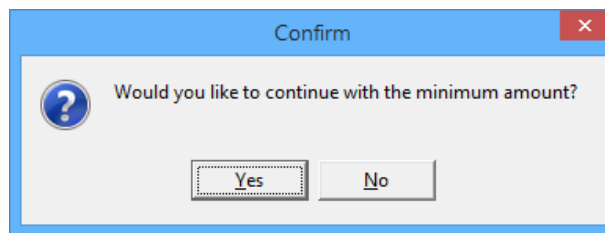


If the user tries to process a credit for more stock items than what was received back, an error message will pop up to state the quantity available.

Error message:



When the user clicks on the OK button, another message will pop up to ask if the system should be continue using minimum quantity available.



If the user clicks on the Yes option, the quantity will be changed to the minimum quantity available and the Credit Note can be processed. If the user clicks on the No option, the Credit note can be cancelled. The user can first process an issue cancellation in the Deliveries and Collections module and retry the processing of the Credit Note.

- End of Document -