05 A service provider's guide to creating delivery notes

You, the service provider, are responsible for creating the delivery note for a specific order. To create a delivery note please follow the instructions below.

A delivery note must be created via the relevant purchase order. You can find the relevant purchase order in either the Purchase order/Pending delivery folder or the Purchase order/Part delivered folder.

Creating a full delivery note via the purchase order screen

First, find the relevant purchase order and click on the View button to view the order.

Check the purchase order details by clicking on the relevant tab at the top of the screen.

Once you are happy with the details, click on the Create DN/Inv button [Create DN/Inv] .

The full delivery note will move in to the Delivery note/ Pending Confirmation ready for Delivery confirmation.

Please note: The delivery date recorded should reflect the actual delivery date for all items on the delivery note. You can amend the delivery date on the Main tab following the Create DN/Inv action.

Creating several full delivery notes at the same time

To create more than one full delivery note at a time you must first select the relevant purchase orders for which you want to create a delivery note, these can be found in the folder Purchase order/Pending delivery/Part delivered.

Select the relevant purchase order by ticking the selection box to the left of each order. You can select the entire list by ticking the box at the top of the list in the grey shaded area.

If an invoice number is required, you must type this into the Supplier Invoice No field for each of the selected orders.

Next, click on Create DN/Inv button ![Create DN/Inv] to create your delivery notes. The delivery notes will be stored in the Delivery note/Pending confirmation folder ready for the budget manager to confirm.

A copy of the delivery note will also be stored in the Purchase order/In progress folder until the delivery note is confirmed by the budget manager. Once it is confirmed, the delivery note will then move into the Purchase Order/Completed folder.

Auto confirming of delivery notes

Under certain circumstances, when a service is ordered rather than a product, the budget manager may wish to select the auto confirm delivery notes option.

In these circumstances, when you confirm delivery of the purchase order an unpaid invoice is created, effectively bypassing the delivery note stage.

Creating a part delivery note

If you are delivering a service over a period of days you can create a part delivery note. It is important to create part delivery notes in this instance as the delivery date recorded for each part delivery reflects the beginning of the part delivery's payment terms.

To create a part delivery note you must locate the relevant purchase order in the Purchase orders/Pending delivery/Part delivered folder.

Select the order by clicking on the order's View button.

Check the purchase order details by clicking on the relevant tab at the top of the screen. When you are happy with the details click on the Create DN/Inv button.

Next, click on the Main tab for your order and input your invoice number in the Supplier Invoice No. field. You also need to input the Actual Delivery Date for the part delivery. You can also add Additional notes to support the part delivery in the Remarks field.

Next, go to the Purchase Items tab at the top of the screen and remove any products not delivered by clicking on the Delete button. You must amend the Delivery quantity on the screen to reflect the quantity actually delivered.

Once you are happy with the purchase order click on the Save and Close button.

Your part delivery note will move into the Delivery note/ Pending confirmation folder ready for delivery confirmation. Details of the remaining order, which is still to be delivered, will be stored in the Purchase Order/ Part Delivered folder. This is ready for you to create further delivery notes when the time comes.

Cancelling a delivery note

You may cancel a delivery note when a change to a purchase order is required. This can only be done if the existing delivery has not yet been confirmed.

To cancel a delivery note you must find the relevant purchase order in the Delivery note/Pending confirmation folder.

Select the delivery note to be cancelled by ticking in the selection box to the left of the relevant order.

Click on the Cancel button [Cancel] . The Notes tab will be displayed for the selected order. Select a note template from the list available on screen and click on the Insert button.

Alternatively you can add your own notes, by clicking on the New Notes field (you can save your note as a new template by clicking on the Save Note Template button) and then clicking on the Cancel button.

Any cancelled delivery notes will move back to the Purchase Order/ Pending Delivery folder. A record of the cancelled delivery note will be stored in the Delivery Note/ Cancelled sub folder.