DATA ENTRY TRAINING

Arch Travel CRM

Module 9 — Services

Bill customers for any extra service, such as visas, insurance or ziarat, with price lines and cost lines.

TRAINING GUIDE · SIMPLE ENGLISH

SERVICE INVOICE | PRICE LINES | COST LINES | SERVICE LIST | ERRORS | CHECKLIST

For trained staff and customers

Contents

How to use this guide 3
1 Module introduction and menu path 4
2 Prerequisites: set up these first 5
3 Step-by-step data entry 6
Part A New Service Invoice 6
4 Field tables for every screen 8
5 After you save: find, edit, print 9
6 Common errors and how to fix them 10
7 Quick checklist 11

START HERE

How to use this guide

This guide teaches you to enter data in the **Services** module of Arch Travel CRM. Follow the parts in order the first time. Later, use Section 4 (field tables) and Section 7 (checklist) as a quick reference.

Field names

Names written like **Customer:** are shown exactly as they appear on the screen.

Buttons and menus

Names written like **Save** are buttons or menu items you click.

Required

In the field tables: **Yes** you must fill it **No** optional **Auto** the system fills it.

Messages

Text in *italics* is a message the system shows. ... stands for a name or number.

TIP
Practise with demo data first. Use the checklist in Section 7 before you finalise anything.

WARNING
Never share your password. Sign out when you leave your desk.

NOTE
Your menu shows only the screens your administrator has given you. If a menu item is missing, ask your administrator.

SECTION 1

1 Module introduction and menu path

A **Service Invoice** bills a customer for a service that is not a ticket, hotel or transport, such as a visa, insurance or ziarat. **Price lines** are what the customer pays. **Cost lines** are what you pay the service provider. The difference is your profit.

MENU PATH

Accounts
top menu
→
New Service Invoice
menu item

You will use these menu items in this guide:

MENU GROUP	ITEMS USED IN THIS GUIDE
Accounts	New Service Invoice · Service List
Admin Backend → Services	Services · Service Types · Service Sale List · Service Cost List

HOW THE WORK FLOWS

Header
Customer, guest, currency
→
Price lines
What the customer pays
→
Cost lines
What the supplier charges
→
Save
Unposted / Posted

SECTION 2

2 Prerequisites: set up these first

Make sure the items below exist before you start. Ask your administrator if one is missing.

SET UP THIS FIRST	WHERE	WHY IT IS NEEDED
Service types	Admin Backend → Services → Service Types	**Service Type** on each line.
Customer	Admin → New Customer	**Customer:** .
Service provider	Supplier accounts	**Service Provider:** for cost.
Exchange rate	SAR rates	**Ex Rate:** .

SECTION 3

3 Step-by-step data entry

Follow the parts in order. Each part matches one screen or task.

Part A — New Service Invoice

Open **Accounts → New Service Invoice**. The page is **Service Invoice**.

Service Invoice — header

1 Invoice
`Invoice No:` is *Created on save*. Set `Invoice Date:`.

2 Customer and guest
Choose `Customer:`. Type `Inv/Ref No:`, `Guest Name:` and `Description:`.

3 Currency
Choose `Currency:` and type `Ex Rate:`.

4 Status
Choose `Status:`: Unposted, Posted or Void.

5 Supplier
Choose `Service Provider:`. Tick `Custom Commission:` to type your own `Commission:`.

Price lines

1 Add a price line
Choose `Service Type`, type `Detail` and `Amount`. Click `Add`. `X` removes a line.

Cost lines

1 Add a cost line
Choose `Service Type`, `Detail`, `Amount`, `Service Provider`, `Currency` and `Ex Rate`. Click `Add`.

2 Save
Check totals and click `Save`. `Reset` clears the form.

> ⚠ **WARNING**
> If the invoice already has payments, the system warns you (*This invoice has payments of …*). Check with accounts before changing it.

SECTION 4

4 Field tables for every screen

Field names are written exactly as on screen.

Header

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Invoice Date:	Date.	Yes
Customer:	Who pays.	Yes
Inv/Ref No:	Reference.	Yes
Guest Name:	Guest.	Yes
Description:	What the service is.	Yes
Currency: / Ex Rate:	Currency and rate.	Yes
Status:	Unposted / Posted / Void.	Yes
Service Provider:	Supplier.	Yes
Custom Commission: / Commission:	Own commission.	No

Price line

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Service Type	Type.	Yes
Detail	Text.	No
Amount	Sale amount.	Yes

Cost line

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Service Type	Type.	Yes
Service Provider	Supplier.	Yes
Amount / Currency / Ex Rate	Cost.	Yes

SECTION 5

5 After you save: find, edit, print

TASK	HOW
Find invoices	**Accounts → Service List**: invoice no, ref no or guest, customer, dates, status (Draft, Final, Void); Search, Export.
Reports	Admin Backend **Service Sale List** and **Service Cost List** (read only).

SECTION 6

6 Common errors and how to fix them

The messages below are the real messages the system shows. ... stands for a name or number.

Service invoice

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Please set invoice date.	Set the date.
Please select customer.	Choose **Customer:**.
Please enter Ref No.	Type **Inv/Ref No:**.
Please enter Guest Name.	Type it.
Please enter description.	Type it.
Please select service provider.	Choose it.
Please enter exchange rate.	Type **Ex Rate:**.
Please add at least one price line.	Add a price line.
Please select service type. (price line ...	Fix that line.
Please select service provider. (cost line ...	Fix that line.
Service invoices are available to staff users only.	Use a staff login.
Invoice Date From cannot be after Invoice Date To.	Fix list dates.

SECTION 7

7 Quick checklist

Every invoice

- [ ] Customer, ref no, guest, description
- [ ] Currency and rate
- [ ] At least one price line
- [ ] Cost lines with provider
- [ ] Status chosen
- [ ] Saved

Trainee name _____ Date _____ Trainer _____