

Credit Notes

Today we introduced the concept of Credit Notes. A Credit Note is simply a negative invoice. Unless activated on a customer group or a customer account, negative invoices are not possible.

To enable credit notes go to the customer account and enable the checkbox.

This number or code can be used to match a customer to external records

Billing Option

▼
Type of invoicing for this customer

Enable Credit Notes
This option allows negative invoices to be posted in the form of credit notes. Otherwise credits are carried forward to the next invoice.

Customer Fuel Rate

Without credit notes enabled, a negative invoice looks like this:

INVOICE

Date: 2015-Oct-01
Invoice #: 330000000
Customer #: 220082885
Page: 1 of 1
Shipments: 1

To

GST# 851226795
QST# 1213156647
HST# 851226795

Date	Shipment	Description	Net	Gross
2015-04-08	440603361	FedEx International Priority (780470989860) #729207837	-33.05	-33.05
2015-10-01		Credit Carried Forward	33.05	33.05
			SubTotal	0.00
			TOTAL (CAD)	33.05
			Credits and Payments	-33.05
			DUE NOW (CAD)	0.00

Notice that the only content on the invoice was negative, resulting in a **Carry Forward** transaction bringing the total to zero. When posting a negative invoice, a positive carry transaction is attached to the invoice and a detached negative carry transaction is added to the invoicee's account. In effect, the carry forward is applied to future invoices.

There will be cases, however, where it is necessary to issue a credit note. Enabling the credit note results in this invoice:

CREDIT NOTE

Date: 2015-Oct-01
Invoice #: 330000000
Customer #: 220082885
Page: 1 of 1
Shipments: 1

GST# 851226795
QST# 1213156647
HST# 851226795

description	Net	Gross
170989860) #729207837	-33.05	-33.05
	SubTotal	-33.05
	TOTAL (CAD)	0.00
	Credits and Payments	-33.05
	DUE NOW (CAD)	-33.05

Note that the title changes to **Credit Note** and the total can now be negative.

Select Invoices

A new feature introduced today is the ability to construct invoices with specific transactions on them and nothing else. Normally an invoice contains all appropriate (reconciled, approved) transactions that haven't been attached to a previous invoice.

Select Invoices are invoices that contain only Selected transactions. In Administration | Transactions you will be able to find transactions that can be selected. Note that selecting a transaction does not make it qualify for invoicing. This is simply a method to eliminate unwanted transactions from an invoice.

Begin by finding the transactions you wish to invoice. You can search by shipment number and tracking number. Check the transactions you want and click Select to mark them. A tick will appear beside the transaction number. The Unselect button reverses this.

Transactions

The screenshot shows the Transactions interface. At the top, there is a search bar with the value "44011859". Below the search bar is a table with the following columns: Number, Date, Invoice, Customer, Transaction Type, Category, Shipment, Courier, Courier Account, Description, and Gross Amount. The table contains two rows. The first row has a checkbox that is not checked. The second row has a checkbox that is checked, and the transaction number "66014074" is circled in red. Below the table, there is a "Showing 1 to 2 of 2 entries" message and a "Show 25 entries" dropdown. At the bottom, there is a row of buttons: View, Enter Manual Transaction, Download Transactions, Select (circled in red), and Unselect.

<input type="checkbox"/>	Number	Date	Invoice	Customer	Transaction Type	Category	Shipment	Courier	Courier Account	Description	Gross Amount
<input type="checkbox"/>	660140085	2014-09-09	330001177	Novitraq HP Test	Shipment	Cost	44011859	canadapost	4002468		\$11.29
<input checked="" type="checkbox"/>	66014074	2014-09-09		Novitraq HP Test	Shipment	Customer	44011859				\$13.55

Showing 1 to 2 of 2 entries Show 25 entries

View Enter Manual Transaction Download Transactions **Select** Unselect

Once you have selected the transactions you wish to invoice, go to Administration | Reconciliation | Invoicing where you can see the invoices ready to go out. Select the customer and click Preview Select Invoice to view what this invoice will look like. When you are ready use Post Select Invoice or File Select Invoice.

Reconciliation

Jobs	Unreconciled	Reconciled (154)	Imported (13022)	Import Status (3)	Corrections (120)	Approved Corrections
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Invoicing (168)	Cost Invoicing (4)
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All Customer Invoices Search:

<input type="checkbox"/> Cust #	<input type="checkbox"/> Customer	<input type="checkbox"/> Customer Group	<input type="checkbox"/> Invoice Amount
<input checked="" type="checkbox"/> 220065879	Novitraq HP Test	Administration	\$2,653.35 CAD

Showing 1 to 1 of 1 entries Show entries [Export](#)

[Preview Invoice](#) [Post Invoice](#) [File Invoice](#) [Preview Select Invoice](#) [Post Select Invoice](#) [File Select Invoice](#)

File a Select Invoice (Post without sending by e-mail) which permanently attaches all selected transactions to an invoice

Excluding Selected Transactions

If you want to simply remove a transaction from an invoice you can follow these steps:

1. File a Select Invoice containing only the unwanted transactions
2. File the non-Select invoice (which won't have the previously invoiced transactions)
3. Cancel the Select Invoice releasing the unwanted transactions for a future invoice

Shipment Notifications

We now have two additional e-mail notification options for shipments. These are per-shipment options that result in an e-mail being sent to the shipper and/or consignee at the time the shipment is submitted to the carrier.

SHIPMENT OPTIONS

Shipment Date

Payment ▼

Saturday Delivery

Signature Required

Customer References

Notify Shipper by Email Notify Consignee by Email

There are two types of notification covered here: **Shipper** and **Consignee**. Both messages are templates can be customised at the associate level.

The **Shipper** notification is intended to provide instructions for the shipping and will include all documents that need to be included with the shipment.

the **Consignee** notification is intended to provide the receiver of the shipment a link so they can track the shipment progress. The consignee will also be shown their address so it can be verified.

Contact Reference Field

It is now possible to use a Reference field in Address Books. Any text can be placed into this field but ideally it should be a short unique code.

Company Name

City

Contact Name *

Province

Postal Code

Country

Telephone Number *

Extension

Address *

Email Address

Tax ID

Residential Address

Reference

Enter this exact text into the search field for a shipment to retrieve this specific contact

This field serves a special purpose in that if you search using text that matches the reference field of a contact then only that contact will be shown.

CONSIGNEE 

JOE BLOGGS, EXAMPLE CORPORATION
 123 MAIN STREET, MONTREAL, Quebec H4B1Z2, Canada

Postal Code | Province

City

Street Address 

Street Address

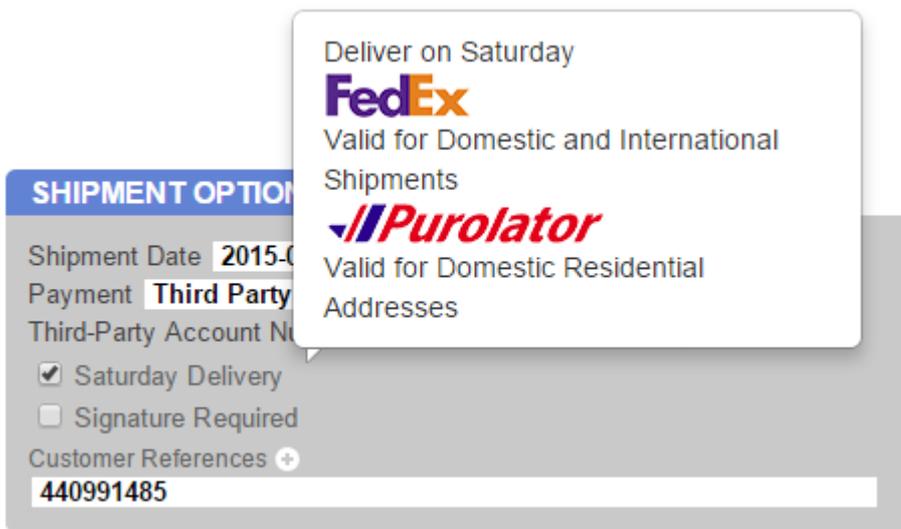
Street Address

Telephone | Email

Tax ID Residential

Saturday Delivery

Saturday Delivery has now been implemented for FedEx and Purolator with other carriers in development. This option permits the Saturday Delivery surcharge to be added where possible.



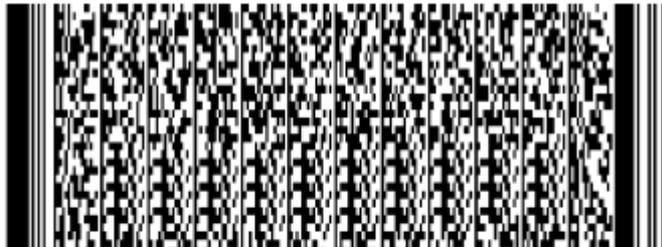
The image shows a screenshot of a shipment options form. The form has a blue header with the text "SHIPMENT OPTION". Below the header, there are several fields: "Shipment Date" with a dropdown menu showing "2015-0", "Payment" with a dropdown menu showing "Third Party", and "Third-Party Account Number". There are two checkboxes: "Saturday Delivery" which is checked, and "Signature Required" which is unchecked. Below these is a "Customer References" field with a plus sign icon and the value "440991485". A tooltip box is overlaid on the form, containing the text "Deliver on Saturday", the FedEx logo, "Valid for Domestic and International Shipments", the Purolator logo, and "Valid for Domestic Residential Addresses".

Each carrier has differing restrictions for the service so verify that it applies by looking for the surcharge in the price breakdown and checking the estimated delivery day.

 STANDARD \$42.91 	 GROUND U.S. \$48.18  Thursday July 30	 INTERNATIONAL PRIORITY \$83.12  Saturday July 25 70% off
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Customer View		
Freight Cost	\$179.90	134 - REQUEST COMPLETED BY NOON IF NO CUSTOMS DELAY
Discount	\$105.93	
Saturday delivery	\$25.00	
On-call pickup	\$0.00	
Fuel Surcharge	\$4.15	
Total	\$83.12	

The waybills that are produced will clearly show the Saturday Delivery option.



DATE: 24 JUL 2015
 PIECES: 1 of/de 1
 WEIGHT/POIDS: 1 LB

40

EXP Saturday/Samedi OSNR



PUROLATOR PIN: 330496493884

EWS - PDF

Purolator's published terms and conditions of service apply - see www.purolator.com.
 Les Modalités et conditions de service publiées de Purolator s'appliquent - voir www.purolator.com.

Origin ID: YULA



Ship Date: 24JUL15
Act/Wgt: 1.00 LB
CAD: 107254984/WSCA2800

Dims: 5 X 5 X 5 IN

Delivery Address Bar Code



BILL SENDER

Ref # 440991507
Invoice #
PO #
Dept #

SATURDAY ### A3

PRIORITY OVERNIGHT

TRK# 7810 3458 2120

0451

K1G 5G1
ON-CA
YOW

OH YOWA



539J31A1531D0

Broker and Sold-To Addresses for Commercial Invoices

It is now possible to include the **Sold To** and **Broker** addresses on Commercial Invoices. Currently this is enabled on a per-user basis in the **Home | My Account | My Preferences** page.

My Account | Change Password | **My Preferences** | Default Shipping Address | Default Consignee Address

Notify Me on Delivery
 Disabled

Notify Me on Exception
 Disabled

User Interface Experience
 February 2015 Version

Quote Markup Calculator
 Yes

Shows a calculator on the shipping page where the operator can adjust the markup/markdown amount in real-time

Show Sold-To and Broker Addresses
 These addresses will appear on the commercial invoice

Submit

Checking this option will allow the **Sold To** and **Broker** addresses to appear on the shipping page.

Shipment 440925551

1 Construct Shipment | 2 Quotes | 3 Print Waybill

SHIPPER
 JOECORP
 JOE BLOGGS
 CANADA
 H4X1L4 QUEBEC
 MONTREAL-OUEST
 199 WESTON AVENUE
 Street Address
 Street Address
 5558459191 Email
 Tax ID Residential

CONSIGNEE
 JOHN INC
 JOHN SMITH
 UNITED STATES
 12919 NEW YORK
 CHAMPLAIN
 919 SOUTHERN AVENUE
 Street Address
 Street Address
 5554141151 Email
 Tax ID Residential

SOLD TO
 PURCHASE CO
 JANE DOE
 UNITED STATES
 12919 NEW YORK
 CHAMPLAIN
 900 EASTERN AVENUE
 Street Address
 Street Address
 Telephone Email
 123456789-0000 Residential

BROKER
 BROKERS LTD
 JOHN DOE
 UNITED STATES
 12919 NEW YORK
 CHAMPLAIN
 555 NORTHERN AVENUE
 Street Address
 Street Address
 5551234567 Email
 1112223333-00000 Residential

PACKAGES
 Documents Only (No Commercial Value)
 Customer Packaging Imperial CAD
 1 COMPUTER 10lbs Insurance
 11" 11" 5"
 Total Weight 10.00lbs Total Insurance \$0.00

INTERNATIONAL
 Duties Paid By Recipient
 B13A B232 Commercial Invoice
 Terms of Sale EXW Purpose Sold
 Relationship Unrelated Freight Charges \$10.00
 Insurance Charges \$0.00 Surcharge \$0.00
 Comments

COMMODITIES
 COMPUTER 1111.11.11
 NONE China 1
 EA \$100.00 10lbs
 Total Weight 10.00lbs Total Value \$100.00

SHIPMENT OPTIONS
 Shipment Date 2015-07-13
 Signature Required
 Return Shipment Label
 Customer References
 440925551

GET QUOTES | BEGIN SHIPPING

Note that these addresses only appear for international shipments. Once the shipment has been submitted, the commercial invoice will include these

additional addresses.

Commercial Invoice

Date of Transportation 2015-07-13	Invoice Number	Reference Number 440925551	Page 1 / 1
Shipper/Exporter Joe Bloggs JOECORP 199 WESTON AVENUE MONTREAL-OUEST Quebec H4X1L4 Canada Telephone: 5558459191		Consignee JOHN SMITH JOHN INC 919 SOUTHERN AVENUE CHAMPLAIN NEW YORK 12919 UNITED STATES Telephone: 5554141151	
Sold To JANE DOE PURCHASE CO 900 EASTERN AVENUE CHAMPLAIN NEW YORK 12919 UNITED STATES Tax ID: 123456789-0000		Broker JOHN DOE BROKERS LTD 555 NORTHERN AVENUE CHAMPLAIN NEW YORK 12919 UNITED STATES Telephone: 5551234567 Tax ID: 1112223333-00000	
Parties Relationship Not Related	Terms of Trade EXW	Purpose of Shipment Sold	Duties Paid By Consignee
Purchase Order	No. of Packages 1	Total Commodity Weight (Lbs) 10.00	Courier Airway/Bill 800028115116654

Plgs#	No. of Units	Unit of Measure	Description of Goods	Marks/Numbers	HS Code	Origin	Weight (Lbs)	Unit Value	Total Value (CAD)
	1	EA	COMPUTER	NONE	1111.11.11	CH	10	100.00	100.00

Comments/Instructions

Subtotal	100.00
Freight	0.00
Insurance	0.00
Surcharges	0.00
Total	100.00

Signature / Title / Date

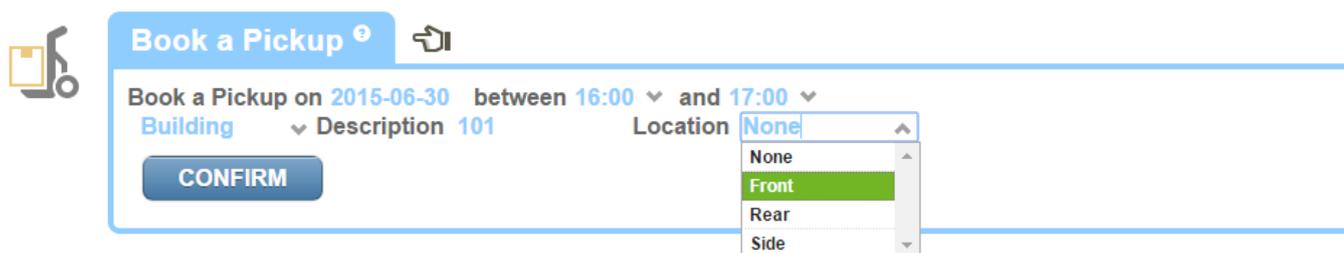
I declare that all the information contained in this invoice is true and correct

Note also that one must still check the **Commercial Invoice** checkbox prior to submitting the shipment.

Specifying a Pickup Location

Today the option to specify more precisely the location of a pickup has been

introduced. This feature is useful when the pickup location is unclear from the address, such as when the shipping address is a large warehouse complex.

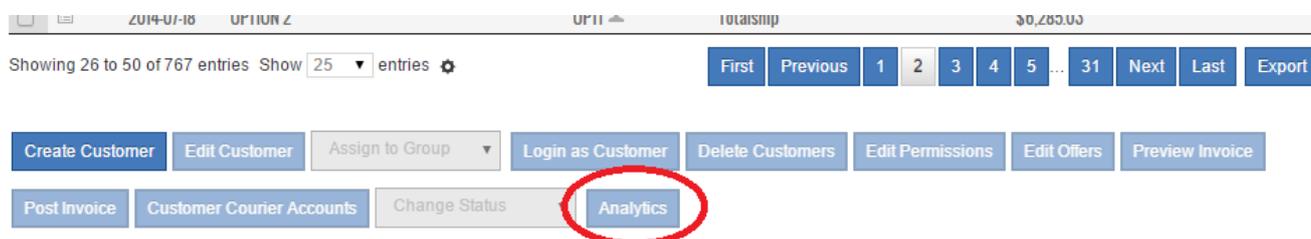


Different couriers have different and competing mechanisms for specifying this data so the options available will change depending on which carrier the shipment was submitted to.

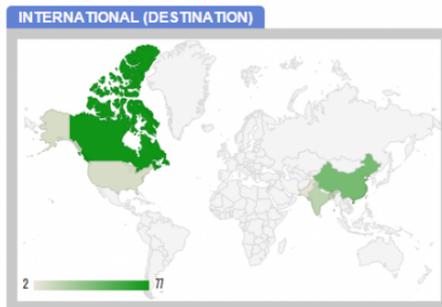
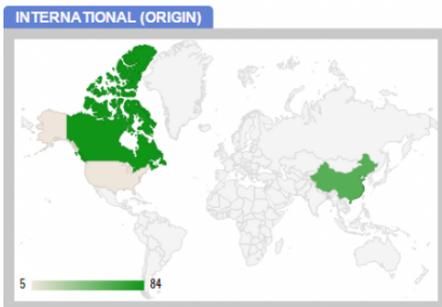
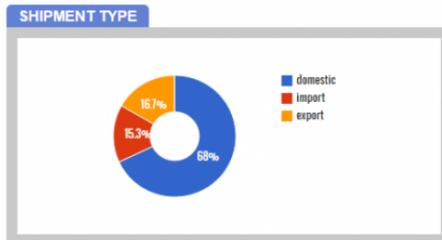
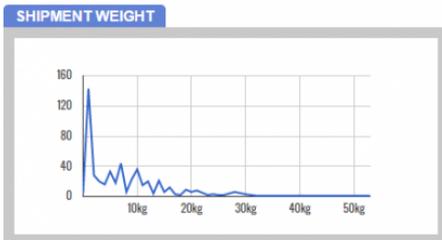
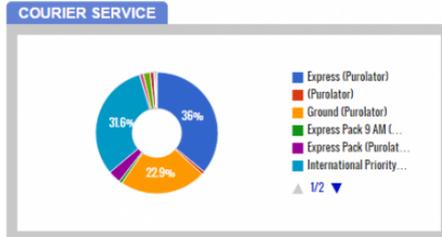
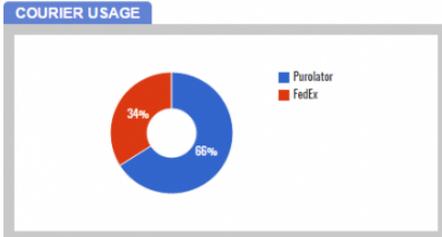
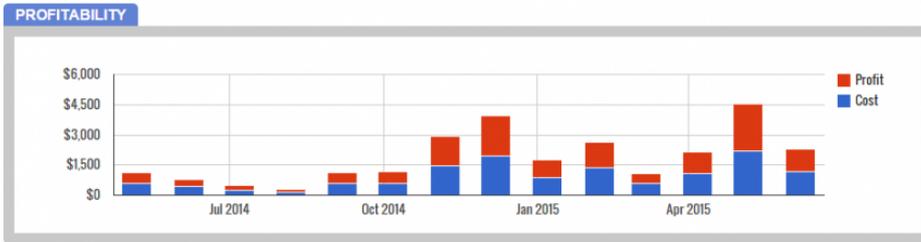
Introducing Analytics

If you have ever wondered what your customers are doing, Analytics will be an interesting area for you.

We have added a button on the Customer list page labelled “Analytics”. To use this feature select a customer and click on this button.



The page that appears is an assessment of customer activity since the customer account was created.



Development of the Analytics feature will continue and additional metrics will be added. If there is a particular metric or analysis that you think would be helpful please let us know.

The Reseller Model

The Noviship system comprises a customer facing shipping interface as well as a financial back-office system for billing and reconciliation. When a customer requests a quote and receives prices there are many processes involved in that calculation. The cost of the shipment is calculated by rating with a specific carrier account while the price displayed to the customer is based on some agreed formula. Later on an invoice can be created to charge that customer for the shipment, credited to the account holder.

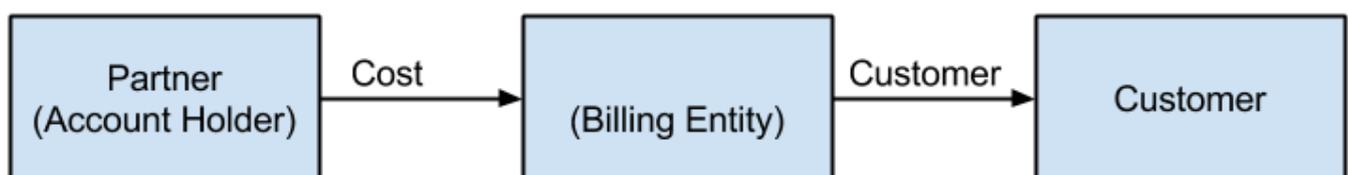
Noviship provides two types of billing: **Customer** and **Cost**.

Cost billing provides a means for the account holder to charge the billing entity (the entity that manages the customer accounts) for shipments on their accounts.

Cost billing is always in the same currency as the shipment cost and the base price for each shipment is precisely the cost from the carrier. Markups and service fees are charged separately to make reconciliation with carrier bills easier.

Customer billing is based on offers made to the customer account. Offers set the markup or discount for each service offered by the carrier. In addition customer billing can be in a different currency from the cost with currency markups applied.

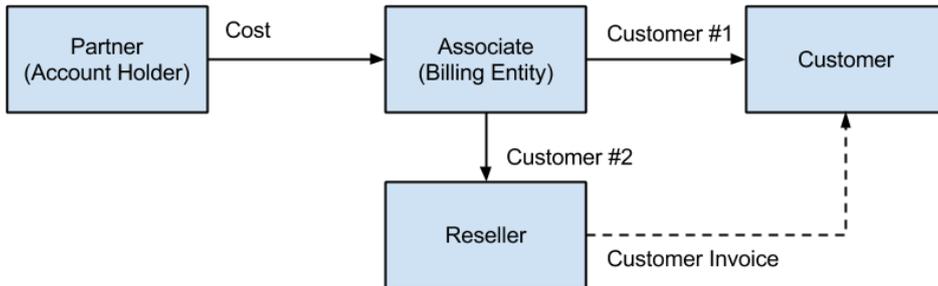
The steps between knowing the cost and charging the customer have become more elaborate as the system has evolved and prior to the Reseller Model it was this:



In the above illustration the Partner charges the billing entity using Cost billing

and that entity charges the customer using Customer billing.

This model has changed to allow both a reseller and the customer to be billed (using Customer billing) for the same shipment. The reseller is billed based on what they would have been charged for the shipment (i.e. using their offers). In making this change we now call the billing entity the “Associate”.



In the above illustration there are now two Customer bills for a shipment. Note that it is the Reseller that issues the Customer Invoice to the Customer. More specifically, it is the Reseller’s logo and billing information that appears on the invoice.

The settings are configured in the customer account (**Administration | Customers** and use the **Edit** button).

Account Class	<input type="text" value="Customer"/>	← Use this to select “Customer” or “Reseller”
Reseller	<input type="text" value="- No Reseller -"/>	← Nominate the customer’s reseller here
Identity	<input type="text" value="- Group Identity -"/>	← For customers this is the logo that appears when they log in. For resellers this logo will appear on their customer invoices.

An **Identity** is the combination of logo, name, contact details, tax numbers and so on visible to the customer. A customer’s Identity appears on each page when they are logged in and generally represents their billing entity. It is important to set a Reseller’s identity as this will be used on their customer invoices.

Invoices are issued the same way as they were prior to the Reseller model but now a separate invoice is issued to both the Reseller and the Customer.

Determining the Shipment Source

Shipments are typically created by users logged in to the web site. However administrators can also import shipments from a courier EDI file and those shipments can be reconciled and billed through our financial system. However, given only a tracking number how can an administrator tell where the shipment data originated?

Today we added a column to the administrative shipment display (**Administration | Shipments**) visible to associates and above The column is named **Source** and it will show **Website** for shipments created by logged in users and **EDI** for imported shipments. Shipments created administratively (for example, to separate customs charges from freight charges) will be labelled **Admin**.

Shipments

All Couriers ▼ From - To

<input type="checkbox"/>	Shipment	Destination	Source	S
<input type="checkbox"/>	440785763	MIAMI BEACH, US	Website	S
<input type="checkbox"/>	440785752	MONTREAL, CA	Website	P
<input type="checkbox"/>	440785730	EATON RAPIDS, US	Website	S
<input type="checkbox"/>	440785708	EDMONTON, CA	Website	S
<input type="checkbox"/>	440785631	DALIAN, CN	Website	S
<input type="checkbox"/>	440785620	HO CHI MINH, VN	Website	S
<input type="checkbox"/>	440785521	BOLIVAR, US	Website	S
<input type="checkbox"/>	440785400	DALIAN, CN	Website	S
<input type="checkbox"/>	440785323	SPRINGFIELD GARDENS, US	Website	S
<input type="checkbox"/>	440785301	SIP SUZHOU JIANGSU, CN	EDI	D
<input type="checkbox"/>	440785290	LONDON, GB	EDI	D
<input type="checkbox"/>	440785279	GLASGOW, GB	EDI	D
<input type="checkbox"/>	440785268	HUNTINGTON PARK, US	EDI	D
<input type="checkbox"/>	440785257	DUBAI, AE	EDI	D
<input type="checkbox"/>	440785246	SALASPILS, LV	EDI	D
<input type="checkbox"/>	440785235	DAVAO CITY, PH	EDI	F
<input type="checkbox"/>	440785224	RIO HONDO ZACA PA, GT	EDI	D
<input type="checkbox"/>	440785213	DUBAI, AE	EDI	D
<input type="checkbox"/>	440785202	DOUALA, CM	EDI	D
<input type="checkbox"/>	440785191	BLOXOM, US	EDI	F
<input type="checkbox"/>	440785180	BAMBANG PASIG CIY, PH	EDI	D
<input type="checkbox"/>	440785169	TAYUG PANGASINAN, PH	EDI	F
<input type="checkbox"/>	440785158	MOGA, IN	EDI	D
<input type="checkbox"/>	440785147	ROCHESTER, US	EDI	D
<input type="checkbox"/>	440785136	SAN SALVADOR, SV	EDI	D

Choose Columns to Display

- Shipment
- Date
- Tracking
- Destination
- Customer
- Courier
- Service
- Source
- Status
- Pickup #
- Pickup Booked
- Group
- Quote N
- Quote G
- Sale
- Billed
- Reseller
- Cust Invoice
- Cost Invoice
- To Invoice
- Rec?
- Tags
- Job

Showing 101 to 125 of 48,957 entries Show entries

First