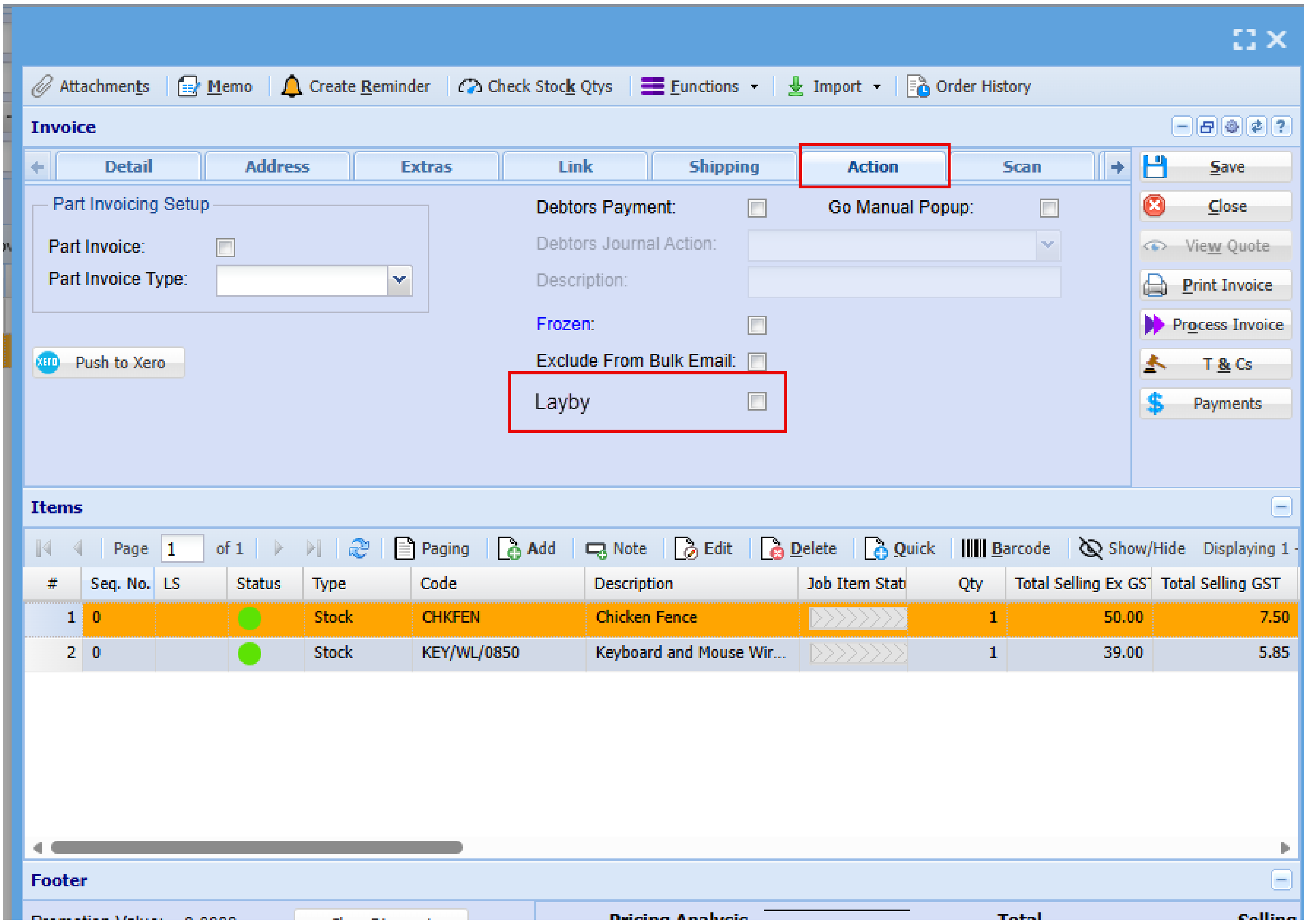
Layby Invoices

Work Procedure (Structured Step-by-Step)

- Genre: Accounting System / Lay-by Invoice Workflow

1. Invoice Creation and Lay-by Designation

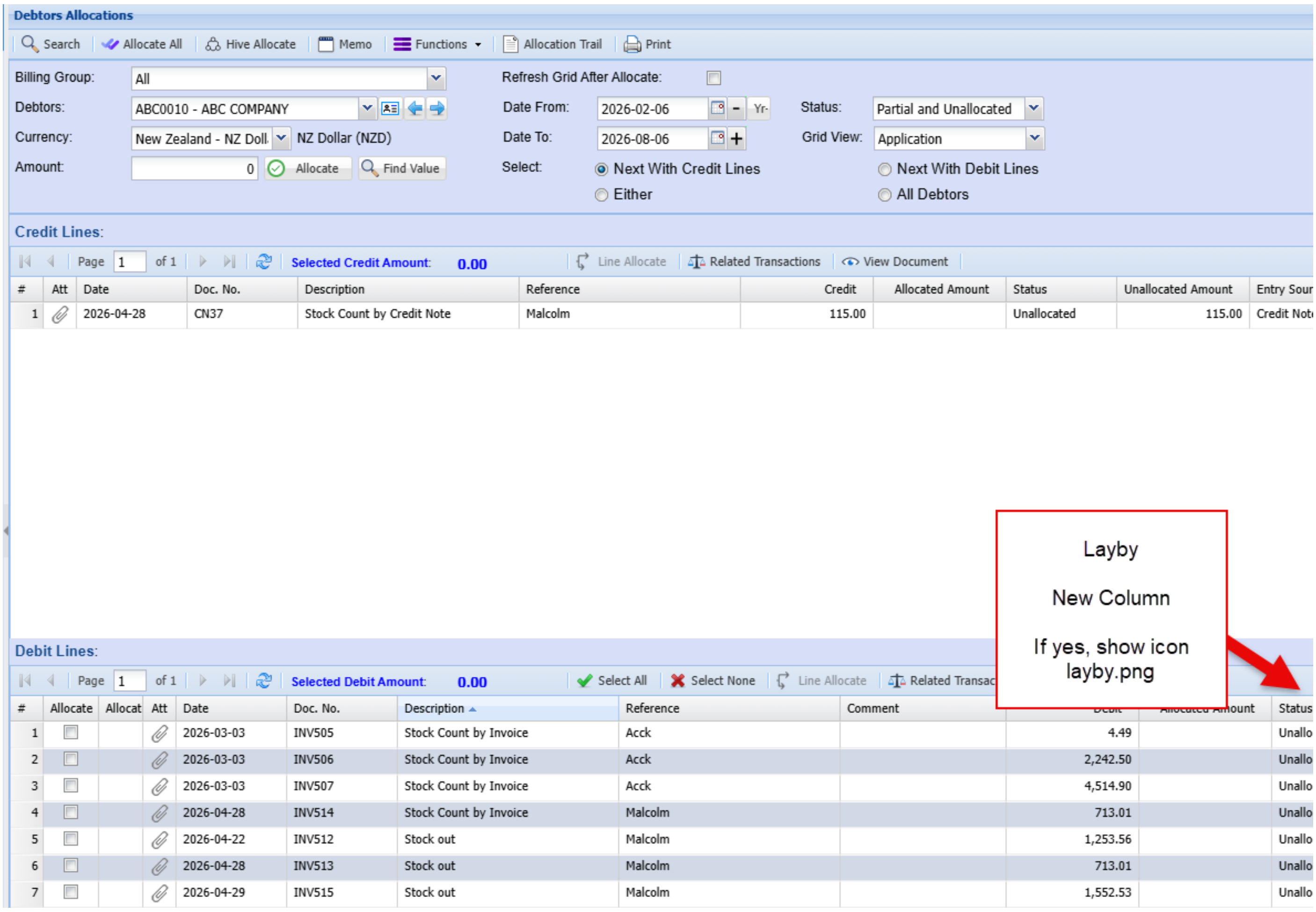
    - ① In the main system, open/create the invoice.
    - ② Navigate to the Action tab.
    - ③ Tick the “Lay-by” checkbox to designate the invoice as a lay-by invoice.
    - ④ Process/save the invoice; the system will mark it as lay-by and display a lay-by icon in the invoice column.



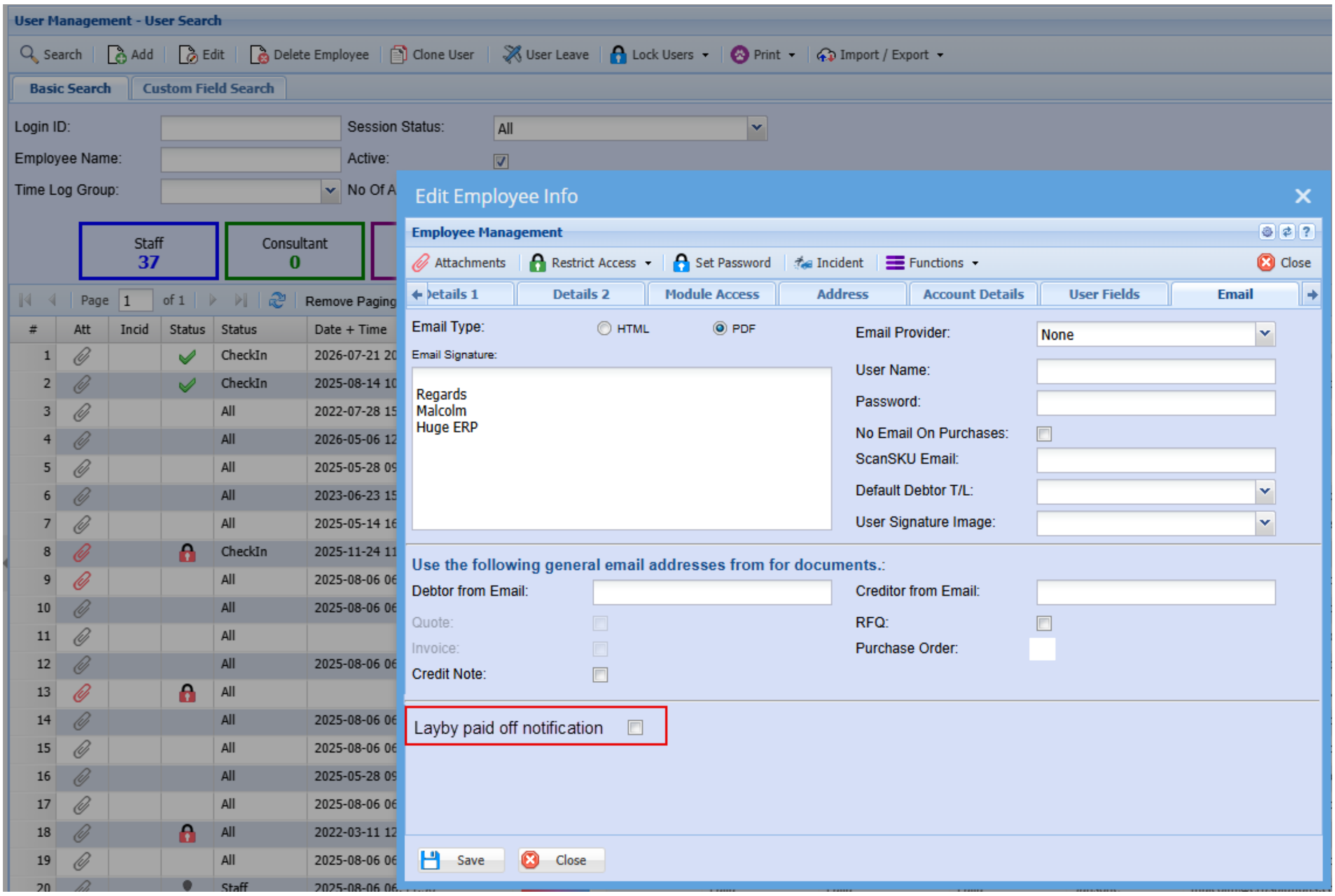
2. Payment Allocation

    - ① When the client makes payments, go to Debtors Allocations.
    - ② Locate the outstanding amounts on debit lines.

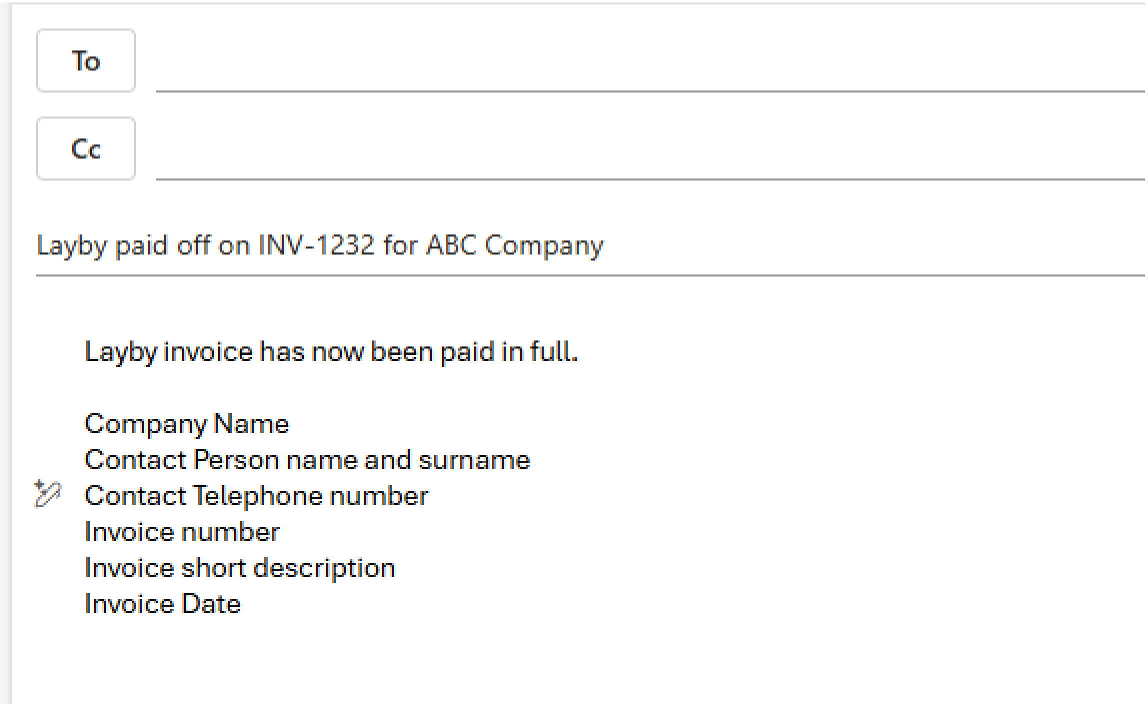
- ③ Allocate each payment to the corresponding lay-by invoice (identified by the lay-by icon).
- ④ Continue allocating until the lay-by invoice is fully allocated (paid off).



1. Notification Setup and Dispatch
    - ① In User Setup, specify the staff member(s) to receive “lay-by fully paid” emails.
    - ② Ensure the notification option for lay-by payoff is enabled for the designated user(s).
    - ③ Upon full allocation, verify that the system sends an email to the specified staff member indicating the invoice has been fully paid by the client.



Standard email sent to users who have Layby paid off notification tick on



Key Points (Techniques / Precautions)

- Dangers:
  - Misallocating payments to non-lay-by invoices can cause reconciliation errors.
- NG examples:
  - Creating an invoice but failing to tick the lay-by checkbox.
  - Allocating payments without verifying the lay-by icon in the invoice column.
- Tips:
  - Use the lay-by icon as a visual confirmation before allocating payments.
  - Keep a running check of outstanding debit lines to ensure the correct invoice is targeted.
- Common failures and reasons:
  - No email notification sent: user setup for lay-by payoff emails not configured or disabled.
  - Invoice not treated as lay-by: Action tab checkbox not ticked at creation/processing.

Trouble Cases & Countermeasures

- Case: Payments allocated to the wrong invoice.
  - Countermeasure: Reverse or reallocate the payment in Debtors Allocations and confirm the lay-by icon before reallocation.
- Case: Lay-by invoice not showing icon.
  - Countermeasure: Edit the invoice, confirm the lay-by checkbox is ticked in the Action tab, then save/process again.
- Case: Staff did not receive payoff email.
  - Countermeasure: Verify User Setup for the intended recipient; ensure “lay-by fully paid” notification is enabled and email address is correct.
- Case: Invoice not marked as fully allocated despite payments.
  - Countermeasure: Reconcile allocations; check for partial payments or unapplied amounts on debit lines and allocate remaining balances.

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