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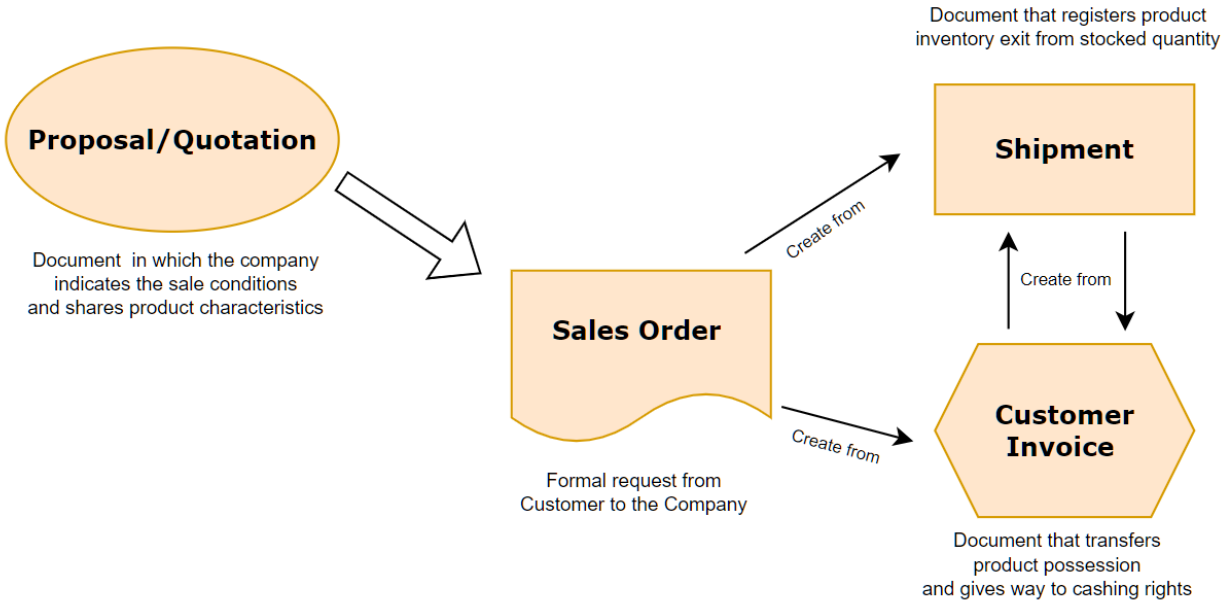
1. Introduction

In a similar way to procurement, Idempiere offers different workflows to manage sales with more or less documents depending on the traceability/formality or agility of your process. The optional document here is usually proposal/quotation



Note: please keep in mind this process is managed in an automatic way in SmartRetail, where the same documents are created by the point of sales.

2. Proposal or Quotation document

With the completion of stock activities, we are ready to create sales. In business, it is quite common to create an offer letter for our customers. Through this offer letter, we inform our customers about our products, specifications (if applicable), and price information.

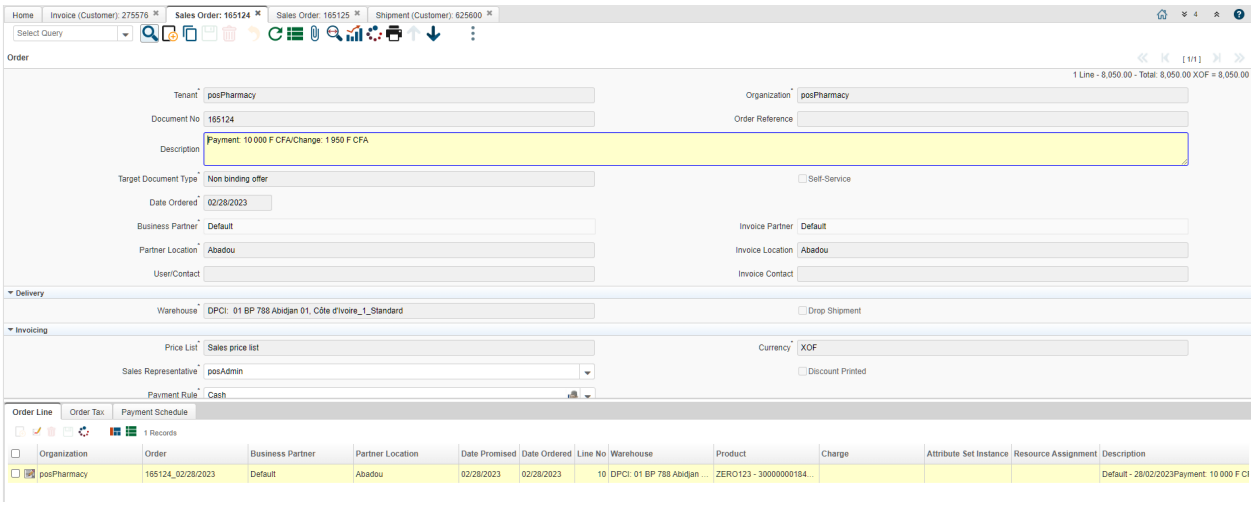
2.1. Introduction to Proposal and Quotation

In general, we can prepare an offer letter and create this document as a Proposal or Quotation document. These types are described as follows:
A Proposal aims to create an offer without binding the customer. It just provides information. Without binding the customer, the stock quantity
of our products is not reserved, and we are free to offer our product to
other customers.
A Quotation aims to create an offer letter that binds the customer. In this type of document, our stock will be reserved for the customers who are offered the letter.

**Remember before proceeding to have already assigned your List Price, Standard Price, and Limit Price for the Price List Version applicable to the product.*

2.2. Entering a Proposal or Quotation document

There are no dedicated windows for Proposal or Quotatios, But in iDempiere, we can create both of these documents by using Binding offer and Non binding offer document types from the Menu | Quote-to-Invoice | Sales Orders | Sales Order window.



This window will provide you with three tabs: Order, Order Line, and Order Tax. In the Order tab, you will find a Target Document Type field, which contains a list of document types applicable to the Sales Order window. The following is a complete list of document types that can be used in the Sales Order window:

- Binding offer
- Credit order
- Non-binding offer
- POS order
- Prepay order
- Return material
- Standard order
- Warehouse order

In the Invoicing parts of this tab, you can set up how your customer pays the subsequent invoices raised from this document. In the Non-binding offer
document type, the default payment rule method is On Credit. You can change the payment rule method by clicking on the On Credit button, and there will be a small pop-up window mentioning the list of available payment rules. Select the payment rule method that suits your needs.

The payment rule methods available are:

- Check
- Direct Debit
- Credit Card

- On Credit
- Cash

Following the payment rule is the Payment Term option. This option should be enabled when using the On Credit and Direct Debit payment methods.
You can configure the payment terms through the Menu | Partner Relations | Business Partner Rules | Payment Term window. For now, we are using the default—Immediate—payment term.

After saving this document, navigate to the Order Line tab, and complete the following information fields: Product, Quantity, UOM

Navigate to the Order tab, and finalize this Non-binding offer document by clicking on the Complete button. In the upcoming Document Action window, set Prepare (as the next default document action) in the Document Action option list, and click on the OK button. Once you have done this, your document will have an In Progress status.

With this In Progress document status, we will use this document for our example in the subsequent section

3. Sales Order

We have created and sent an offer letter to our customers. We are now waiting for their response. If we get a positive response, then we can continue to convert the Proposal or Non-binding offer document to a Standard Order document type of Sales Order.

3.1. Proposal conversion to a Standard Order

You can create a new Sales Order by using the Standard Order document type to fulfill customer orders. Set the PO Line information with the same information mentioned in the proposal document. To make it easy, iDempiere has a predefined feature to convert previous proposal documents into Standard Order document types.
The Proposal, or Non-binding offer, document needs to be in the In Progress status in order to be converted.

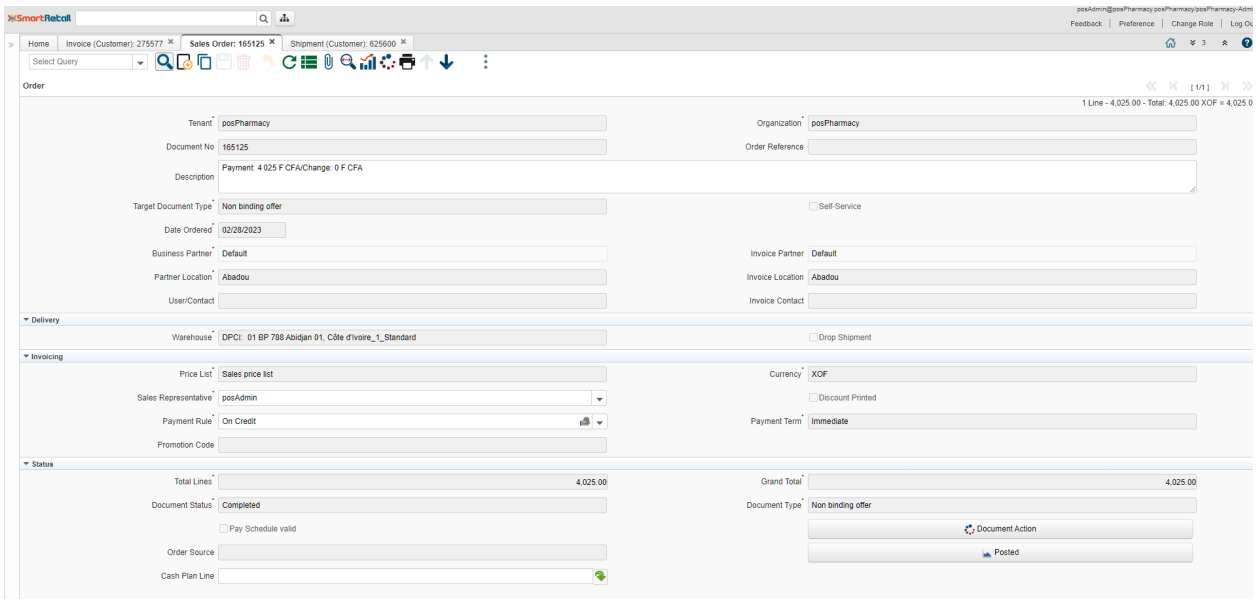
You can convert your Proposal, or Non-binding offer, document as follows:

1. Navigate to the Menu | Quote-to-Invoice | Sales Orders | Quote convert process.

2. When you click on this iDempiere process, you will be prompted with a Convert open Proposal or Quotation to Order confirmation window.
3. In this window, you can set the following information:
Set the Order field to your proposal document number.
Set the Document Type field to the targeted document type. Here, we will use Standard Order.
Set the Document Date field to the desired date (if necessary).
Select the Close Document checkbox. If you select this checkbox, then all the documents mentioned in the Order field will be closed (in this case, the Non-binding offer document).
4. Finalize the order by clicking on the Start button.

iDempiere has now created a new Sales Order document that has Standard Order as the Target Document Type. It will copy the proposal information to the newly created document.

3.2. Examining the resulting standard order document



Navigate to the Menu | Quote-to-Invoice | Sales Orders | Sales Order window to find your newly converted standard order document. This new document has Drafted as the Document Status. Go through both the Order and Order Line tabs, and examine the document itself. If required, you can make any changes at this document status level.

In addition to the document type, the following important information can also be set up:

Delivery rule
Invoice rule
The Delivery Rule indicates when an order should be delivered. For example, should the order be delivered when the entire order is complete, when a line is complete, or as the products become available? The options available for the
delivery rule are:

After Receipt (means after receiving a payment)
Availability
Complete Line
Complete Order
Force
Manual
The Invoice Rule defines how our customer is invoiced and the frequency of invoicing.
The options available for the invoice rule are:

- After Delivery.
- After Order is delivered.
- Customer Schedule after Delivery. You can define and set up the default customer invoice rule and invoice schedule through the Customer tab in the Business Partner window.
- Immediate.

Click on the Complete button to finalize this document.

Accounting facts
Wait for a moment, press F5, or click on the ReQuery button, repeatedly, until you get a Posted status. Click on the Posted button to check for the accounting facts. With the default iDempiere configuration, no accounting facts or GL journal entries are generated here.

4. Shipments

In the previous activities, we have reserved our finished goods, and now we need to prepare shipment documents based on the Sales Order document type that we created. There are three ways to create this document. They are as follows:

Manual: By entering the data yourself in the Shipment (Customer) window
Semi automatic: By using the Generate Shipments (manual) window
Automatic: Generated when executing the Generate Shipments process

4.1. Generating Shipments

What is the best way to generate and process the shipment documents?
There are no strict rules for generating a shipment document. We can choose any one of the available options. Usually, it is a good idea to use the Generate Shipments process, as this is the most efficient of the options. The other two options can only be used if the volume of transactions is low.

We can generate shipments as follows:
1. Navigate to the Menu | Quote-to-Invoice | Shipments | Generate Shipments process window.
2. We will process the shipments by setting the fields as follows:
Set the Warehouse field
Set the Shipment Date field to the required target date, or leave it blank for the current default date
Set the Business Partner field
Set the Document Action field to Prepare

Do not select Complete at this stage, as we might need to alter some of the information in the generated shipment document, later.
You are free to select or deselect the Consolidate to one Document checkbox. Selecting this checkbox means that if there are several standard orders for a business partner that have the same location and same delivery rule, these orders will be consolidated to a single shipment.

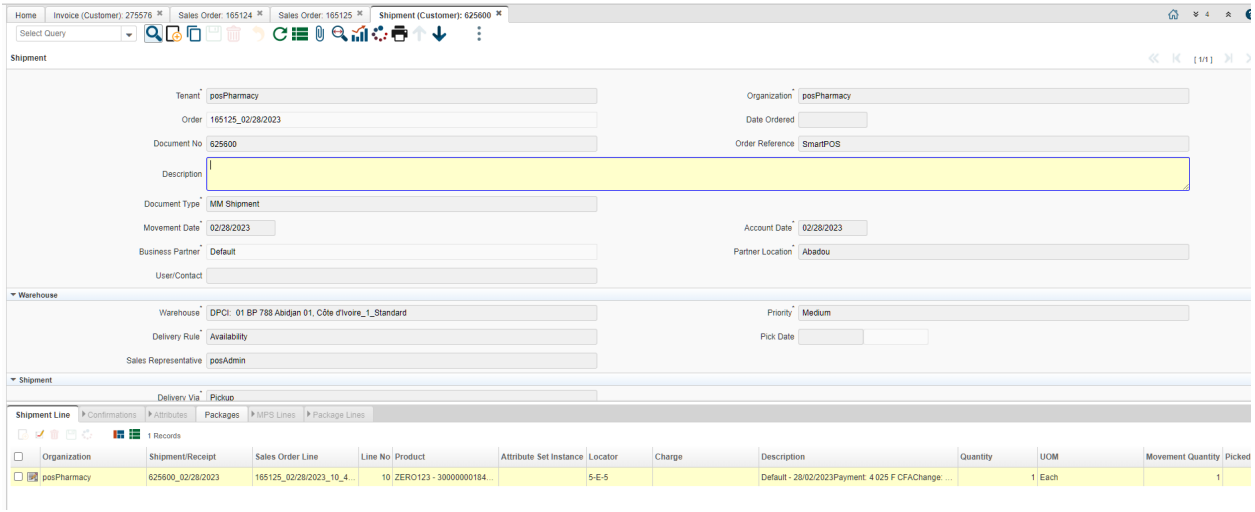
Click on the Start button, and in the upcoming Print Shipments confirmation window, click on the OK button. Examine the delivery report produced. Thus, you will get a successfully-generated shipment document, along with log information.
Shipment (Customer)

You can access your generated shipment document now. Open the Menu | Quote-to-Invoice | Shipments | Shipment (Customer) window.
You will notice that your shipment document has an In Progress status in the Document Status field.

As an iDempiere standard, when using the Generate Shipments process, the document created in the Shipment (Customer) window will use the MM Shipment as its document type. There are several document types that can be used in this window. They are as follows:

- MM Shipment
- MM Shipment Indirect
- MM Vendor Return

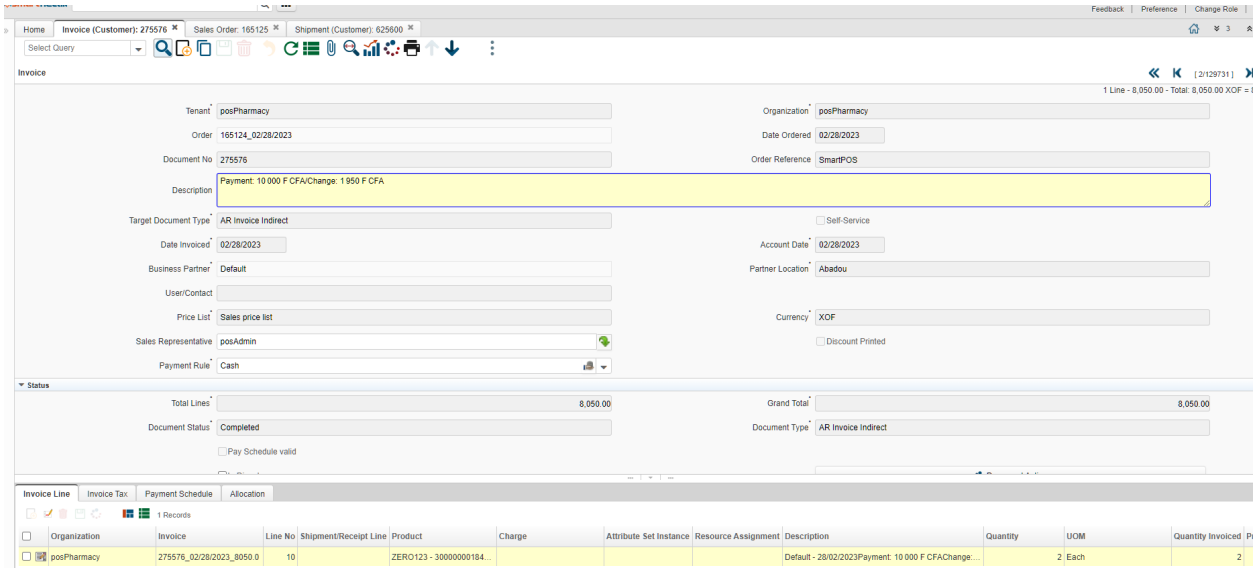
The MM Shipment Indirect is almost the same as MM Shipment. The difference between these two document types is that the MM Shipment Indirect will be used when using POS Order as its Sales Order document type. The MM Vendor Return document type will be used when a customer wants to return the materials.
Shipment confirmation



5. Generating customer invoices

During shipment, to obtain payment, we raise an invoice document to our customer. iDempiere provides us with the following three methods for raising an invoice:

- Generate Invoices (manual): Although this is named as manual, it is actually semi-automatic invoice generation.
- Generate Invoices: We can issue an invoice with the Prepare status in Document Action.
- Invoice (Customer): We can manually issue an invoice through this window.



5.1. Generating invoices using Generate Invoices (manual)

This procedure is almost the same as the one for shipments. For the sake of variety, we will use Generate Invoice (manual) for practice. Navigate to the Menu | Quote-to-Invoice | Sales Invoices | Generate Invoices (manual) window.
Set the following information fields:

1. Set the Organization field to Shirt.
2. Set the Document Type field to Order.

This will show a list of eligible order documents. Select the checkbox to the left of the Organization field, as shown in the following screenshot:
Click on OK, and in the next Print Invoices confirmation window, and then click on the OK button again. Finally, you will get a successfully-generated invoice document with log

information. Thus, we will now have an invoice that has a Complete status as its Document Status.

You can also use the Generate Invoices process. In this case, the resulting status of the invoice will be In Progress. This status means that you will be able to alter any information inside the invoice document.

Examining the Invoice (Customer) window
Navigate to the Menu | Quote-to-Invoice | Sales Invoices | Invoice (Customer) window. You will find the generated invoice. After getting the Complete status for the document, take a print of the document.
Thus, we have generated an invoice using AR Invoice as its document type. The following are the document types that can be used in this window:

- AR Credit Memo
- AR Invoice
- AR Invoice Indirect

The AR Invoice Indirect is almost the same as the AR Invoice. The difference between these document types is that the AR Invoice Indirect will be used when POS Order is used as its Sales Order document type. We will create an invoice
using the AR Credit Memo document type, only if our customer returns a product or material.
The other important aspects that need your attention are the Payment Rule and Payment Term used in the invoice. The generated invoice uses On Credit as its Payment Rule, and Immediate as its Payment Term. The information on both is taken from the Sales Order document.

Index: http://www.smartjsp.com/web/en/idempiereFirstSteps