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## Essential Points

- Quotes and Invoices are the beginning and end of the sales workflow of LightSpeed
- Drag and drop document creation, one-click document conversion, and streamlined backorders speed the sales process
- Tax, costing, and printing options are accessed within Quotes and Invoices
- Money taken on a Quote is called a *Deposit*; when taken on an Invoice, it's called a *Payment*
- Deposits can be applied to Invoices as Payments to affect a Customer's AR balance
- Customers must have a Customer card to track balances owing, credits, and purchase history
- Invoices can be "posted" to finalize them for accounting export, or "voided" to be disregarded as unused

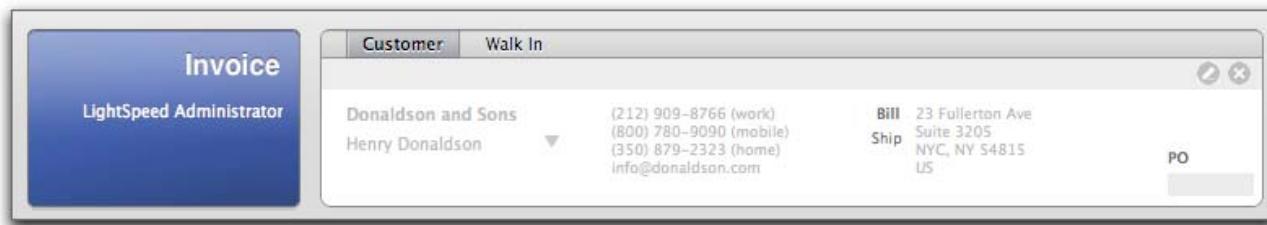
## Introduction

Quotes and Invoices are the front line of LightSpeed's sales documents, beginning the sales process with a streamlined workflow that allows you to create complex documents quickly and easily from LightSpeed's back end Browser.

The many features common to Quotes and Invoices minimize LightSpeed's learning curve while keeping your information centralized and providing you with a real-time search of Customers and Products, as well as live visual feedback regarding inventory status.



Quote and Invoice sales documents



Customer section

## Assigning Customers

All sales documents have common search tools to select Customers and Products. To begin, assign a Customer to the document, either by choosing one from your existing Customers, by creating a new Customer, or by specifying the Customer as a Walk-In.

- ✿ It is recommended that you create a **Customer card** for any Customer whose history you want to track, or for whom you may wish to apply or retrieve outstanding credits. **Walk-In information is only saved to the Invoice to which it's attached**, and is recommended for those customers for whom you do not need to track outstanding credits and balances.

To choose an existing Customer, you may type a few letters from their name, a few numbers from their telephone number or address, or by **clicking All**, and then **double-clicking their name** from the resulting list.

To create a new Customer, **click the "+" icon**, enter their information in a new Customer window (see the document or training video on *Customers* for more info), and click *Save*.

When asked if you wish to reload the new information into the document, click *OK*. If you do not want to add your client to the Customer database, click *Walk-In* and include as much or as little information asked as you want, remembering that at least some identification makes later reference of their sales documents easier.

## Adding Products


Among sales documents, the addition of Products is handled in a similar fashion. You can scan a Product's UPC code to have it added automatically, provided it exists in your database. If you do not have the Product in hand, you may type part of its description or Product Code, or click *All*, and select it from the resulting list by double-clicking. If there are *Related Products* (Products designated as potential

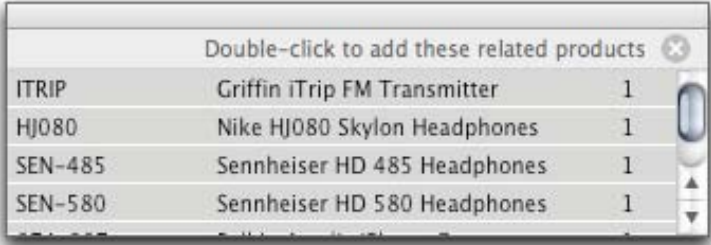


On an Invoice, if the Product you add is serialized, you must add the serial number (see *Invoicing*, below).

add-ons for a primary Product) assigned to this Product, they will also appear in a pop-up menu, and you may add Products by double-clicking them. Use the "x" icon to close the Related Products window.

Once the Product has been added to the sales document, you may add another, or edit the item's *Quantity* or *Sell Price*.

 You must manually close the *Related Products* window before proceeding.



Adding Related Items to your document

### Pricing and Discounts

There are four ways of selling a Product to a Customer for less than its standard Sell Price. The first is to edit the Sell Price on the sales document itself. If the Product has the *Editable Selling Price* option checked in its profile, you can click the Sell Price field and alter the price by entering a different value.

You can also click in the *Discount* column and discount the Product by dollar amount or by a percentage (using a "%" sign after the value you enter), or by choosing the *Apply Discount* option from the document's *Action* menu. To set the same percentage or dollar discount to **all** Products on the document, choose *Apply Discount* from the Action menu signified by the small "gear" icon at the bottom of the Quote or the Invoice.

The third is if the Product has at least one value entered in the *Pricing Levels* table in the *Options* tab of the Product file. By having values entered here, an indicator icon will appear beside the Product when it is added to a Quote or an Invoice, and you may then use the pull-down menu to choose the Pricing Level for the Product. If there are no values in this grid, the indicator icon will not appear.

The last possibility is to set a *Customer Category* for your Customer and indicate an across-the-board discount for this Customer's purchases. To do this, go to **Tools > Setup > Customer Categories**, and choose an existing category, or create a new one, and categorize the Customer in their profile.

### Status

At the bottom of every sales document, there is a *Status* indicator, which varies depending on the document. A Quote can be appointed with an *Urgent* status, and is set manually; a saved Invoice shows a



Document Statuses

status of *Owing*, *Paid*, or *Credit*, depending on the Payments made to it, and cannot be changed manually, but is instead set automatically by LightSpeed.

Quote statuses may be customized at **Tools > Setup > Quote Status**. Customizing Quote statuses will add to the list of available Trackers you can install.

## Linked Documents

Each sales document also has a section that lists linked documents, found at the bottom of the window. For example, if an Invoice is created from an Order, each will cross-reference the other. The documents listed as related can be called up by clicking on their icon. Document links can be forced from the Action menu (see section on *Action Menu* below).



Linked Documents

## Tax Codes

A Tax Code in LightSpeed is the configuration of taxes applied to a sales document. You can configure multiple Tax Codes to apply in particular situations. Tax Codes are how taxes are applied document-wide, and are configured at **Tools > Setup > Taxes**. Information on how to configure Tax Codes can be found in the *Getting Started Guide*.

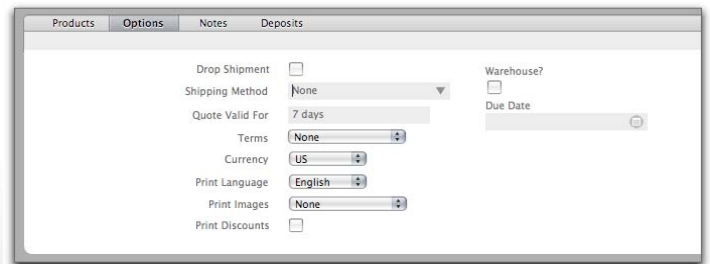
At the bottom of each document, the default Tax Code is listed, and can be changed to charge the appropriate taxes for the region you are selling to by clicking the Tax Code and cycling through any others you have configured.

**EX:**

If you are a company located in Vermont, and you have several shipments to Canadian customers, you can create an alternate Tax Code in the Setup menu and change the taxes charged on an individual Invoice. You will see the Subtotal and Total amounts change when the Tax Code is changed. (see the *Getting Started Guide*)

## Options

Several choices are available on each sales document that relate to its destination, usually as an Invoice, or just as a printed copy. These settings can be found in the *Options* tab.



Document Options tab

### Drop Shipment


By clicking this checkbox, you indicate the Product will be delivered to your Customer, either from your Supplier, a Shipper, or by an employee such as a technician.

### Shipping Method

This drop-down menu allows you to choose from a customized set of shipping options, or to add a method on-the-fly.


### Currency

If your Customer is paying in a currency other than what you have set as your default, choose it from the pull-down menu. It should then appear in parentheses behind the word "Total" at the bottom of the document, **signifying that your prices are now assumed to be in the new currency for this document.** To see the amount converted to the default currency,, using the exchange rate you've entered in Setup, you can click on *Total* once and the amount will appear in the default currency.

 If the current exchange rate is different than the default, you can adjust it on the sales document to reflect the new rate. This does not affect the rate entered in the Currencies Setup.

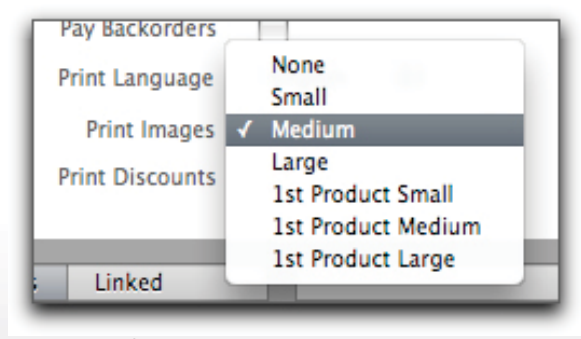
### Print Language

This is a pull-down menu that allows you to set the language the sales document will be printed in, using the terms defined in the Field Translations setup.

 Using a combination of the Command and the "=" keys, a timestamp can be entered in every Notes field in Lightspeed which includes the time, date, and the currently logged in User.

### Print Images

One of LightSpeed's most effective features is the ability to print Product images on sales documents. This setting allows you to control the size of the image which is printed, as well as the option of whether or not you prefer to only have the image of the first Product to be printed, and its size.



Printing with Images

### Print Discounts

Clicking this checkbox will enable your Invoices to show which Products were discounted, and for how much, listed as a dollar amount or a percentage. If this checkbox is not selected, discounted Products will only appear with the discounted price, and will not show the original price as well.

### Custom Fields

Sales documents can have up to ten Custom Fields added for expanded functionality, to collect information particular to your workflow but not already part of LightSpeed. For more information on Custom Fields, please see the *Getting Started Guide* on the documentation page. of our website.

## Notes

Using the Notes tab gives you the option to include Notes that will be printed on the Invoice, Quote, or Order, intended for the Customer, or to attach internal Notes intended for Users for later reference.

## Cost Layout

Quotes and Invoices, like Orders and SROs, have a costing and margin layout that is hidden from the standard layout when a document is created or opened, and is accessed by clicking the left-pointed detail arrow located in the center-right section of the document. This layout will become visible, and includes the cost of goods sold, the taxes being applied to each Product, and the percentage of margin on the document and on each Product. Clicking the total margin percentage will also display the profit in dollars for the document and for each Product.

Cost of Goods	Total COGS	Margin	Discount	Tax Status	US
20.44	20.44	24.27	10%	Default	<input checked="" type="checkbox"/>
35.02	35.02	29.95		Default	<input checked="" type="checkbox"/>

Cost Layout

## Quotes

In addition to the features and procedures outlined above, there are some features that distinguish Invoices from Quotes. Quotes have the basic functions listed above, as well as the ability to become either an Order or an Invoice, depending on the status of your inventory, and what you want to do with it. Once saved, a Quote may be converted to an Order if the Product must be ordered from the Supplier or allocated by your administration, or it can be converted to an Invoice, if the Product is available for sale.

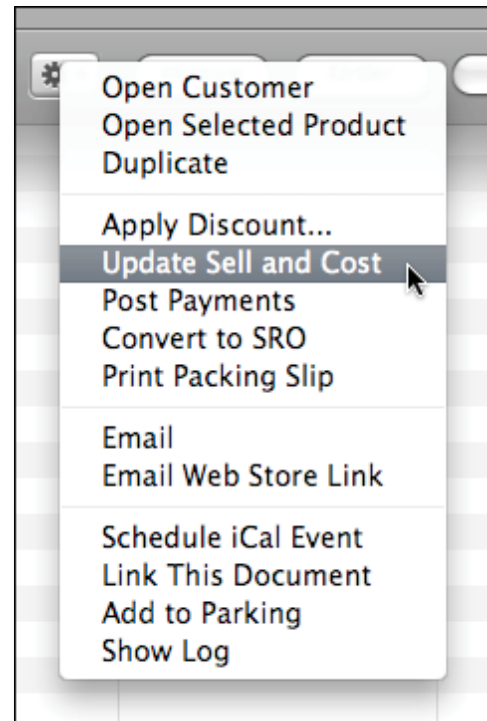
## Deposits

If a Customer wants to pay a deposit on a Quote, it can be applied to their account using the *Deposits* tab. As with Payments on an Invoice, different Payment Methods may be used alone or in combination with each other to apply deposits to the Customer's account. These deposits will appear as credits on the Customer's file, and may be applied in whole or in part on any future *Invoice* for that Customer until they are used up. Once a deposit payment is made on a Quote, the printed document will reflect the payment and act as a proof for the Customer's records. Keep in mind that deposits cannot be made to Quotes assigned to Walk-In customers.

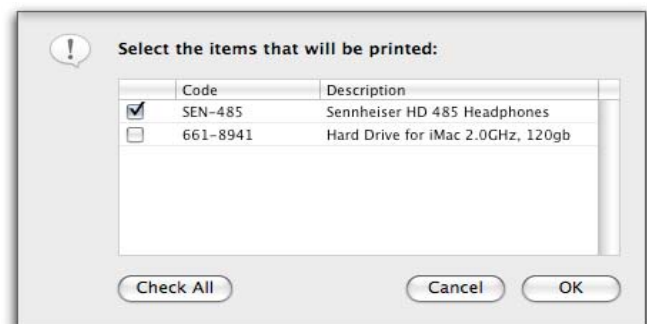
## Quote Action Menu

Every profile and document has an *Action* menu, accessible at the bottom of the window and marked by a gear icon. This menu contains options particular to the document or profile. The menu options particular to a Quote are as follows:

- **Open Customer/Open Selected Product** - allows you to open the desired item directly from the Quote.
- **Duplicate** - duplicates the Quote.
- **Apply Discount** - applies a dollar/percentage discount to the entire Quote.
- **Update Sell and Cost** - if the Selling Price or Cost of any Products on the Quote have changed, this option will update them automatically.
- **Post Payments** - will post any payments (deposits) made on the Quote, a step necessary in the accounting export feature.
- **Convert to SRO** - creates a new, unsaved SRO, adding the Products from the Quote.
- **Print Packing Slip** - displays a dialog that asks you to select which Products to use for a full-page packing slip. (see image)
- **Email** - accesses your system's email application and creates an unsaved email to the Customer.
- **Email Web Store Link** - adds a PDF of the Quote to an email message, along with a link that will take the recipient to a Web Store cart pre-populated with the Products on the Quote. This



Quote Action menu



Packing Slips

feature requires the Web Store to be installed, and for both the Products and the Quote must be uploaded to the Web Store.

- **Schedule iCal event** - accesses iCal to create an appointment for the Customer on the Quote.
- **Link this Document** - opens a window that allows you to force a link between this Quote and another document.
- **Add to Parking** - adds this Quote to the next available Parking space.
- **Show Log** - opens up the LightSpeed Log and shows the history of this Quote, including any edits that were made, and which Users modified the Quote.

## Invoices

### Serial Numbers

Invoices are structured in much the same way as Quotes, with the additional feature of Payments (as opposed to Deposits). However, if you add a serialized Product, the message “Serial Numbers Needed” appear beside the Product search bar along with a gold warning icon signalling the requirement of the serial number(s). You must then enter the serial numbers before proceeding to Payments.

To do this, click the Product once, and the message will change to “X serial numbers needed”, X being the quantity sold. You are then able to scan the serial numbers using your barcode scanner or enter them manually, hitting *Enter* after each.

The serial numbers should exist in the available inventory, and will be pulled from a list visible by hitting the *All* button when LightSpeed is asking for serial numbers. If the serial number you are scanning/entering does not exist in available inventory, you will be warned and may then proceed to sell the serial number for later reconciliation. Once you have entered all the required serial numbers, the warning icon will disappear.

### Backorders

When you add Product that is not available to an Invoice, a red warning icon appears beside the Product and beside the Product search bar. You now have three choices.

- 1 You can eliminate the Product from the Invoice by selecting it

and clicking the “x” icon or pressing the *Delete* key.

- 2 You may create a backorder for the Product. When you click *Save*, LightSpeed displays a dialog window indicating any Products on the Invoice that are not in stock, and offer the option to backorder them. Clicking *Yes* will result in the quantities not available being included in the *BO* column. Clicking *No* will result in a dialog asking if you’d like to sell the unavailable Products anyway.
- 3 You can then click *OK* to proceed, selling the Product and bringing the quantity of that item into a negative value. Choosing this option will result in a dialog that asks you if you are sure you wish to proceed.

If you choose option 2, and backorder the unavailable Product(s), you will be asked if your Customer would like to pre-pay any Backorders on the Invoice. If the answer is yes, the amount owing will be the entire total of all Products on the Invoice, but a credit will appear for the Products which weren’t Invoiced at the time of Purchase which can then be applied when those Products arrive and are Invoiced.

**\*** IMPORTANT: If there are Products to backorder, you must click the *Order* button at the bottom of the Invoice, verify the information, and click *Save* to create a new Order request. Please see the *Ordering and Purchasing* documents for more information.

## Payments

Saving an Invoice assigns it a unique ID which is used for later reference and takes you to the Payments screen. Payments for the Invoice are registered here, including any applicable Credits for the Customer. To apply a Payment to the Invoice, click the button corresponding to the Method of Payment you have set up in the Tools menu. The amount tendered will automatically show the balance owing on the Invoice, but this can be edited for partial/split payments.

LightSpeed integrates with HPS and Authorize.net for fast, simple, accurate processing of credit card transactions. At time of purchase, you are able to enter the Customer’s credit card information and click *Process* to send the encrypted information to the credit card gateway. If the transaction fails, you will be notified immediately. Likewise, if it is successful, a confirmation number will be logged into the Invoice. The *Save* button must be clicked to register the payment to the Invoice. LightSpeed will automatically access the processor for any method of payment specified as “Credit Card” in the **Tools > Setup > Payment Methods** menu option.

If the Customer is using more than one method of payment, you are able to modify the amount tendered to reflect the division of payment. Save the payment and click another button for the next pay-



Payment Method	Number	Entered	Total
<input type="checkbox"/> Cash		LightSpeed Administrator	100.00
<input type="checkbox"/> Check	00056	LightSpeed Administrator	81.88

Payments

ment method. In some cases, the customer may choose to use the same method of payment, but from a different source – a different credit card, for example, even though they are both Visas. All of these different payment methods will be reflected separately on the printed Invoice.

Clicking the *Save* button for a Payment saves it to the Invoice and is irreversible except by authorization by an Administrator.

### Credits

If the Customer has a credit from a previous Invoice or deposit on Quote/SRO/Order, it can be applied as a method of payment. Clicking the *Apply Credit* button will call up a list of all the Customer's available credits. Choose one and specify how much of it you wish to apply. If a Customer has more than one credit you need to apply, you must choose each one separately and save it as its own method of payment. Click *OK* to return to the Payments view of the POS screen.

### Printing

When your Invoice is printed, information you have set up or customized will appear. At the top right, the Invoice number, as well as its barcode equivalent, will appear. Underneath you will find the date the Invoice was created, and the date any modifications were made.

In the Product section, you will see the description, as well as the image stored in LightSpeed's Product database. If you have not selected images to be printed, you will only see the description.

Any notes you have entered in the Printed Notes field will appear after the Products, and below that will be the details on Payment Methods.

At the bottom left of the Invoice, you will see any terms or conditions you have set up in **Tools > Setup > Company** in the Invoices field.

### Posting, Exporting, and Unposting

There are two steps to the accounting export procedure - posting and exporting. Posting finalizes a transaction - sale, payment, inventory adjustment, or supplier invoice - before it is exported, and then it is exported. Each step is indicated by a green "P" or a blue "E". An Invoice that has been posted or exported cannot be modified until it is unposted using the *Unpost* features of the *Edit* menu.

If you need to modify an Invoice after it has been posted or exported, go to **Edit > Unpost Invoice/Payment**, and select the desired action. Make your modification. At this point, you can either re-post

**Apply Credit**  
Use a credit from one of the following invoices:

ID	Date	Credit
I-46	4/21/2006	99.39
I-99	5/9/2006	40.00

Available Credit

Amount Needed

Amount to Apply

Cancel OK

*Apply Credit*

## Invoice Action Menu

As with Quotes, Invoices have an Action menu which give you access to various features that may or may not be found elsewhere. In addition to many of the features described above concerning Quotes, other Action menu options specific to Invoices include:

- **Post Invoice/Payments** - posts, or “finalizes”, the Invoice/Payments, locking them from any editing (apart from adding Notes), which is a step necessary in the accounting export workflow. Unposting Invoices or Payments must be done from the *Edit* menu
- **Void Invoice** - rather than delete an Invoice, you may prefer to remove any Products and Payments from it, and void it, maintaining your ID number sequence and allowing you to add a Note explaining any backstory for its voiding.
- **Mark as Exported** - if an Invoice or a Payment is “unposted”, so an administrator can make a change that wouldn’t otherwise be possible, you may wish to re-post and re-export, or use this option to mark the Invoice as “exported” if you don’t want to do an actual re-export.
- **Print Full-Page/Receipt** - these choices allow you to print a copy of your Invoice to either your full-page or receipt printer.
- **Print Box Label/Gift Receipt** - these choices allow you to print a box label, suitable for attaching to the outside of a box to ship it, or a gift receipt for a list of Products purchased that doesn’t include the prices.