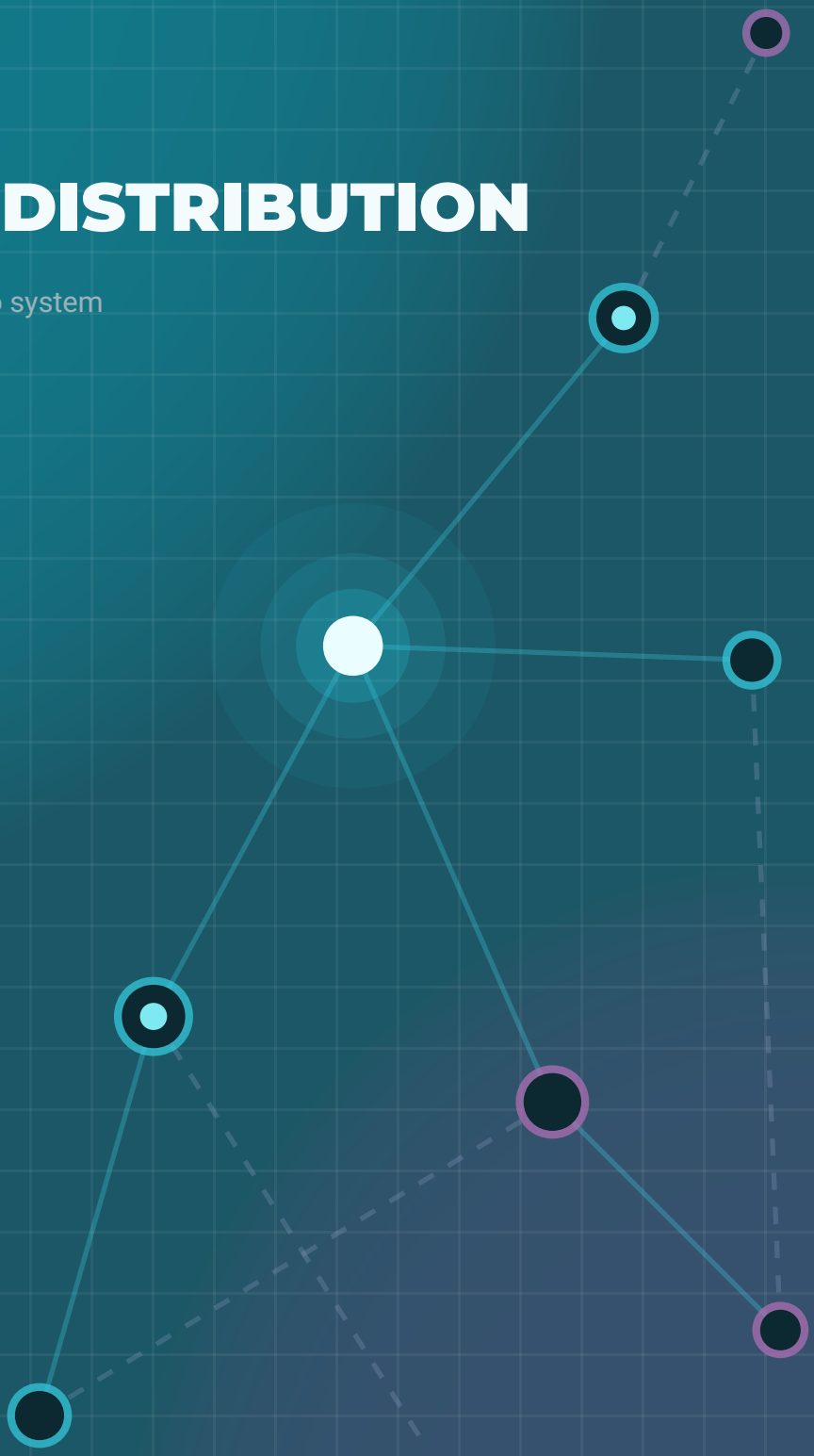
Viindoo

EBOOK · DEMO HANDBOOK

TRADING & DISTRIBUTION

63 hands-on lessons on the demo system



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HOW TO USE THIS HANDBOOK

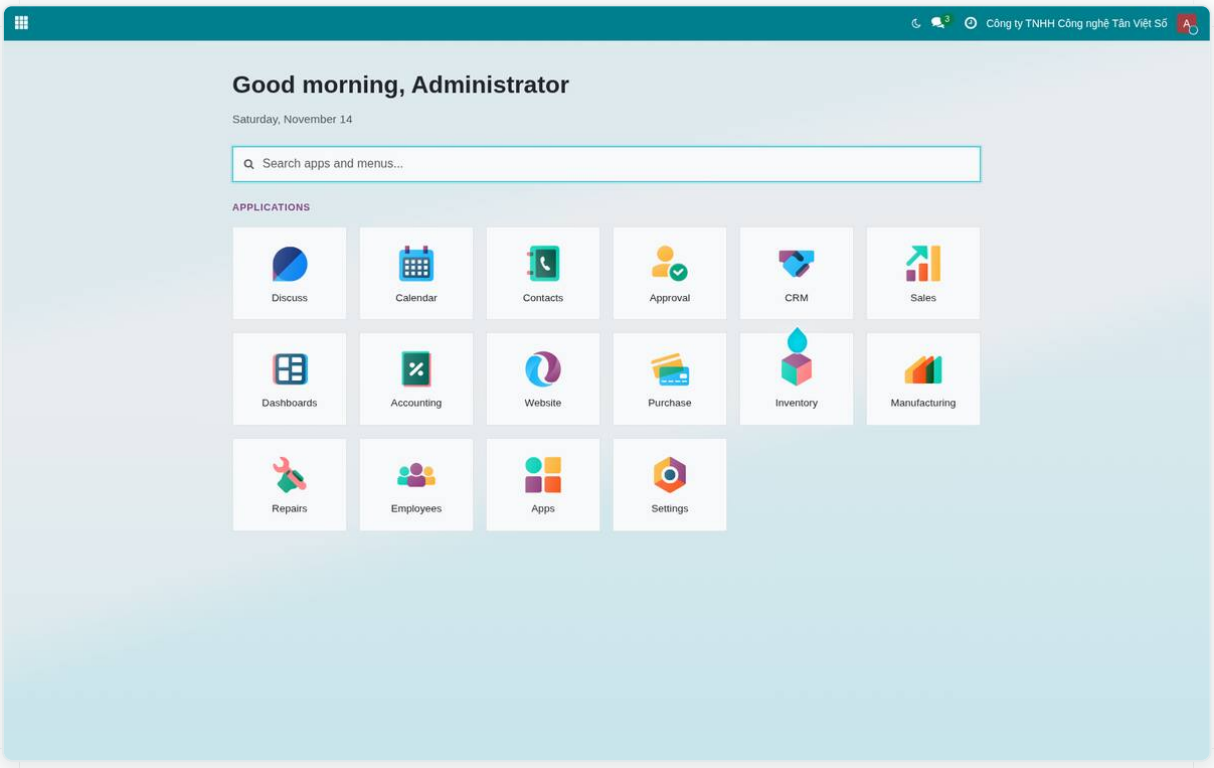
This handbook walks your company through a business that distributes and assembles industrial computers, on the real system, using the data that is already there. Each lesson has steps to follow, screenshots and a **What you should see** line so you can tell whether you did it right. You can read in order or jump straight to the part for your role (see the table "Which part for which role" below).

The story: Công ty TNHH Công nghệ Tân Việt Số

Tân Việt Số distributes and assembles industrial computers, monitors and network equipment for manufacturing customers. The company buys components and complete machines from many suppliers and sells to customers in three ways:

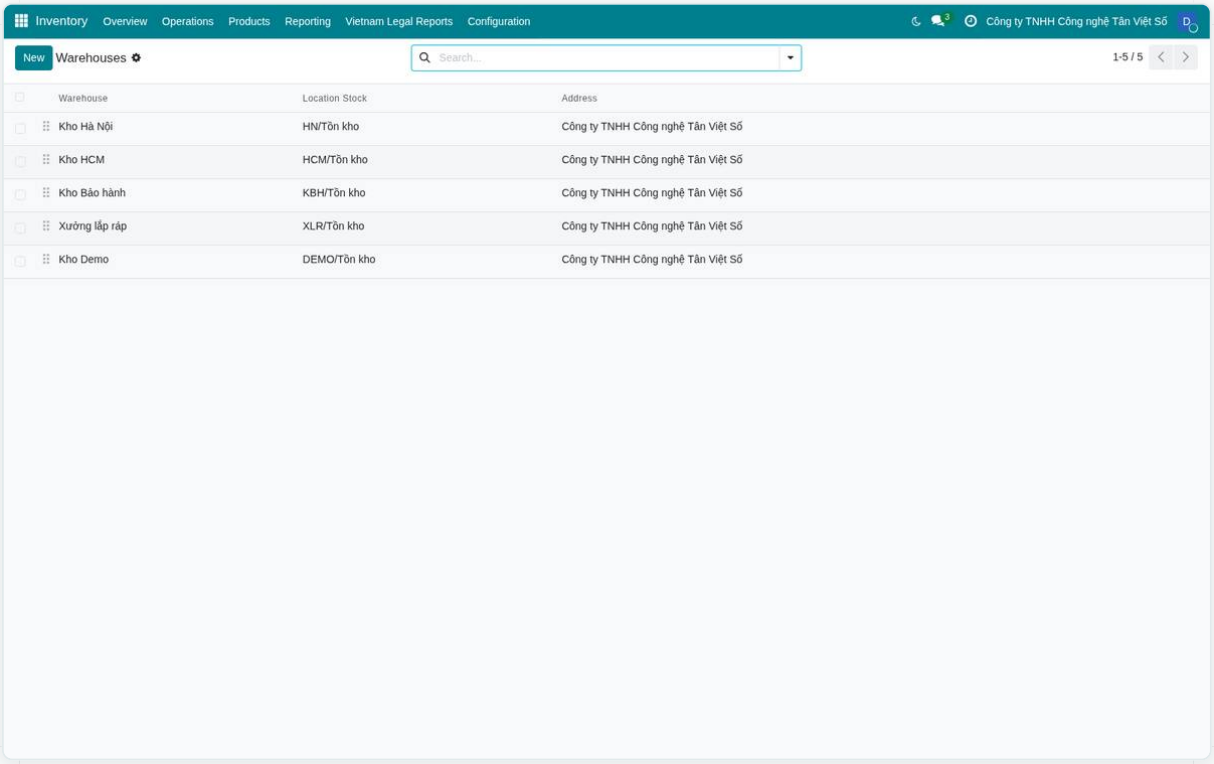
- **Stock items:** delivered from the Hanoi Warehouse or the HCM Warehouse, depending on the customer's region.
- **Machines assembled to order:** confirming the order gives the Assembly Workshop an assembly order straight away; each finished machine carries its own serial number.
- **Servers bought to order:** confirming the order creates a request for quotation to the supplier straight away.

Reseller customers buy at the **Reseller Price (5% off)**, regular customers buy at the **Standard Price List**. A machine that breaks down within the warranty period is received into the **Kho Bảo hành** (Warranty Warehouse) and repaired by serial number. Business customers also place their own orders on the company website.



Five warehouses

Warehouse	Code	Used for
Kho Hà Nội	HN	Delivering stock items to customers in the North
Kho HCM	HCM	Delivering stock items to customers in the South
Kho Bảo hành	KBH	Receiving machines under warranty, keeping spare parts for replacement
Xưởng lắp ráp	XLR	Assembling machines to order; assembly orders carry the number XLR/MO/...
Kho Demo	DEMO	Demo stock



Accounts to log in

Address: `https://tmppdemo.demo.viindoo.cloud`

Purpose	Account	Password
Do every lesson in the handbook	`admin`	`admin`
See the business-customer side on the customer portal and place an order on the website (Đặng Thu Hà, Purchasing Department, Nhà máy Cơ khí Chính xác Đại Nam)	`muahang.dainam`	`Tanvietso@2026`

> The system may open in Vietnamese. To change the display language, click your user name in the top right corner, choose **My Preferences**, and change **Language**.

This is a shared system for trying things out: you are welcome to create your own documents, but please do not change the password, language or settings of the `admin` account, because many

people use it. The document numbers your company creates (quotations, invoices...) will differ from the numbers in the screenshots, because other people may have tried before you.

Which part for which role

Role	Read first	Read next
Director	Lesson 1; Accounting part (financial statements, aged receivables); Reference part "Management questions, which report to open"	Sales and CRM part (gross margin of each order)
Salesperson	Lesson 1; Sales and CRM part	Website and Store for Business Customers part; Accounting part (receivables of each customer)
Purchasing	Purchasing part	Warehouse and Serial Numbers part; Assembly to Order part (components to buy)
Storekeeper	Warehouse and Serial Numbers part	Purchasing part (receiving goods and recording serial numbers); General Configuration part (warehouses, product categories)
Assembly technician	Assembly to Order part	Warehouse and Serial Numbers part
Warranty technician	Warranty Repairs part	Warehouse and Serial Numbers part (tracing one serial number)
Accountant	Accounting part; General Configuration part (accounting regime, product categories and accounts)	Purchasing part (vendor bills); Assembly to Order part (cost of a machine)
Business customer (customer portal)	Website and Store for Business Customers part	

How to read a lesson

Each lesson opens with an estimated time and what your company will have done by the end. Each step has four parts:

- **An instruction:** one thing to do, with button names in bold exactly as on the screen.
- **A *Path* line:** the menu path to open the screen, for example `Accounting > Reporting > Partner Reports > Aged Receivable`. Each `>` is one click.
- **A screenshot** of the screen at that moment.
- **What you should see:** what appears on the screen if your company did it right. If you do not see it, go back to the previous step.

The **Self-study exercise** lesson at the end of each part has no step-by-step screenshots; each question says where to check the answer yourself.

Two things to know about the data

- **The date of the story.** The transaction history runs from 03/08 to 28/10/2026; "today" in the story is 29/10/2026. The date shown on the screen is the real date on which your company opens the system. Reports "as of today" (aged balances, balance sheet, stock) can therefore place an item in a different column than the handbook describes, and the figures can move up when other people try things the same day. The handbook describes **how to read** a figure, and gives no fixed numbers for indicators that change with the date.
- **The date on documents.** Sales orders, purchase orders, stock transfers, invoices, payments, bank statements and assembly entries carry the date of the story. Only the **End Date** box of a **completed assembly order** shows the date the data was loaded (29/10/2026); to know on which day a machine was actually finished, read the date of the stock transfer or the journal entry that comes with the order. Documents your company creates while trying things carry the date your company performed the action.

01 ONE ASSEMBLED MACHINE ORDER, FROM QUOTATION TO WARRANTY

About 15-20 minutes. By the end of this lesson your company has gone through a complete order of Tân Việt Số by itself: create a quotation for an industrial computer assembled to order and read the margin right on the quotation; confirm the order so the system opens an assembly order at the Assembly Workshop; finish the assembly and give the machine a serial number; deliver and invoice; collect the payment and look at the customer's receivables; finally open a warranty repair order on exactly the serial number just sold.

The lesson uses the customer "Trung tâm Tự động hóa Vạn Xuân Số" and the machine "Industrial Computer IPC-7130-AIT-DA02". Your company creates its own new documents, so the document numbers of your company will differ from the numbers in the screenshots (for example in the screenshots: order S00228, assembly order XLR/MO/00072, delivery order XLR/OUT/00064, invoice INV/2026/00187, serial number 0000004). Follow the order; each stage uses the documents of the previous stage.

Log in with the account `admin` (password `admin`) as in the section "How to use this handbook".

Stage 1. Quote by configuration, read the margin

An assembled machine is a separate machine code, with its own bill of components, and it is supplied from the Assembly Workshop. So the quotation must choose the Assembly Workshop as the warehouse.

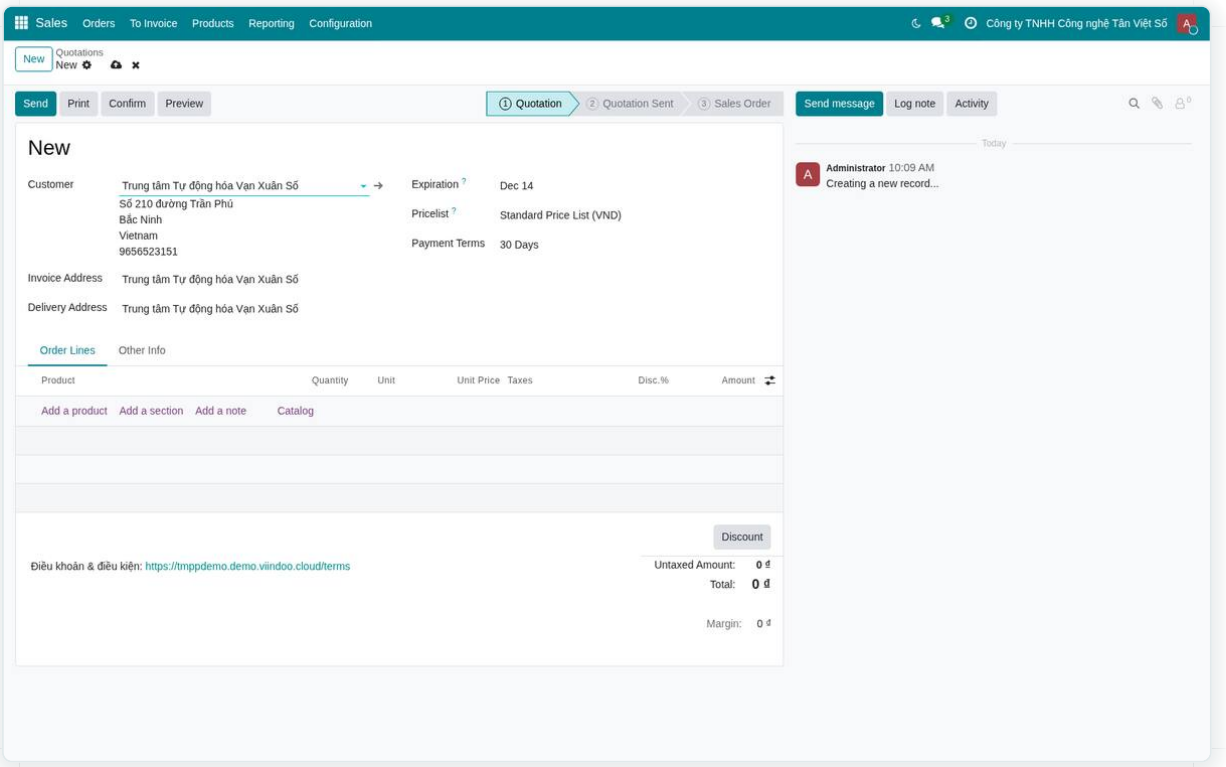
The lesson chose this machine on purpose because both components in the bill (the pre-assembled computer and the Win 11 Pro licensed software) are in stock at the Assembly

Workshop, so no purchase is triggered. For a machine with a missing component, the order is still accepted but the component must be bought before assembling (see the Purchasing part).

Step 1 - Open a new quotation and choose the customer

Click **New**, in the **Customer** box type `Vạn Xuân` and choose "Trung tâm Tự động hóa Vạn Xuân Số".

> *Path:* `Sales > Orders > Quotations`

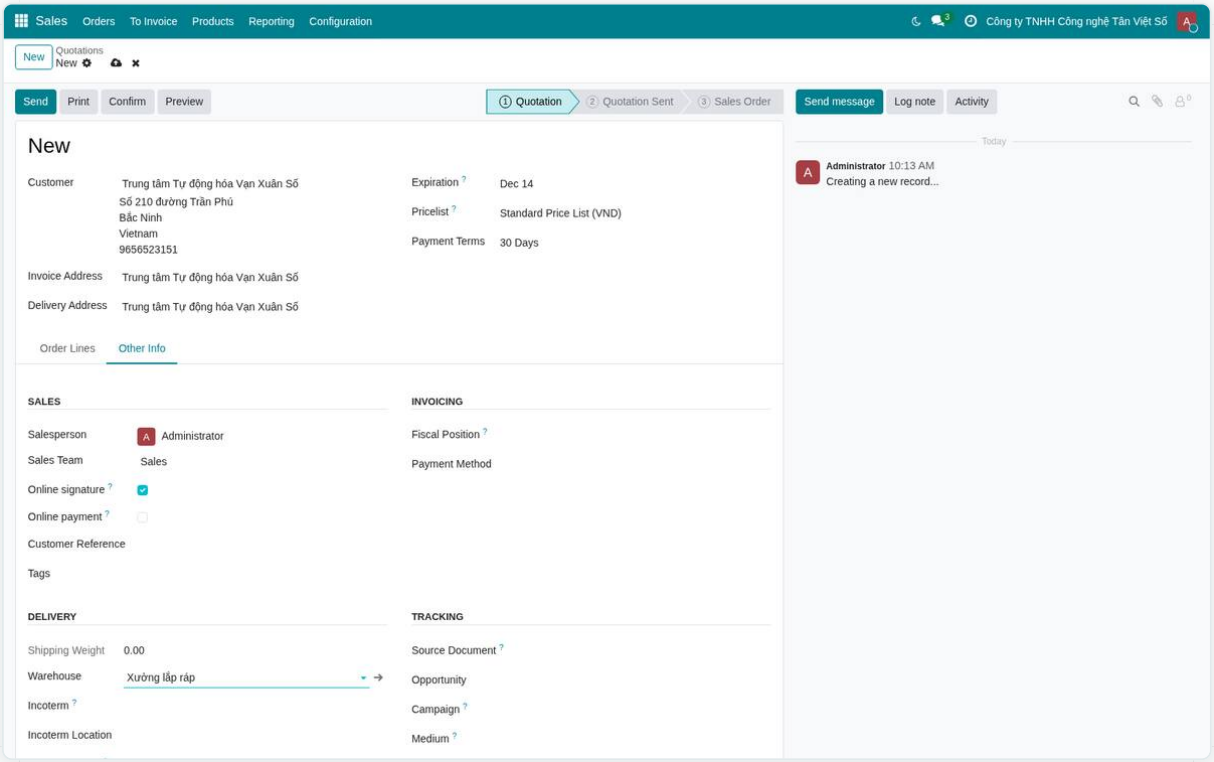


What you should see: the customer's address appears below the name; **Pricelist** is "Standard Price List (VND)", **Payment Terms** is "30 Days", filled in automatically from the customer's file.

Step 2 - Choose the warehouse Assembly Workshop

Click the **Other Info** tab, in the **Delivery** section choose **Warehouse** "Xưởng lắp ráp".

> *Path:* the quotation screen, tab **Other Info**, section **Delivery**, box **Warehouse**

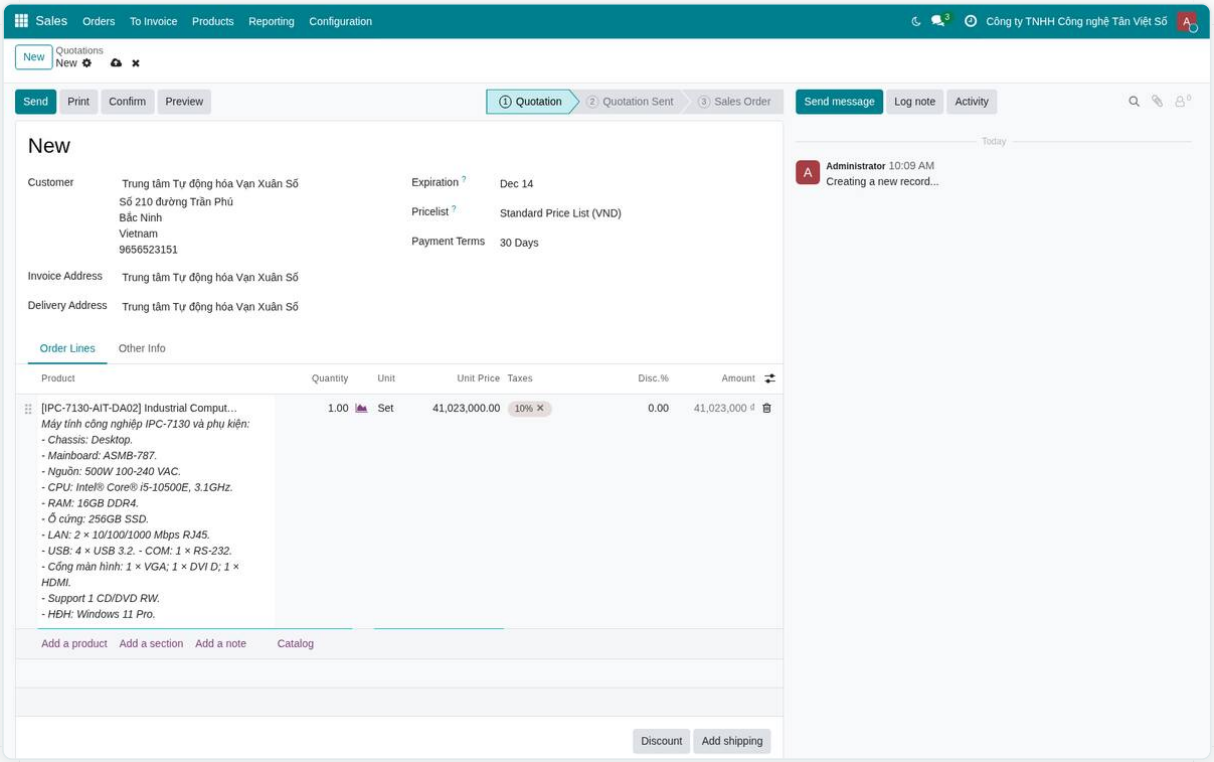


What you should see: the **Warehouse** box shows "Xưởng lắp ráp". Choosing this warehouse decides that the system opens an assembly order in stage 2.

Step 3 - Add the machine line to sell

Click the **Order Lines** tab again, click **Add a product**, type `IPC-7130-AIT-DA02` and choose "[IPC-7130-AIT-DA02] Industrial Computer IPC-7130-AIT-DA02". Leave the quantity at 1.

> *Path:* the quotation screen, tab **Order Lines**, button **Add a product**

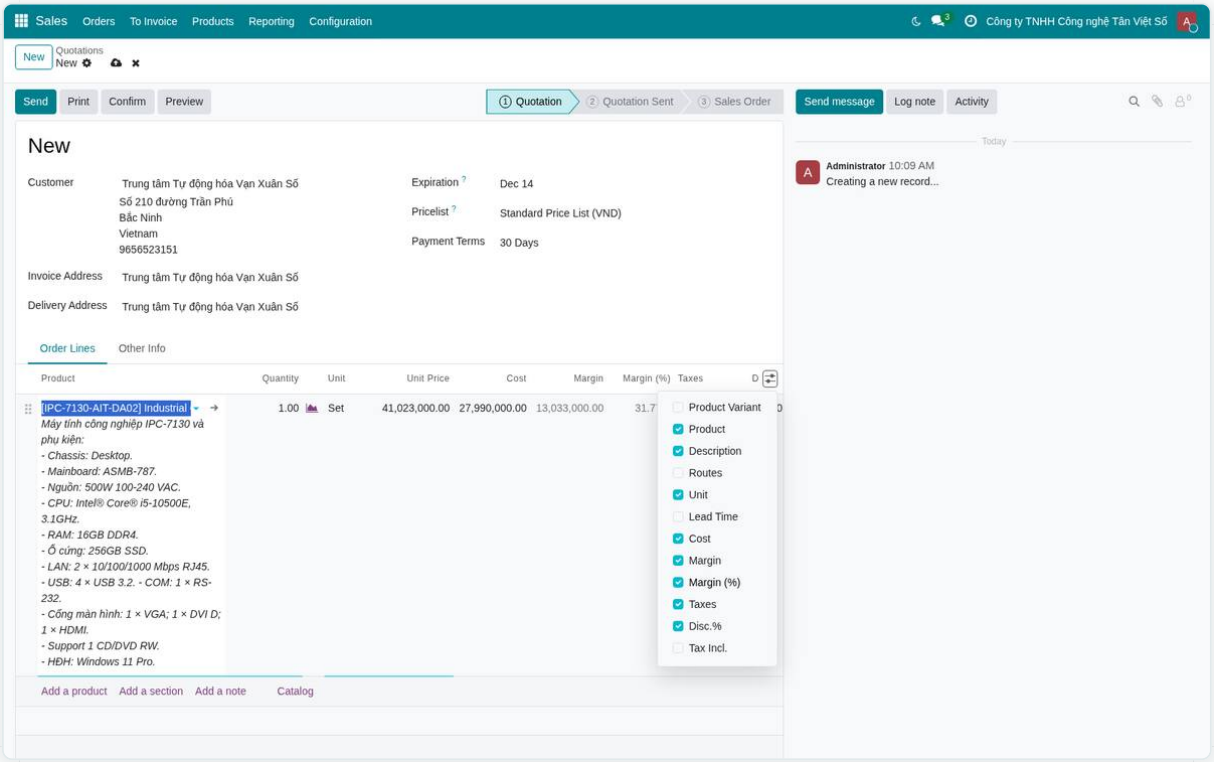


What you should see: the machine line has **Unit Price** 41,023,000 taken from the standard price list, tax 10%, **Amount** 41,023,000. The quotation is not saved yet, so the title is still "New"; step 5 saves it.

Step 4 - Turn on the cost and margin columns

Click the column selector icon at the right end of the header row of the line table, tick **Cost**, **Margin** and **Margin (%)**. These three columns are hidden by default.

> *Path:* the quotation screen, table `Order Lines`, column selector icon at the right of the header

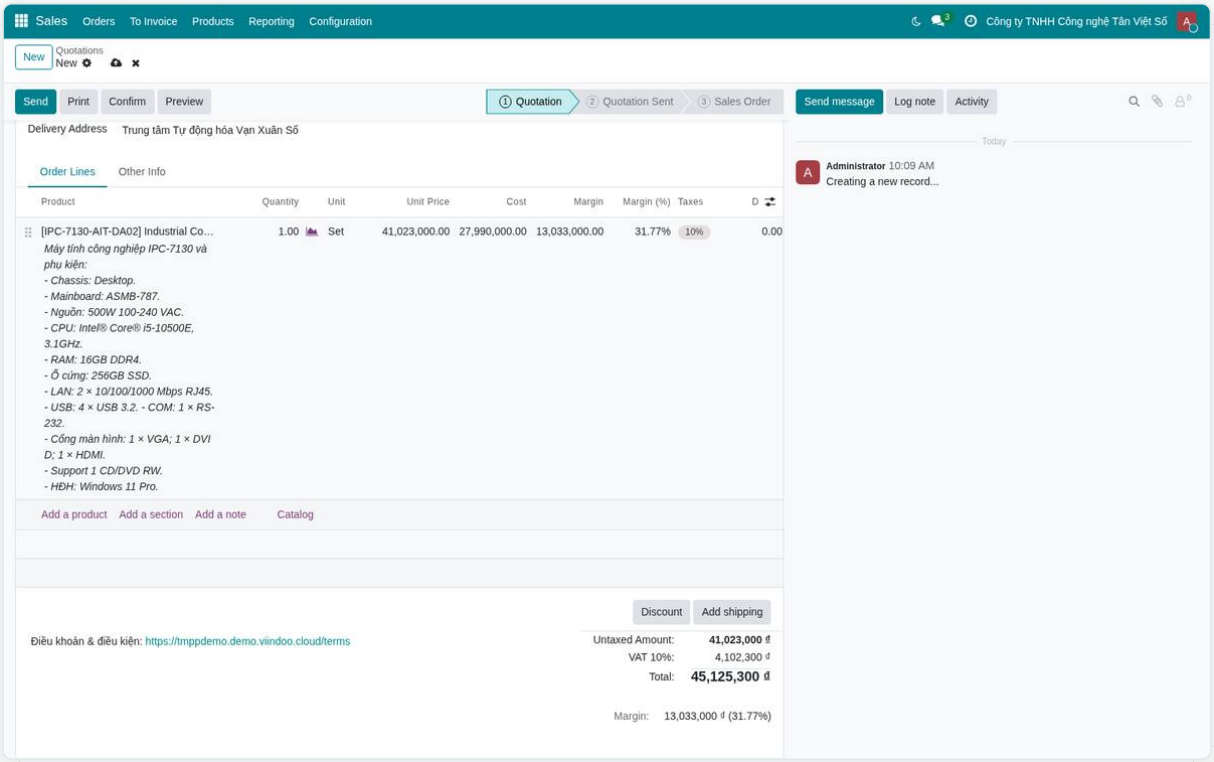


What you should see: the line table gets three more columns **Cost**, **Margin**, **Margin (%)** (in the screenshot: 27,990,000, 13,033,000, 31.77%). The cost at quotation time is the current cost of the machine, updated by the most recent assembly; after delivery, the system replaces it with the real issue value of the very machine delivered (stage 4).

Step 5 - Read the margin of the whole order and save the quotation

Scroll to the bottom of the order, read the **Margin** line in the totals, then click the **Save manually** icon (the cloud) at the top of the page.

> *Path:* the quotation screen, the totals at the bottom of the order



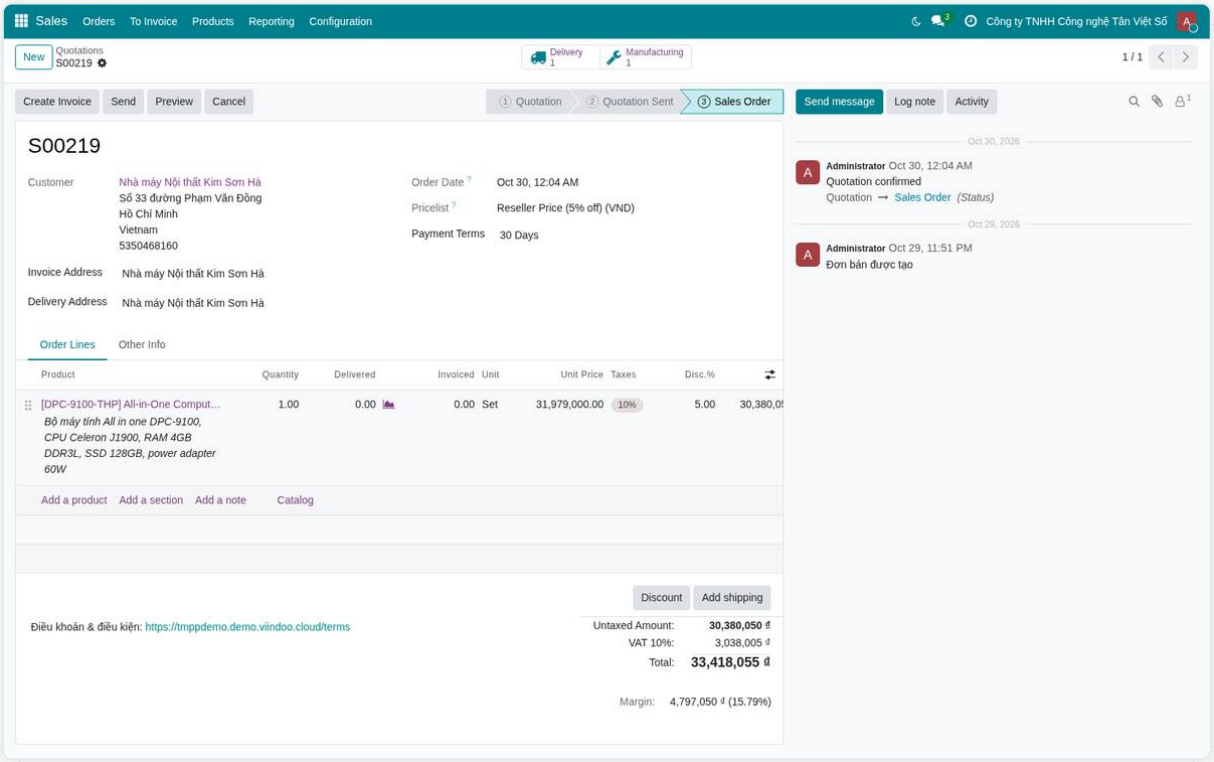
What you should see: the **Margin** line under **Total** (in the screenshot 13,033,000, 31.77%); the quotation gets a new number (for example S00228) in the status **Quotation**. Your company knows the profit of the order before sending the quotation to the customer. The system only warns when the margin is too low, and does not block the **Confirm** button.

Stage 2. Confirm the order, the assembly order is created automatically

Step 1 - Confirm the order

Click **Confirm** on the quotation.

> *Path:* the quotation screen just saved, the `Confirm` button at the top of the page

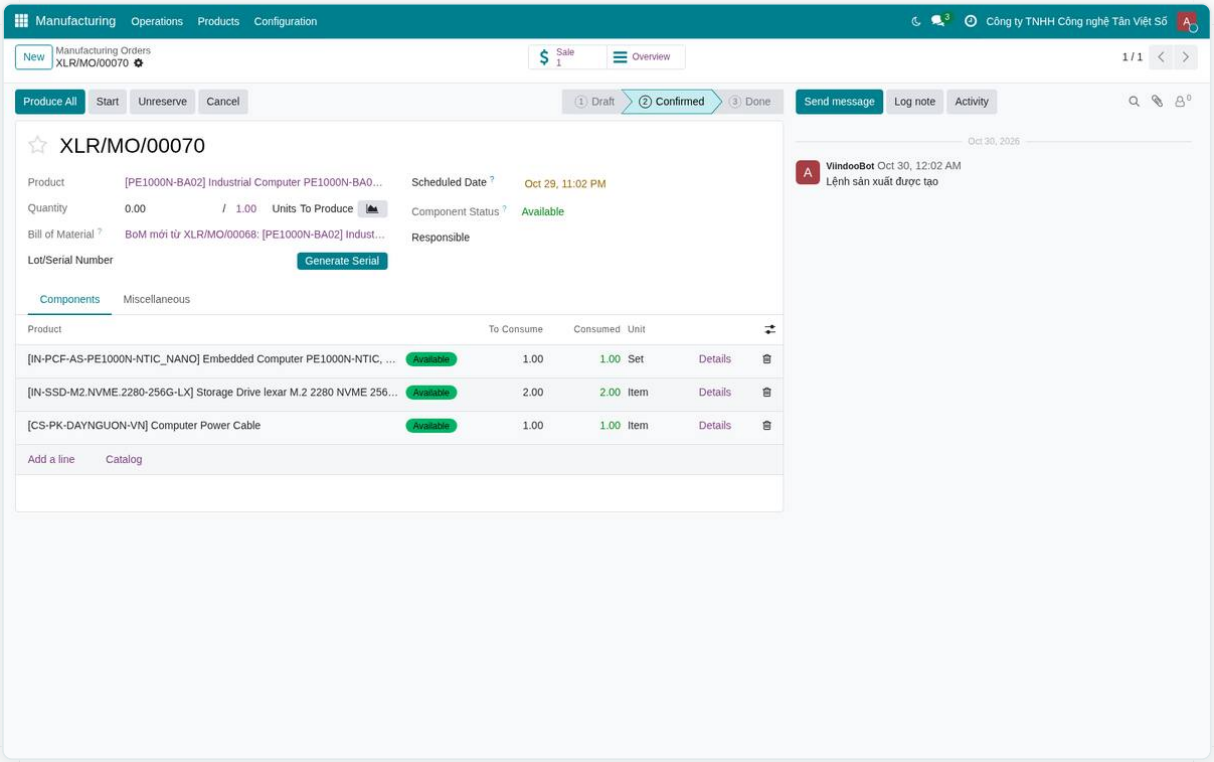


What you should see: the status bar moves to **Sales Order**; the button row at the top shows **Delivery 1** and **Manufacturing 1**. One confirmation created both the delivery order and the assembly order. There is no **Purchase** button because every component is in stock.

Step 2 - Open the assembly order

Click the **Manufacturing** button on the order.

> *Path:* the sales order screen, button `Manufacturing` (or `Manufacturing > Operations > Manufacturing Orders`)



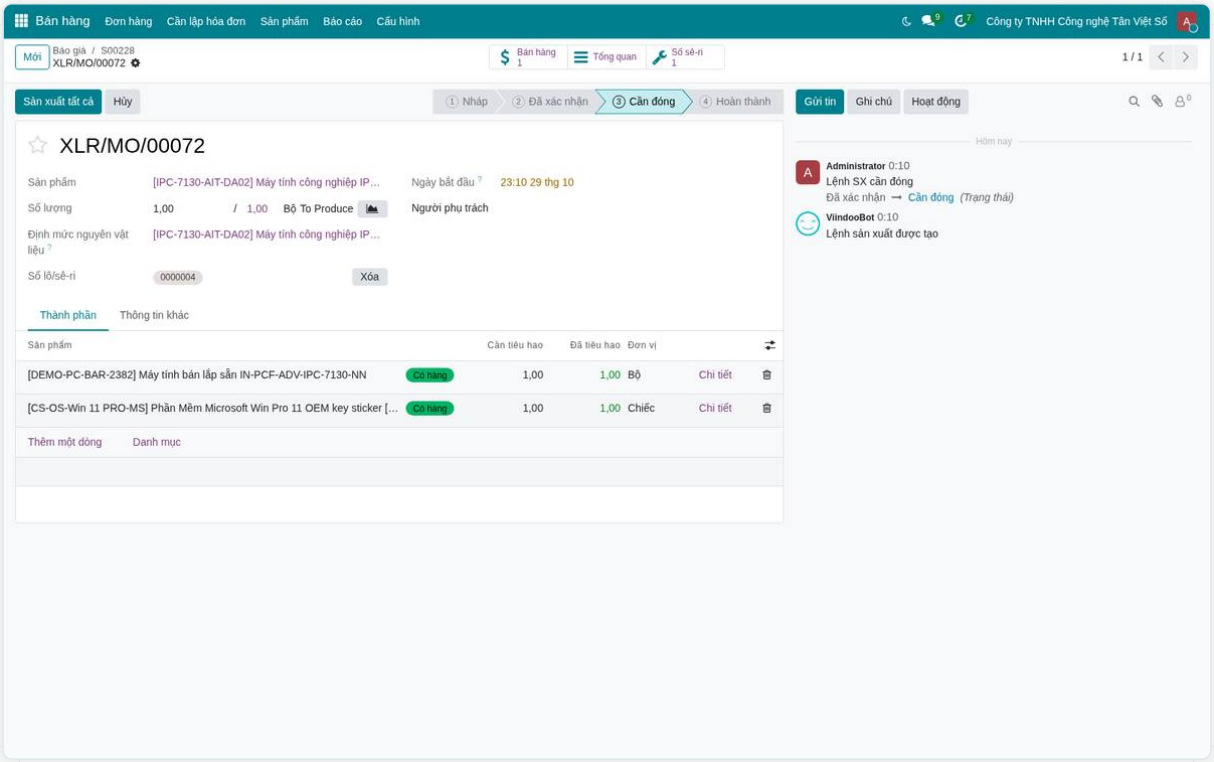
What you should see: the order carries the code `XLR/MO/...` (Assembly Workshop), status **Confirmed**, **Quantity** 1; the **Components** tab lists the components of the bill (two for this machine; the screenshot is a stand-in order of another machine with three), each line with a green **Available** label and **To Consume** 1.00 or more: the components are in stock and reserved for this machine. **Component Status** is **Available**.

Stage 3. Assemble and issue the serial number

Step 1 - Create the serial number for the machine

Click **Generate Serial** next to the **Lot/Serial Number** box.

> *Path:* the assembly order screen, section `Lot/Serial Number`

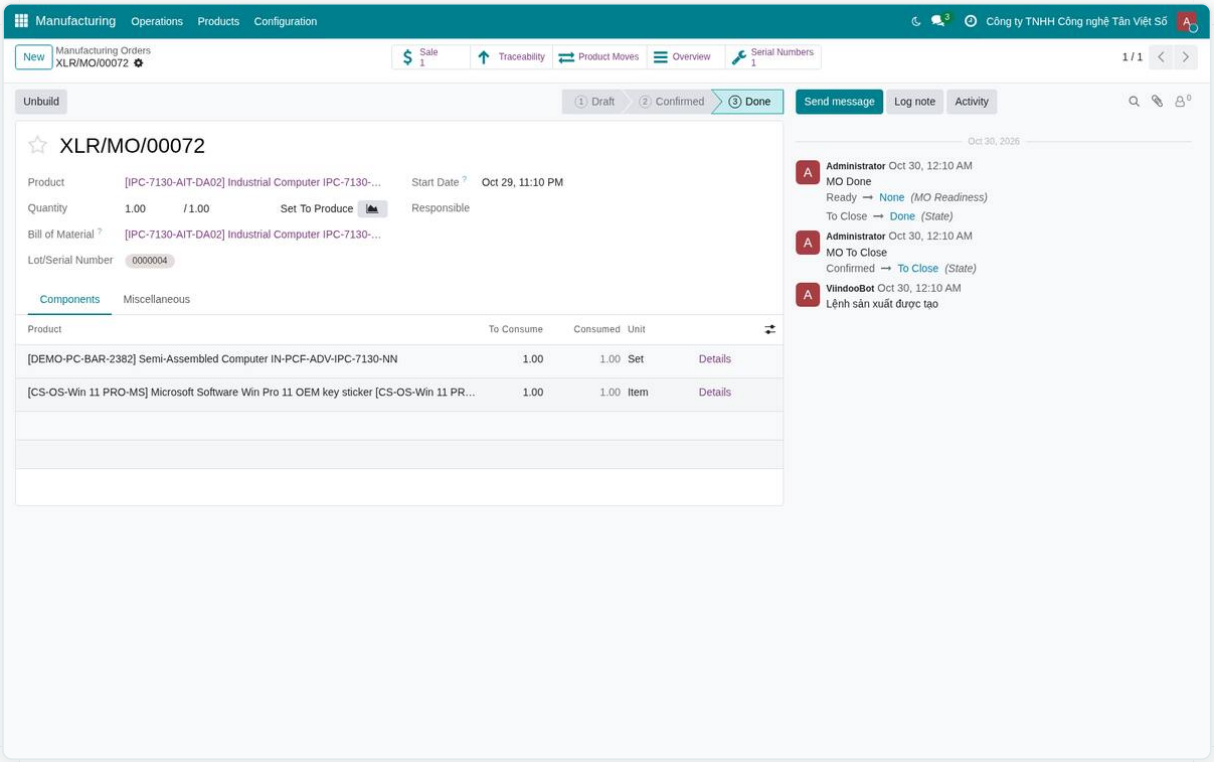


What you should see: the **Lot/Serial Number** box shows a new number (0000004 in the screenshot; the number of your company is the next one); the status changes to **To Close**; the button row at the top gets an extra **Serial Numbers 1**. Note this serial number; stage 5 uses it.

Step 2 - Finish the assembly

Click **Produce All**.

> *Path:* the assembly order screen, button `Produce All`



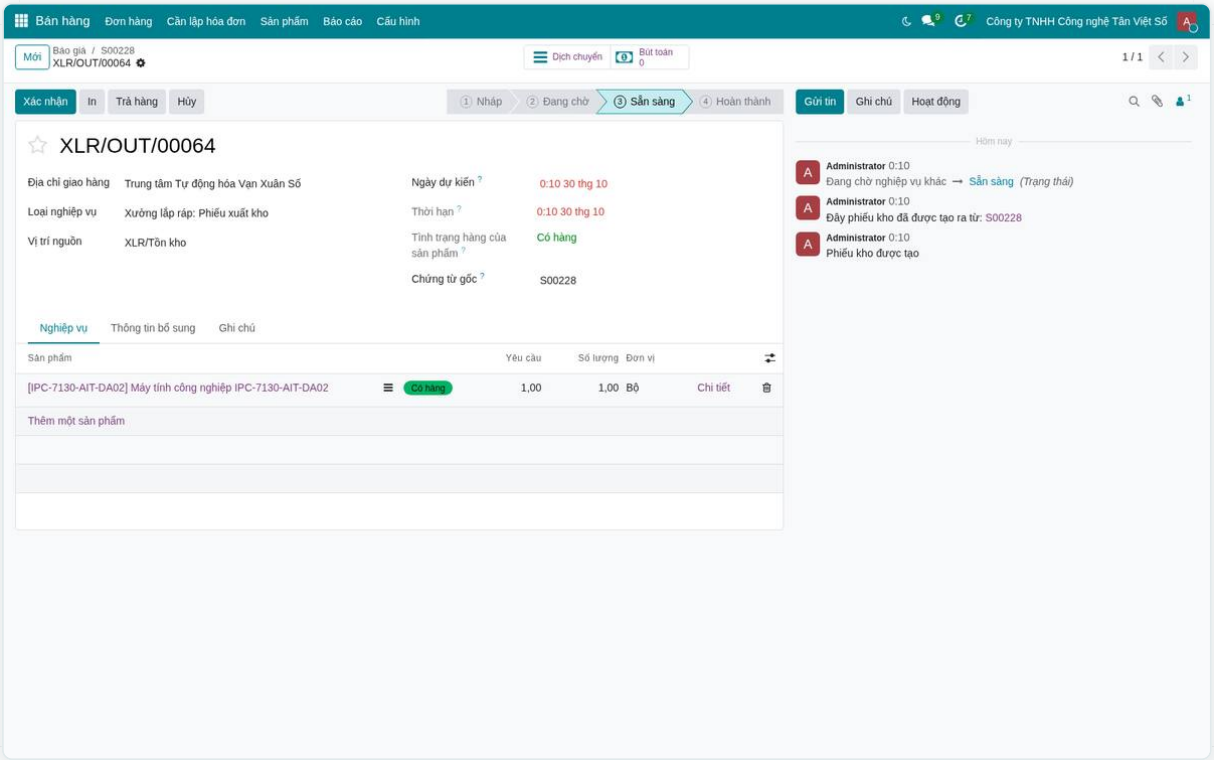
What you should see: status **Done**; the two components turn gray (fully consumed); the button row at the top gets extra **Product Moves** and **Traceability**. The machine has been received into the Assembly Workshop at a cost based on the components used. The chatter on the right records the line "MO Done". The **End Date** of the order may be the date the data was loaded; the real date of the stock transfer is under **Product Moves**.

Stage 4. Deliver and invoice

Step 1 - Open the delivery order

Go back to the sales order (click the order name in the breadcrumb at the top), click the **Delivery** button.

> *Path:* the sales order screen, button `Delivery` (or `Inventory > Operations > Transfers > Deliveries`)

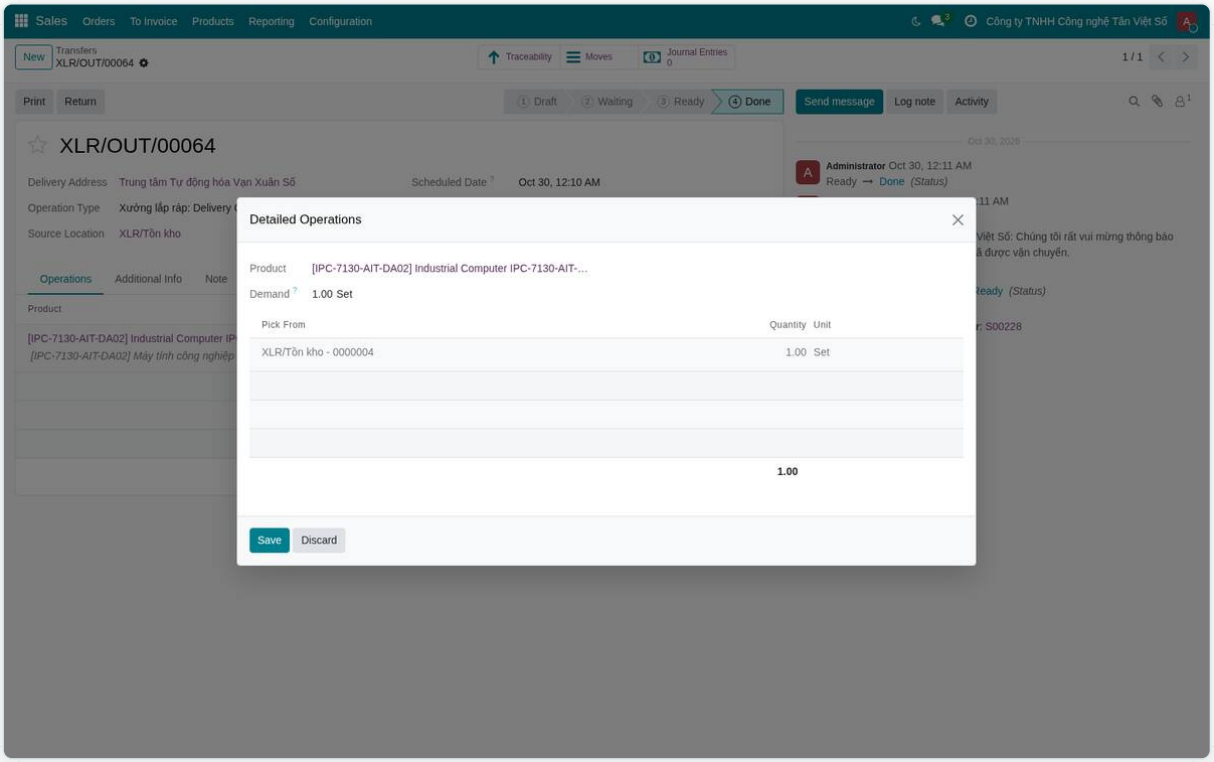


What you should see: a transfer `XLR/OUT/...` in the status **Ready**, **Source Location** XLR/Tồn kho, the machine line with an **Available** label.

Step 2 - Check the serial number to deliver

Click **Details** at the end of the machine line.

> *Path:* the delivery order screen, the machine line, button `Details`

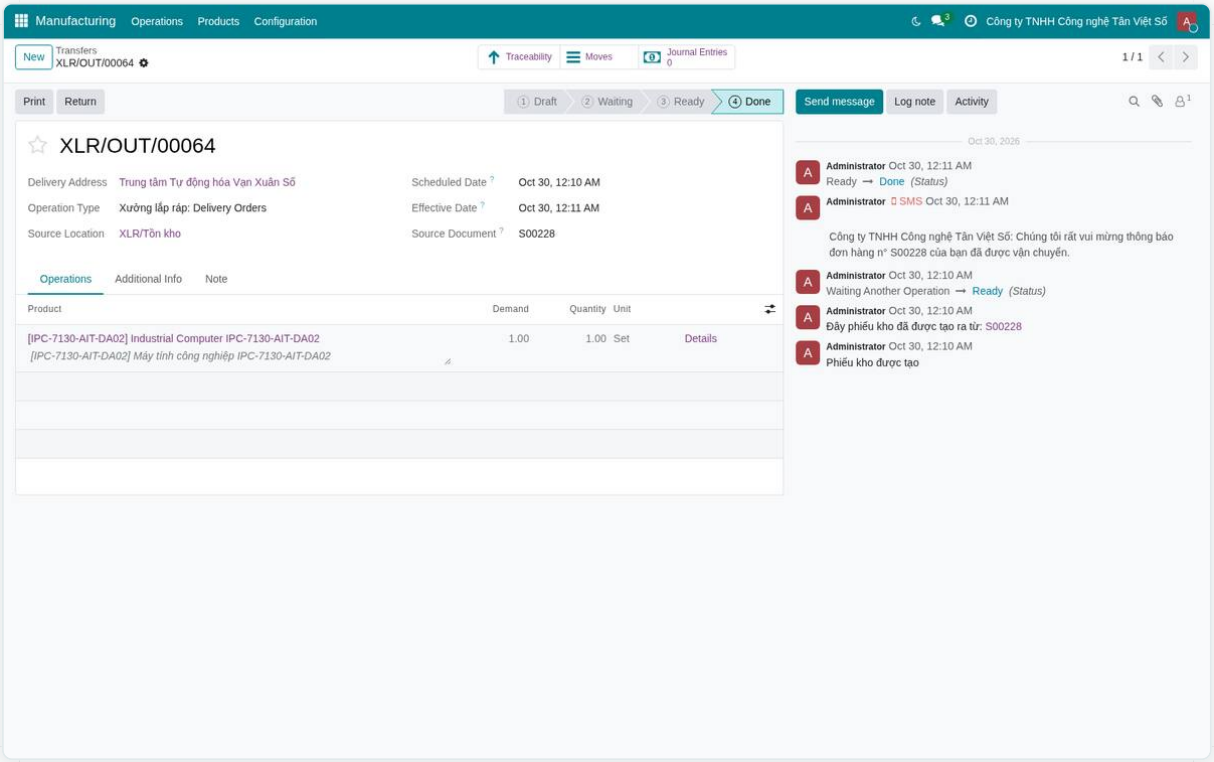


What you should see: the **Detailed Operations** dialog has exactly one line "XLR/Tồn kho - 0000004", quantity 1.00: the very serial number created in stage 3 is already selected for the delivery. Click **Discard** to close the dialog.

Step 3 - Validate the delivery

Click **Validate** on the delivery order.

> *Path:* the delivery order screen, button `Validate` at the top of the page

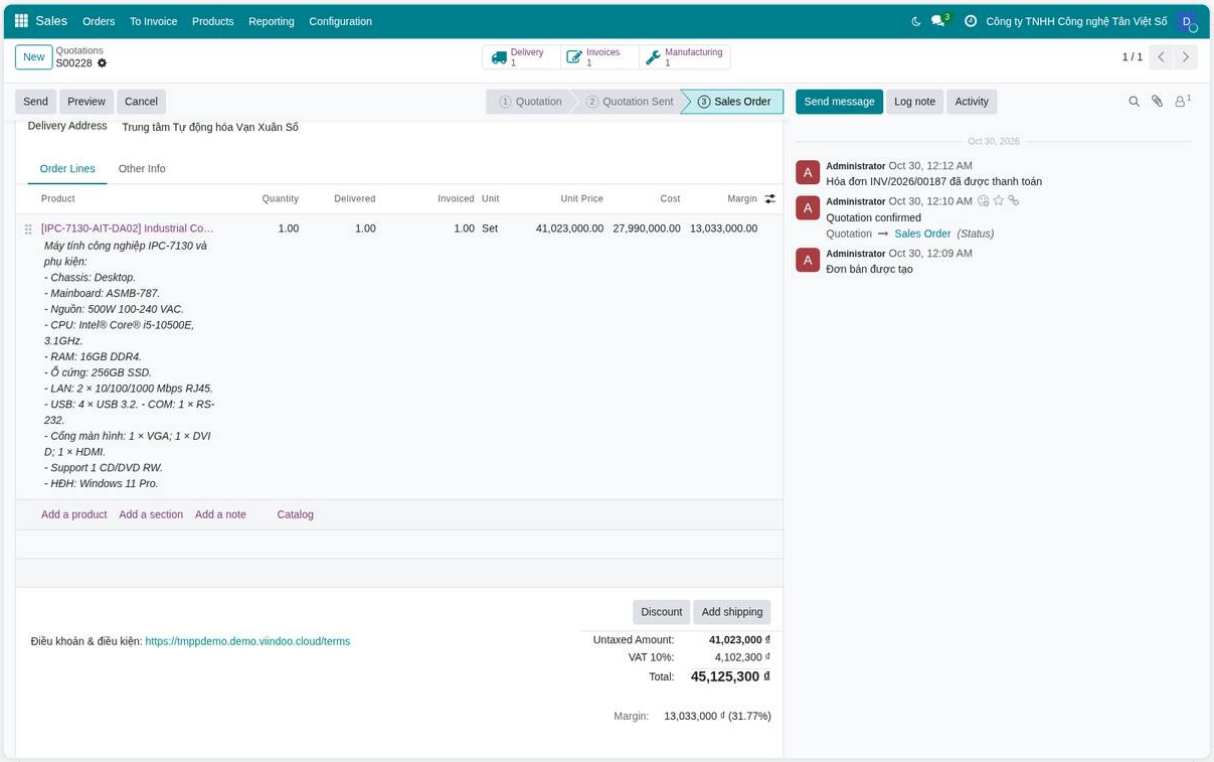


What you should see: status **Done**, with an **Effective Date**; the **Validate** button disappears; the button row at the top has **Moves** and **Traceability**. The stock of the machine at the Assembly Workshop has gone down by 1.

Step 3a - Check the real cost on the order

Go back to the sales order, turn on the **Cost**, **Margin** columns as in stage 1 (the line table now also has the columns **Delivered**, **Invoiced**) and scroll to the bottom of the order.

> *Path:* the sales order screen, table `Order Lines` , column selector icon

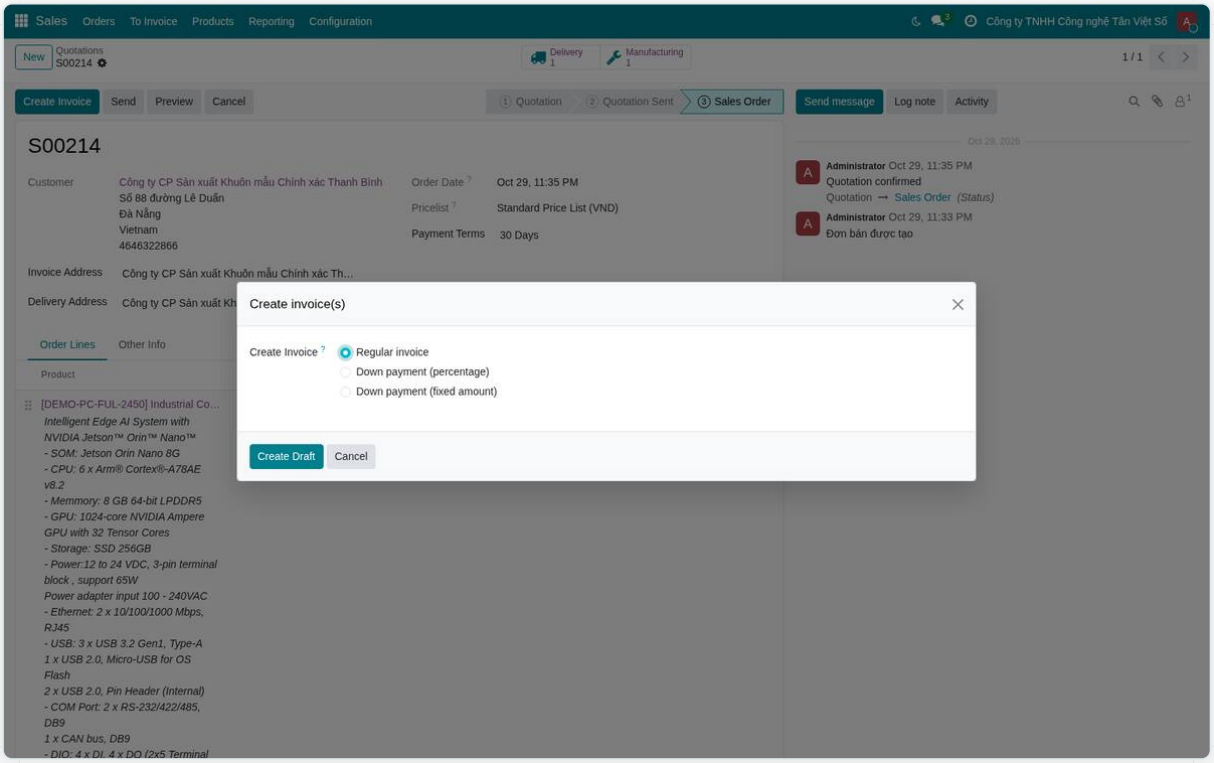


What you should see: Delivered 1.00; the **Cost** on the line is the real issue value of the machine just delivered (in the screenshot: 27,990,000, margin 13,033,000, 31.77%). If the current cost of the machine already equals the real assembly value, the two numbers coincide; the real margin is always read at this step.

Step 4 - Create the invoice from the order

Click **Create Invoice** on the order; in the dialog that appears keep the choice **Regular invoice** and click **Create Draft**.

> *Path:* the sales order screen, button `Create Invoice` (or `Sales > To Invoice > Orders to Invoice`)

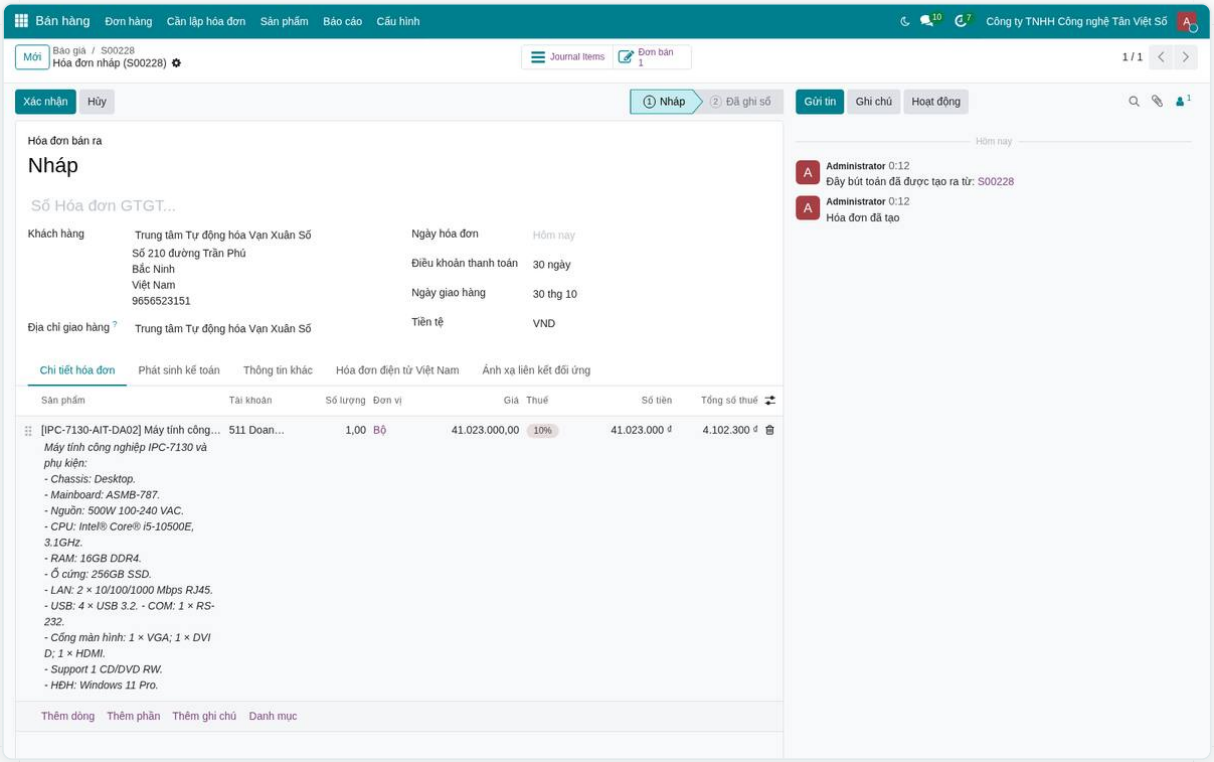


What you should see: the dialog has three choices (Regular invoice, Down payment (percentage), Down payment (fixed amount)); after you click **Create Draft**, the invoice opens in the **Draft** status (see the next step).

Step 5 - Check the draft invoice

Read the invoice just created, without clicking anything else.

> *Path:* the draft invoice screen, opened from the `Invoice` button on the sales order

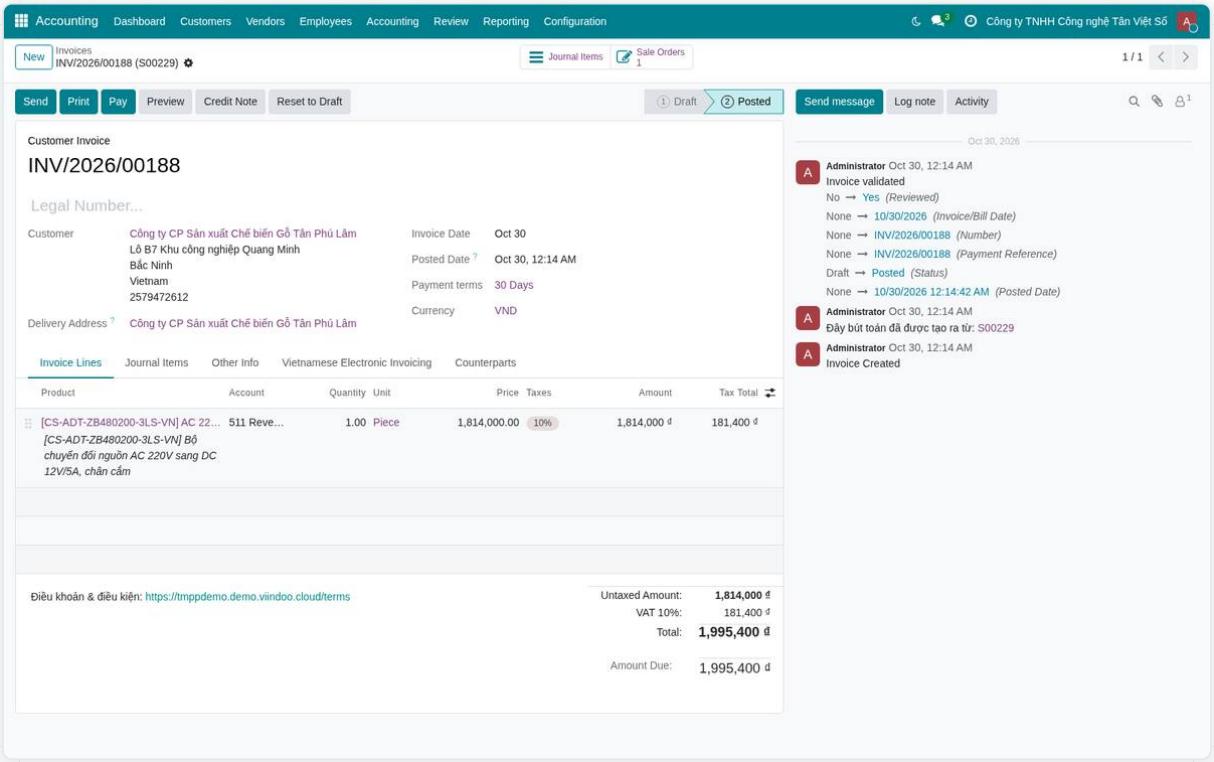


What you should see: the title "Draft"; **Customer** is the right customer; **Payment Terms** 30 days; the
machine line with quantity 1.00, price 41,023,000, tax 10%, revenue account 511; at the top the **Confirm** button and the **Sales Order** button leading back to the source order.

Step 6 - Confirm (post) the invoice

Click **Confirm** on the invoice.

> *Path:* the invoice screen, button `Confirm` at the top of the page

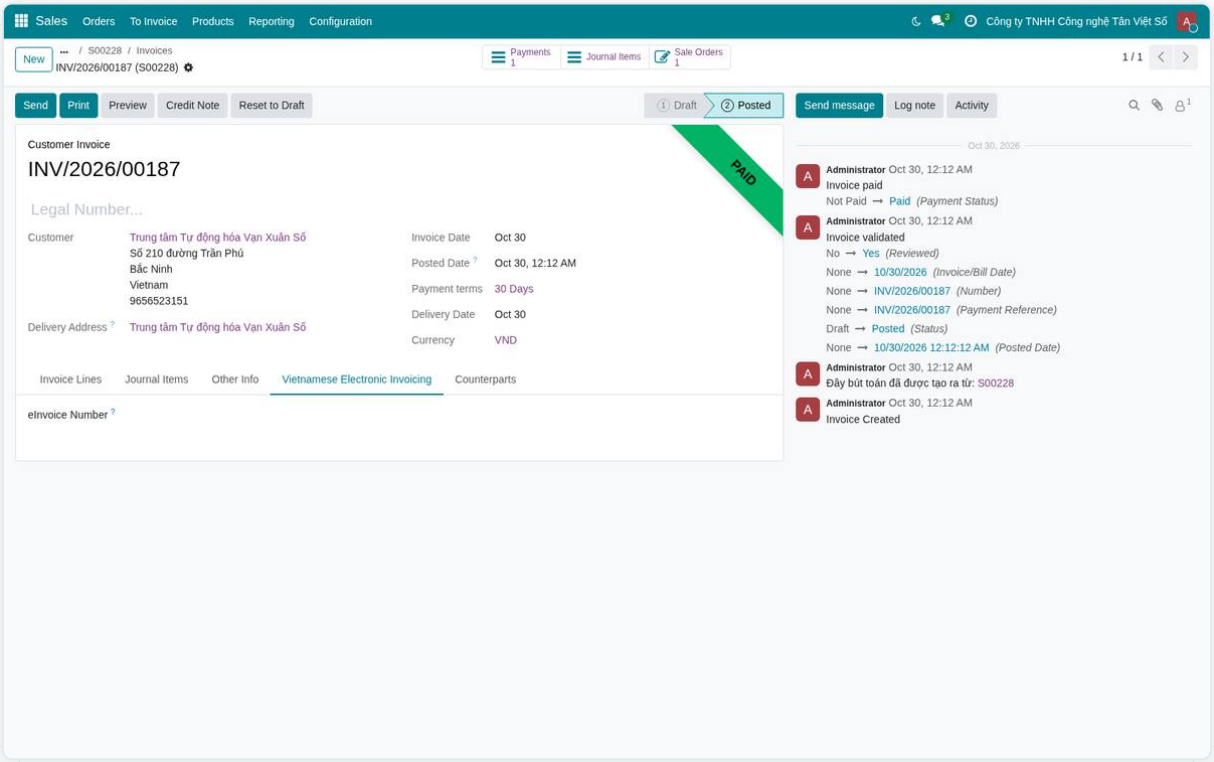


What you should see: the invoice has the number `INV/2026/...`, status **Posted**; the buttons **Send**, **Print**, **Pay** appear at the top; the **Invoice Date** is today.

Step 7 - See the electronic invoice section

Click the **Vietnamese Electronic Invoicing** tab on the invoice.

> *Path:* the invoice screen, tab `Vietnamese Electronic Invoicing`



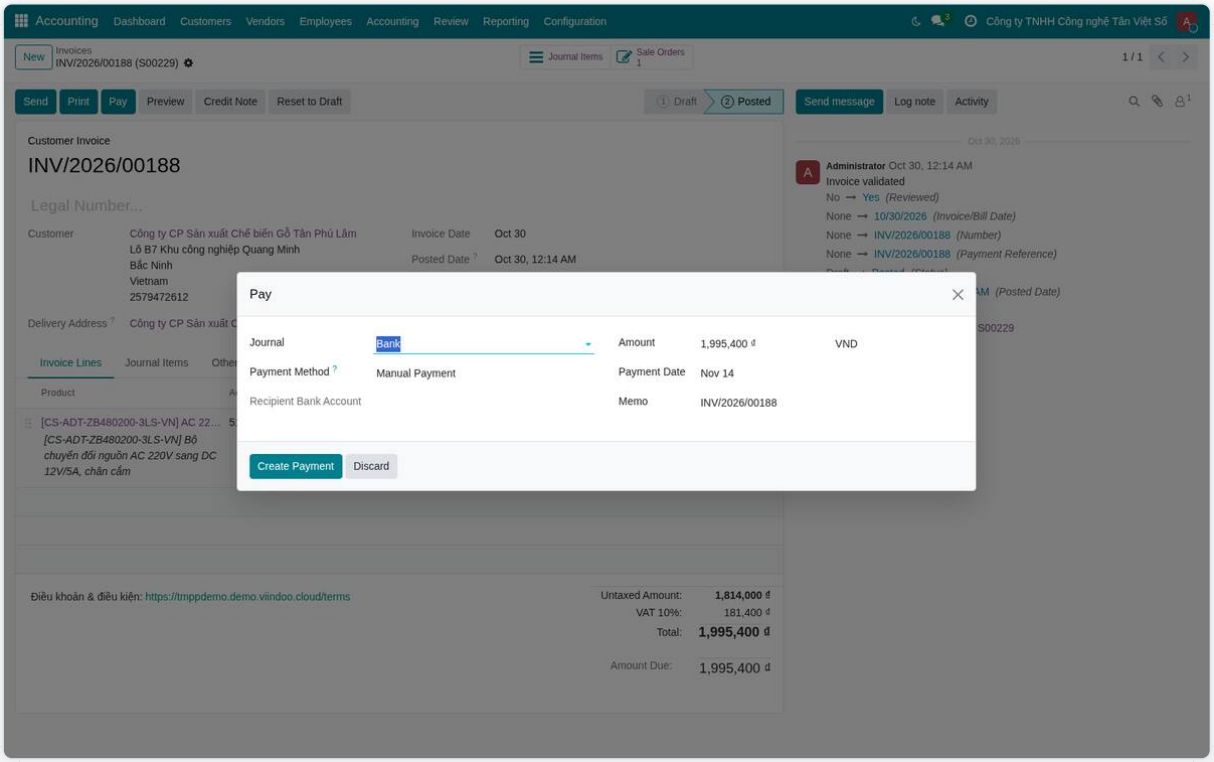
What you should see: the **eInvoice Number** box is empty. The electronic invoice is issued when your company connects its account with an electronic invoice provider; after connecting, the number and the lookup code returned by the provider appear on this tab.

Stage 5. Collect payment, receivables and warranty

Step 1 - Open the payment dialog

On the posted invoice, click **Pay**.

> *Path:* the invoice screen, button `Pay` (or `Accounting > Customers > Payments`)

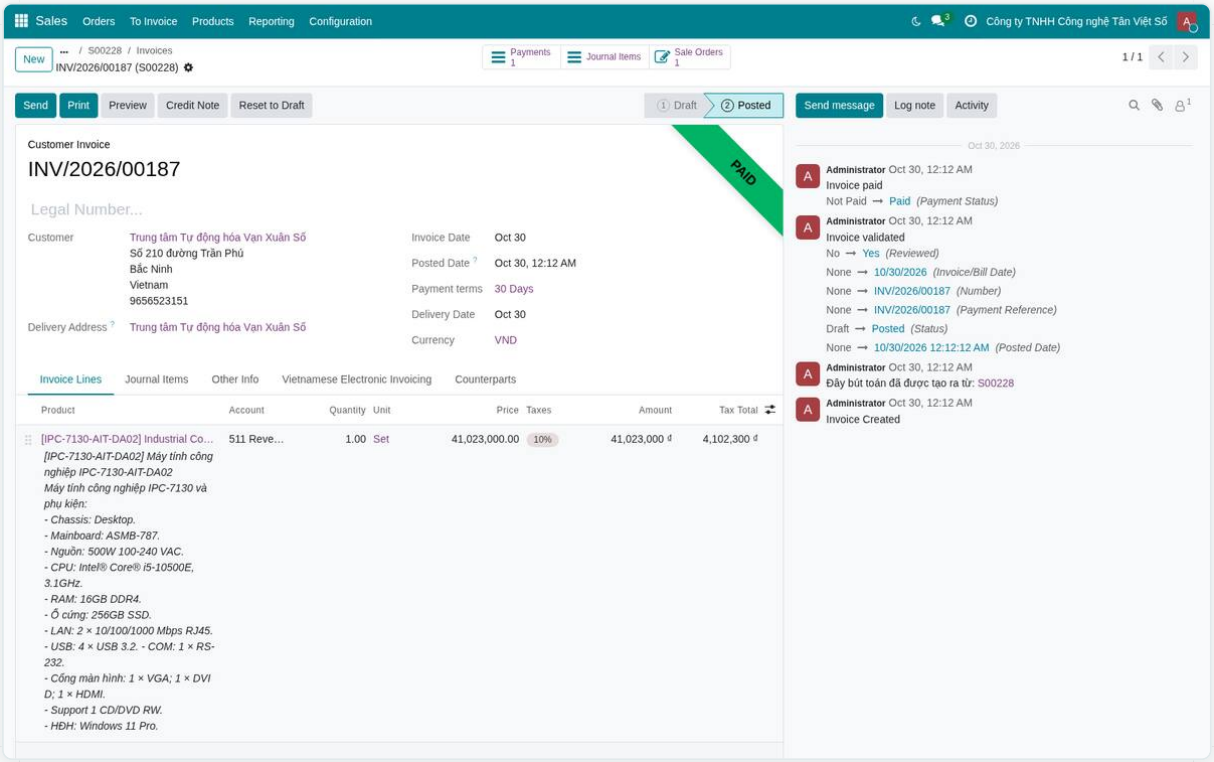


What you should see: Journal is "Bank"; **Amount** is the full invoice total (45,125,300 for this machine; the screenshot is a stand-in invoice of 1,995,400); **Payment Date** is today; **Memo** is the invoice number. To collect part of the amount, change **Amount** to a smaller figure.

Step 2 - Create the payment

Keep the amount (collect in full) and click **Create Payment**.

> *Path:* the `Pay` dialog, button `Create Payment`

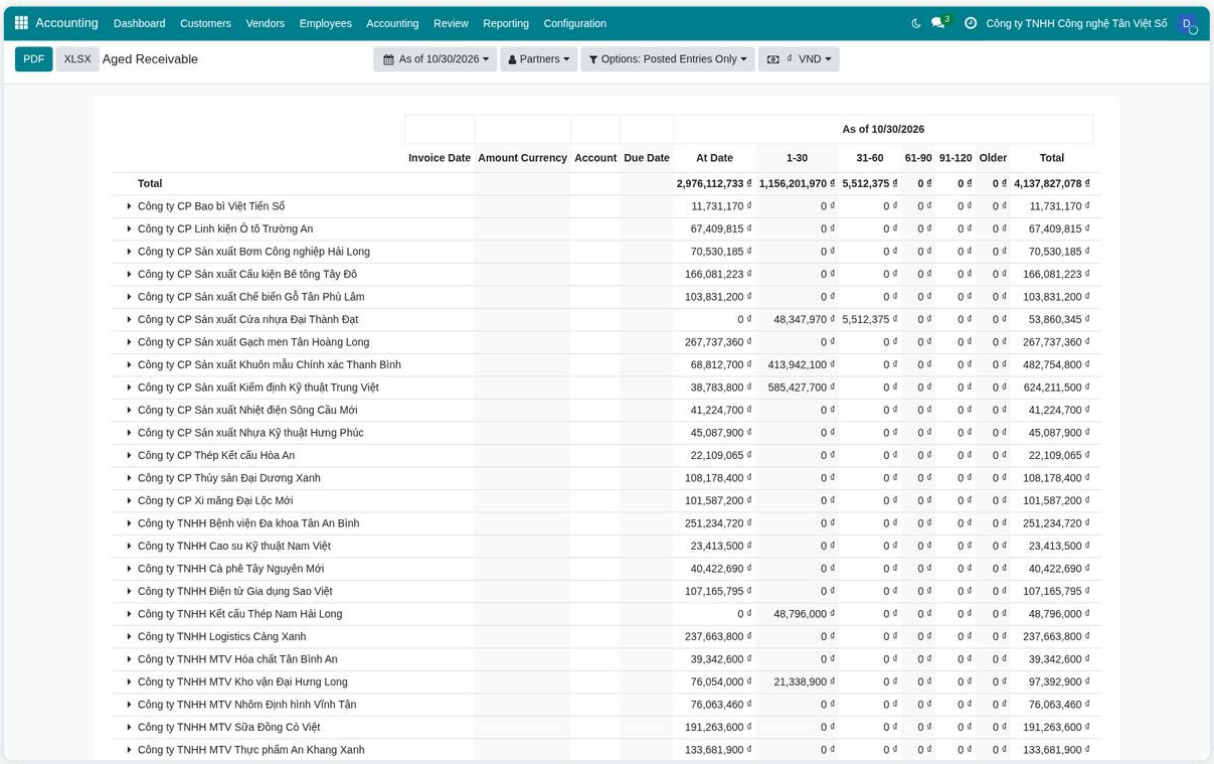


What you should see: a green "PAID" ribbon in the corner of the invoice; the button row at the top gets an extra **Payments 1**; the **Pay** button disappears; the chatter records "Invoice paid".

Step 3 - Open the Aged Receivable report

Open the report, scroll down the list of customers in alphabetical order.

> *Path:* `Accounting > Reporting > Partner Reports > Aged Receivable`



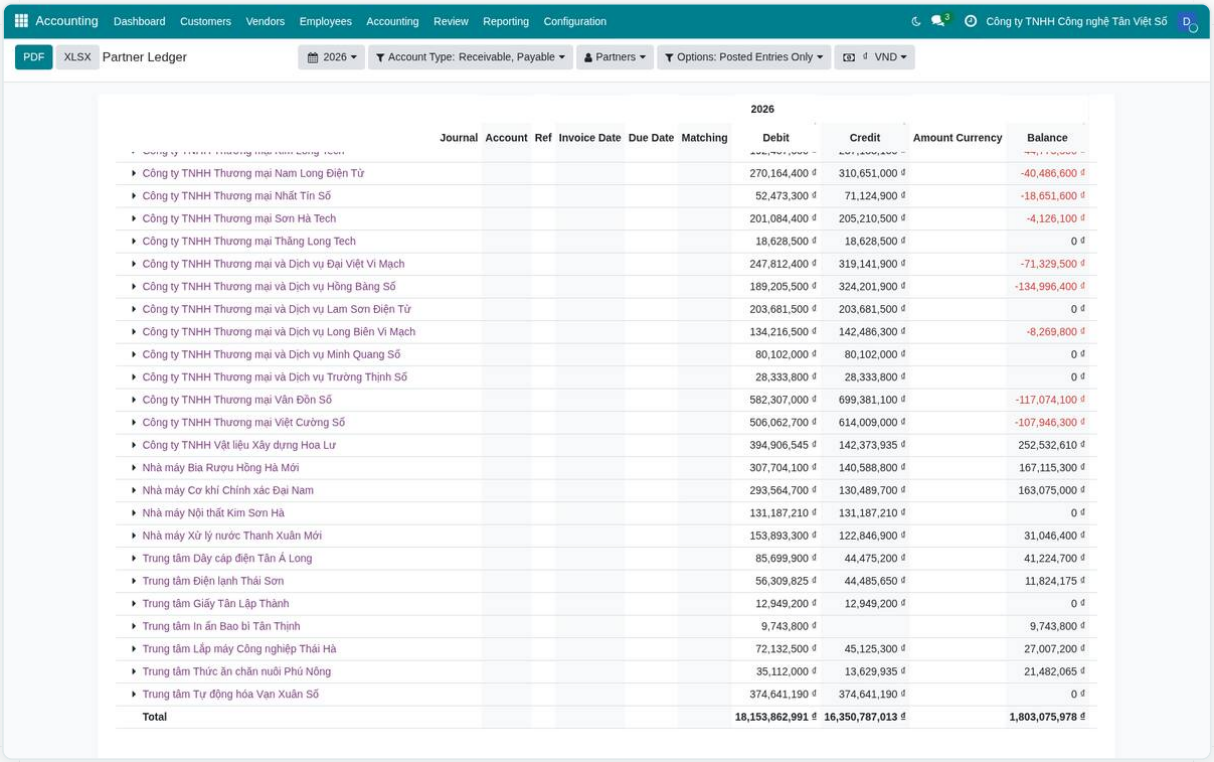
					As of 10/30/2026						
	Invoice Date	Amount Currency	Account	Due Date	At Date	1-30	31-60	61-90	91-120	Older	Total
Total					2,976,112,733 ₫	1,156,201,970 ₫	5,512,375 ₫	0 ₫	0 ₫	0 ₫	4,137,827,078 ₫
Công ty CP Bao bì Việt Tiến Số					11,731,170 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	11,731,170 ₫
Công ty CP Linh kiện Ô tô Trường An					67,409,815 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	67,409,815 ₫
Công ty CP Sản xuất Bơm Công nghiệp Hải Long					70,530,185 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	70,530,185 ₫
Công ty CP Sản xuất Cấu kiện Bê tông Tây Đô					166,081,223 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	166,081,223 ₫
Công ty CP Sản xuất Chế biến Gỗ Tân Phú Lâm					103,831,200 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	103,831,200 ₫
Công ty CP Sản xuất Cửa nhựa Đại Thành Đạt					0 ₫	48,347,970 ₫	5,512,375 ₫	0 ₫	0 ₫	0 ₫	53,860,345 ₫
Công ty CP Sản xuất Gạch men Tân Hoàng Long					267,737,360 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	267,737,360 ₫
Công ty CP Sản xuất Khuôn mẫu Chính xác Thanh Bình					68,812,700 ₫	413,942,100 ₫	0 ₫	0 ₫	0 ₫	0 ₫	482,754,800 ₫
Công ty CP Sản xuất Kiểm định Kỹ thuật Trung Việt					38,783,800 ₫	585,427,700 ₫	0 ₫	0 ₫	0 ₫	0 ₫	624,211,500 ₫
Công ty CP Sản xuất Nhiệt điện Sông Cầu Mới					41,224,700 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	41,224,700 ₫
Công ty CP Sản xuất Nhựa Kỹ thuật Hưng Phúc					45,087,900 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	45,087,900 ₫
Công ty CP Thép Kết cấu Hòa An					22,109,065 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	22,109,065 ₫
Công ty CP Thủy sản Đại Dương Xanh					108,178,400 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	108,178,400 ₫
Công ty CP Xi măng Đại Lộc Mới					101,587,200 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	101,587,200 ₫
Công ty TNHH Bệnh viện Đa khoa Tân An Bình					251,234,720 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	251,234,720 ₫
Công ty TNHH Cao su Kỹ thuật Nam Việt					23,413,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	23,413,500 ₫
Công ty TNHH Cà phê Tây Nguyên Mới					40,422,690 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	40,422,690 ₫
Công ty TNHH Điện tử Gia dụng Sao Việt					107,165,795 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	107,165,795 ₫
Công ty TNHH Kết cấu Thép Nam Hải Long					0 ₫	48,796,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	48,796,000 ₫
Công ty TNHH Logistics Cảng Xanh					237,663,800 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	237,663,800 ₫
Công ty TNHH MTV Hóa chất Tân Bình An					39,342,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	39,342,600 ₫
Công ty TNHH MTV Kho vận Đại Hưng Long					76,054,000 ₫	21,338,900 ₫	0 ₫	0 ₫	0 ₫	0 ₫	97,392,900 ₫
Công ty TNHH MTV Nhôm Định hình Vĩnh Tân					76,063,460 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	76,063,460 ₫
Công ty TNHH MTV Sữa Đồng Cỏ Việt					191,263,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	191,263,600 ₫
Công ty TNHH MTV Thực phẩm An Khang Xanh					133,681,900 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	133,681,900 ₫

What you should see: each customer that still owes is one line, split into the columns **At Date**, **1-30**, **31-60**, **61-90**, **91-120**, **Older** and **Total**. The customer "Trung tâm Tự động hóa Vạn Xuân Số" has **no line at all** because the invoice has been collected in full. The figures of the other customers change with the viewing date, so the lesson gives no numbers.

Step 4 - Check the partner ledger

Open the report, find the line of the customer Vạn Xuân Số at the end of the list.

> *Path:* `Accounting > Reporting > Partner Reports > Partner Ledger`



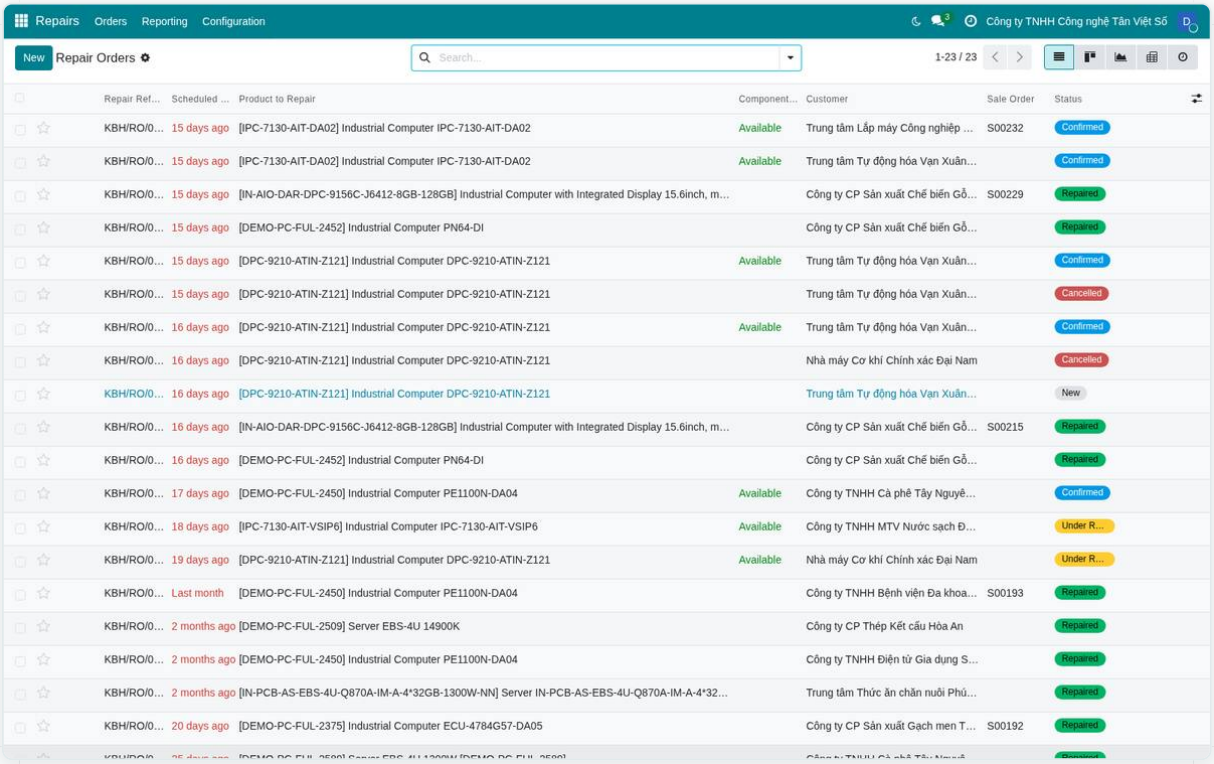
	2026								
	Journal	Account	Ref	Invoice Date	Due Date	Matching	Debit	Credit	Amount Currency	Balance
Công ty TNHH Thương mại Nam Long Điện Tử							270,164,400 ₫	310,651,000 ₫		-40,486,600 ₫
Công ty TNHH Thương mại Nhất Tín Số							52,473,300 ₫	71,124,900 ₫		-18,651,600 ₫
Công ty TNHH Thương mại Sơn Hà Tech							201,084,400 ₫	205,210,500 ₫		-4,126,100 ₫
Công ty TNHH Thương mại Thăng Long Tech							18,628,500 ₫	18,628,500 ₫		0 ₫
Công ty TNHH Thương mại và Dịch vụ Đại Việt Vi Mạch							247,812,400 ₫	319,141,900 ₫		-71,329,500 ₫
Công ty TNHH Thương mại và Dịch vụ Hồng Bàng Số							189,205,500 ₫	324,201,900 ₫		-134,996,400 ₫
Công ty TNHH Thương mại và Dịch vụ Lam Sơn Điện Tử							203,681,500 ₫	203,681,500 ₫		0 ₫
Công ty TNHH Thương mại và Dịch vụ Long Biên Vi Mạch							134,216,500 ₫	142,486,300 ₫		-8,269,800 ₫
Công ty TNHH Thương mại và Dịch vụ Minh Quang Số							80,102,000 ₫	80,102,000 ₫		0 ₫
Công ty TNHH Thương mại và Dịch vụ Trường Thịnh Số							28,333,800 ₫	28,333,800 ₫		0 ₫
Công ty TNHH Thương mại Vân Đồn Số							582,307,000 ₫	699,381,100 ₫		-117,074,100 ₫
Công ty TNHH Thương mại Việt Cường Số							506,062,700 ₫	614,009,000 ₫		-107,946,300 ₫
Công ty TNHH Vật liệu Xây dựng Hoa Lư							394,906,545 ₫	142,373,935 ₫		252,532,610 ₫
Nhà máy Bia Rượu Hồng Hà Mới							307,704,100 ₫	140,588,800 ₫		167,115,300 ₫
Nhà máy Cơ khí Chính xác Đại Nam							293,564,700 ₫	130,489,700 ₫		163,075,000 ₫
Nhà máy Nội thất Kim Sơn Hà							131,187,210 ₫	131,187,210 ₫		0 ₫
Nhà máy Xử lý nước Thanh Xuân Mới							153,893,300 ₫	122,846,900 ₫		31,046,400 ₫
Trung tâm Dây cáp điện Tân Á Long							85,699,900 ₫	44,475,200 ₫		41,224,700 ₫
Trung tâm Điện lạnh Thái Sơn							56,309,825 ₫	44,485,650 ₫		11,824,175 ₫
Trung tâm Giấy Tân Lập Thành							12,949,200 ₫	12,949,200 ₫		0 ₫
Trung tâm In ấn Bao bì Tân Thịnh							9,743,800 ₫			9,743,800 ₫
Trung tâm Lắp máy Công nghiệp Thái Hà							72,132,500 ₫	45,125,300 ₫		27,007,200 ₫
Trung tâm Thức ăn chăn nuôi Phú Nông							35,112,000 ₫	13,629,935 ₫		21,482,065 ₫
Trung tâm Tự động hóa Vạn Xuân Số							374,641,190 ₫	374,641,190 ₫		0 ₫
Total							**18,153,862,991 ₫**	**16,350,787,013 ₫**		**1,803,075,978 ₫**

What you should see: the line "Trung tâm Tự động hóa Vạn Xuân Số" has the **Debit** column equal to the **Credit** column (the sum of all invoices and all collections in the year), the **Balance** equal to 0. Click the arrow at the start of the line to open each invoice and each receipt of the customer, to send for confirmation.

Step 5 - Open the list of repair orders

Open the list and read the columns to see what a repair order of the Warranty Warehouse looks like.

> *Path:* `Repairs > Orders`

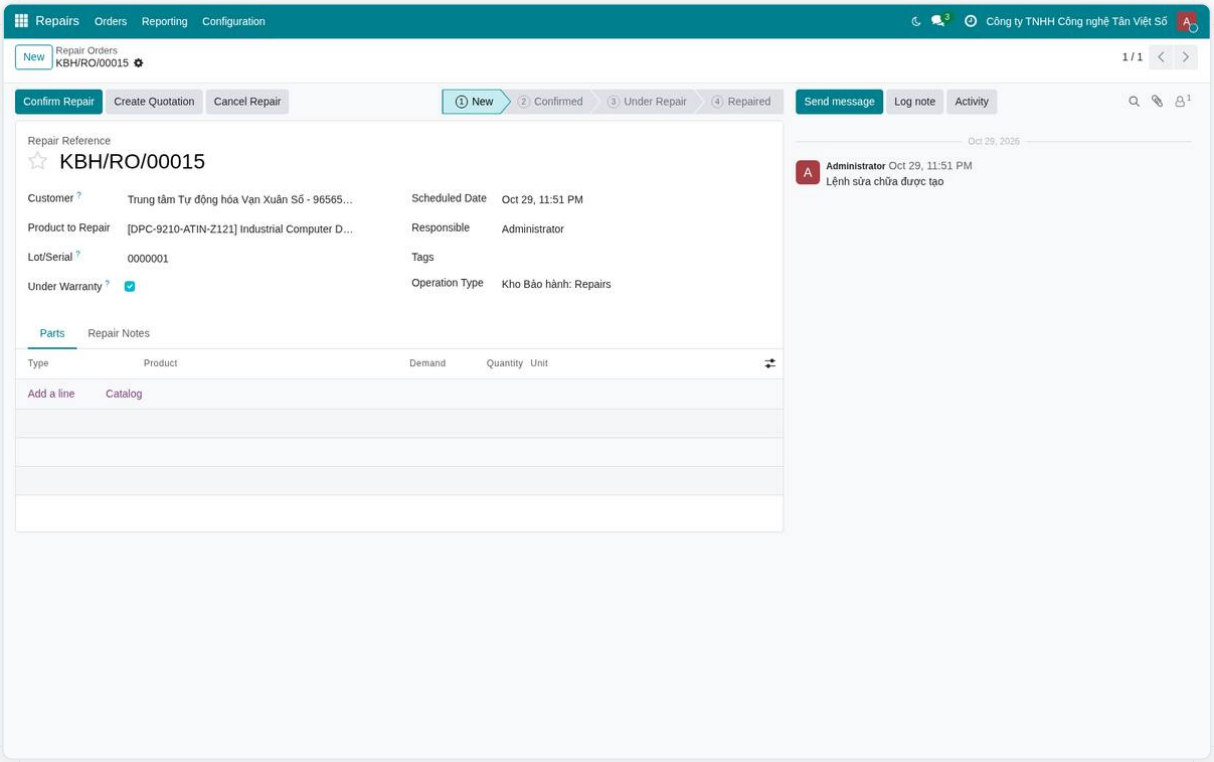


What you should see: the orders carry the code `KBH/RO/...` (Warranty Warehouse), each line has the product, the customer, the related sales order and the status. Do not click an existing order; the next step creates a new one.

Step 6 - Open a warranty repair order for the serial number just sold

Click **New**, then fill in: **Customer** "Trung tâm Tự động hóa Vạn Xuân Số"; **Product to Repair** "[IPC-7130-AIT-DA02] ..."; **Lot/Serial** is the serial number noted in stage 3; tick **Under Warranty**; **Operation Type** choose "Kho Bảo hành: Repairs". Click **Save manually**.

> *Path:* `Repairs > Orders > New`

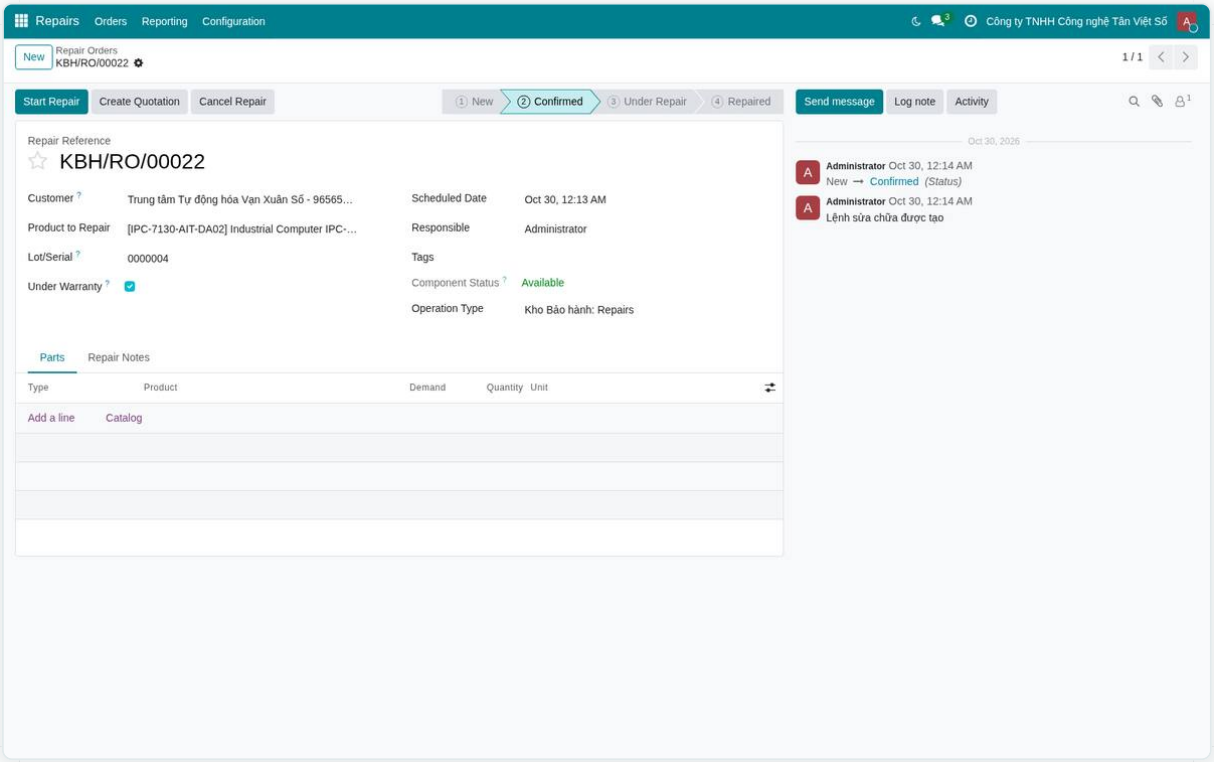


What you should see: the order has the code `KBH/RO/...` in the status **New**; the **Lot/Serial** box shows the serial number of the machine; the **Under Warranty** box is ticked; **Operation Type** is "Kho Bảo hành: Repairs". The **Under Warranty** box is ticked by the staff member according to the warranty policy of the company; the system does not calculate the warranty expiry by the delivery date.

Step 7 - Confirm the repair order

Click **Confirm Repair**.

> *Path:* the repair order screen, button `Confirm Repair` at the top of the page



What you should see: the status changes to **Confirmed**; **Component Status** shows **Available**; at the top there is the button **Start Repair**. The lesson stops here: the warranty order has received exactly the machine by serial number; for repairing, replacing components and returning the machine, see the Warranty Repairs part.

What your company has just done

One assembled machine order has gone through the whole chain: a quotation with the margin at quotation time, the real margin by issue value after delivery -> an assembly order created automatically when the order is confirmed -> a machine with a serial number -> a delivery order carrying exactly that serial number -> an invoice matching the delivered quantity -> full collection, the customer no longer in the aged balances -> a warranty order opened and confirmed on exactly the serial number sold. After delivery, the cost on the order updates itself to the real issue value.

PART I. GENERAL CONFIGURATION

This part answers the question: how is the system of Tân Việt Số set up, and if a setting is missing, which function does your company lose? Directors, chief accountants and administrators read this part first; sales, purchasing and warehouse staff read lessons 2 and 3 to understand why the system behaves the way it does. The whole part is for reading and checking only; no lesson changes a setting.

02 COMPANY AND ACCOUNTING REGIME

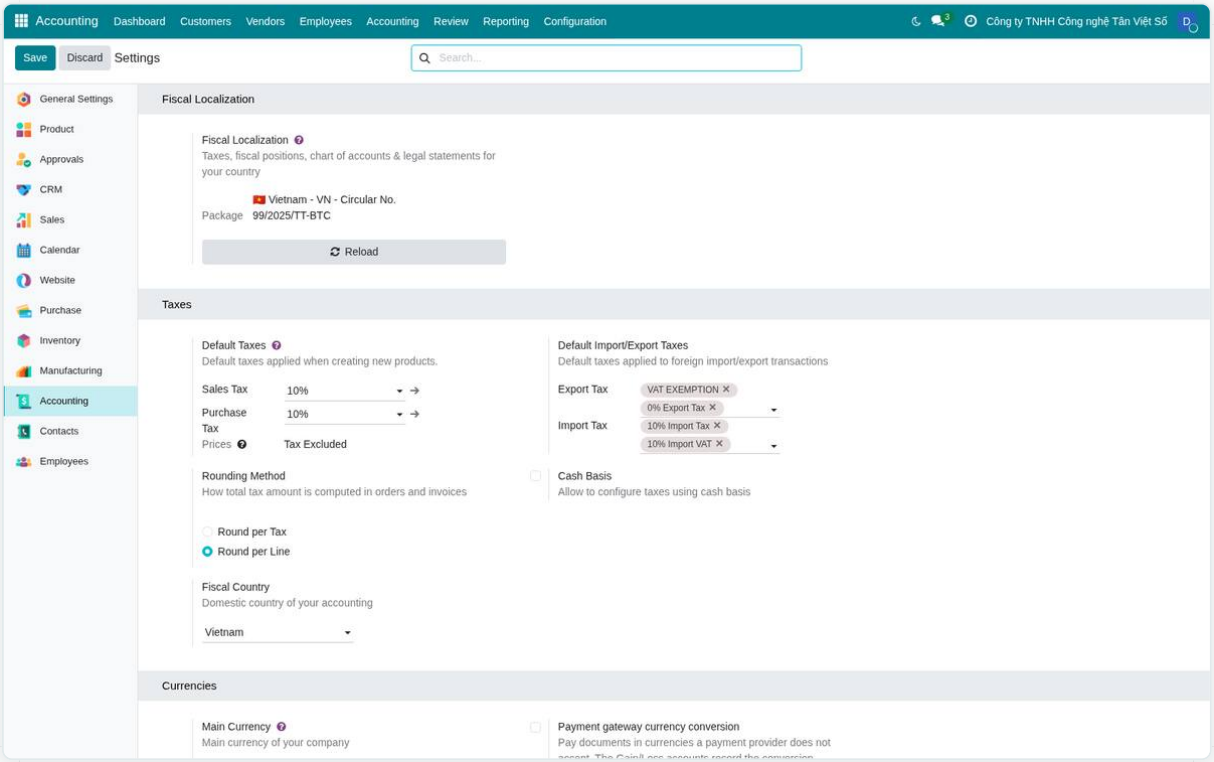
About 10 minutes. By the end of this lesson your company knows which accounting regime the system runs on, what the default tax is and where to look to check.

Tân Việt Số is a single company ("Công ty TNHH Công nghệ Tân Việt Số"), the currency is the Vietnamese dong, and the books follow Circular 99. Every document in the handbook belongs to this company.

Step 1 - Open the accounting settings

Open the menu **Accounting > Configuration > Settings**.

> *Path:* `Accounting > Configuration > Settings`



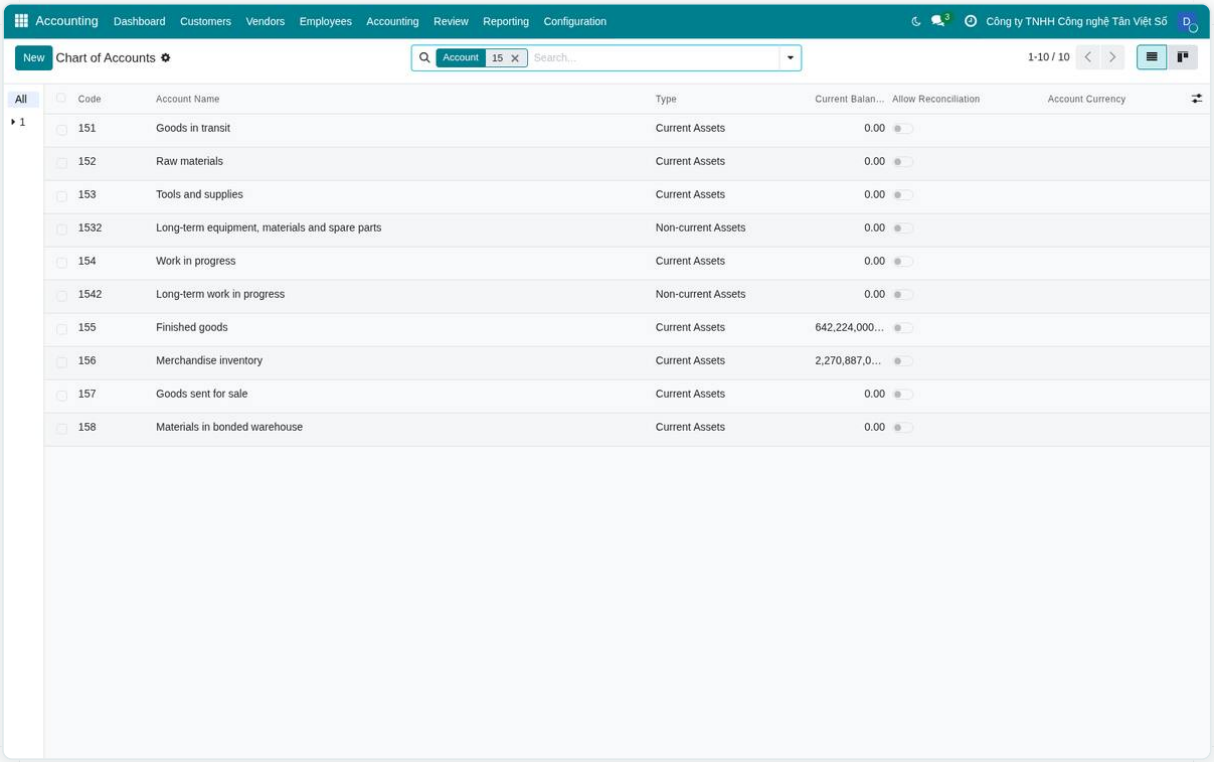
What you should see: the **Fiscal Localization** section shows the Vietnamese accounting package under Circular No. 99/2025/TT-BTC (meaning the chart of accounts 1xx - 9xx of Circular 99 is already loaded); the **Taxes** section has **Sales Tax** 10% and **Purchase Tax** 10%, **Prices** set to **Tax Excluded**, and the **Rounding Method** is **Round per Line**; **Fiscal Country** is Vietnam.

What you lose without it: without the Vietnamese accounting package there is no ready-made chart of accounts (131, 156, 511, 632...), no VAT and none of the books and reports in the Vietnamese templates (S03a, S11, B01-DN...). Without the default taxes, staff have to choose the tax by hand on every quotation line and purchase order line.

Step 2 - Read the 15x group of accounts (inventory)

Open **Accounting > Configuration > Accounting > Chart of Accounts**, type `15` in the search box and press Enter.

> *Path:* `Accounting > Configuration > Accounting > Chart of Accounts`



What you should see: a list of 10 accounts starting with 15, including the three accounts your company will meet throughout the handbook: **152 Raw materials**, **155 Finished goods** and **156 Merchandise inventory**; plus **154 Work in progress**, the intermediate account used during assembly. The **Current Balance** column changes by date, so the handbook quotes no figures.

03 ENABLED FEATURES AND "WHAT YOU LOSE WITHOUT THEM"

About 15 minutes. By the end of this lesson your company knows which features are switched on in the three applications Inventory, Sales and Purchase, and how the process changes if a feature is switched on or off.

The table below is read from the real settings screens. Your company only looks and does not click **Save**.

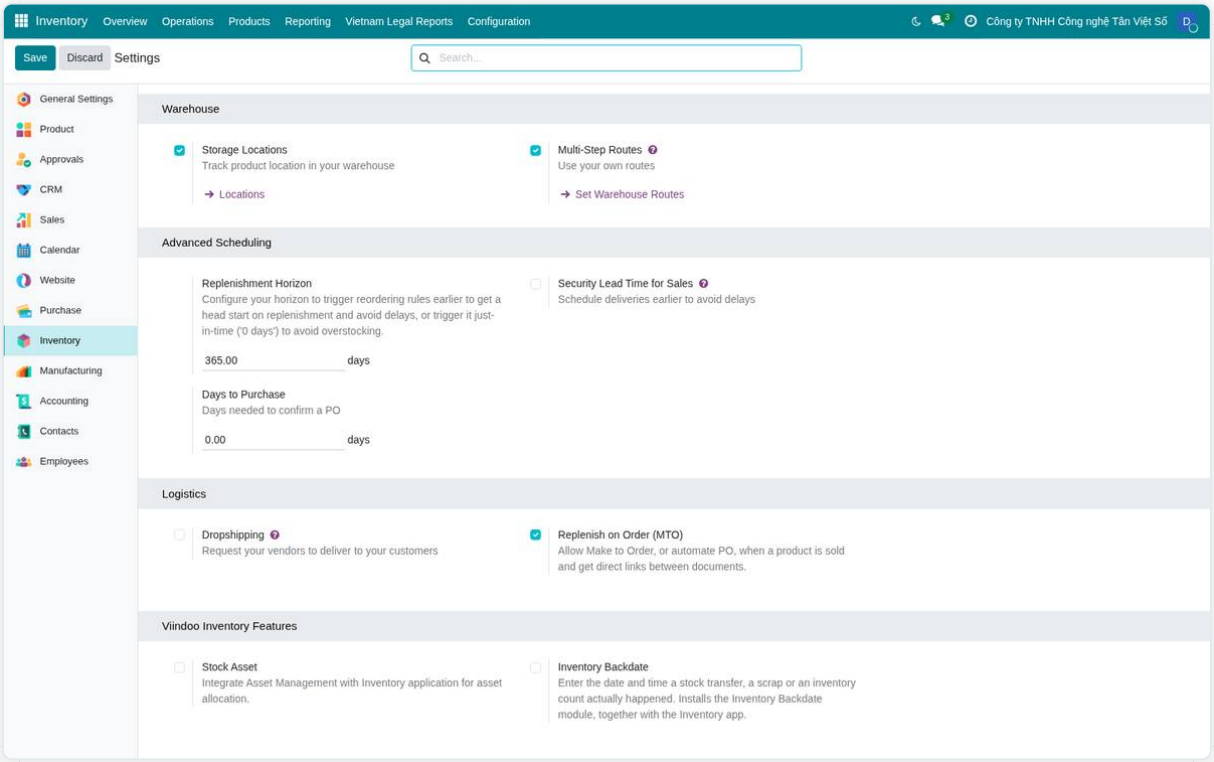
Feature	Status	What you lose if it is off
Tracking by serial number (set on each product, in the **Tracking** field)	On for nearly 400 products	Serial numbers cannot be recorded on receipts and delivery slips, a machine cannot be traced from purchase to sale, and repair orders cannot be created by serial number
Display serial numbers on delivery slips	Off	The printed delivery slip does not show the serial numbers of the machines delivered to the customer

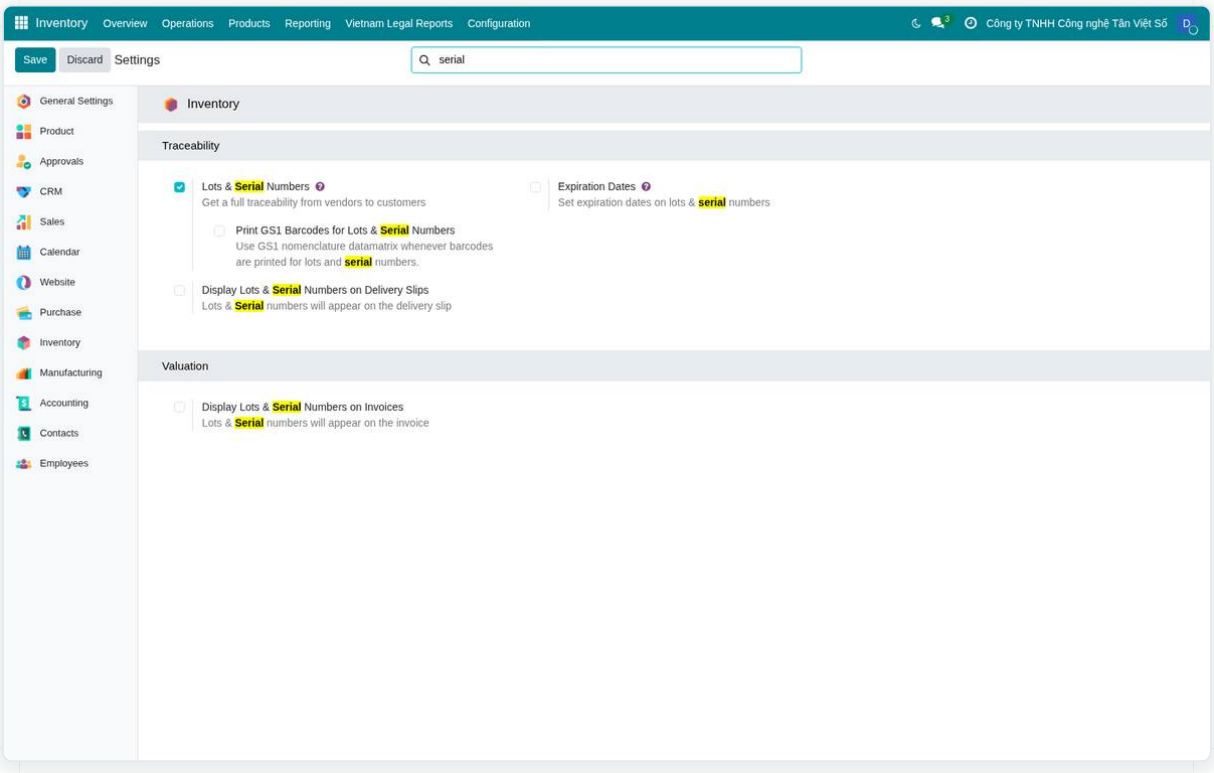
Feature	Status	What you lose if it is off
Several warehouses (five warehouses) and storage locations	On	There is only one shared warehouse; you cannot see the stock of Kho Hà Nội, Kho HCM, Kho Bảo hành, Xưởng lắp ráp and Kho Demo separately
Multi-step supply routes	On	There are no multi-step receiving or delivery routes and no resupply between warehouses
Replenish on order	On	Confirming a sales order does not generate a request for quotation to the vendor or an assembly order by itself; staff have to create them by hand
Units of measure and packagings	On	Goods can be sold and bought in one unit only; Set, Item, Piece and Unit cannot live in the same catalog
Pricelists (Standard Price List, Reseller Price (5% off))	On	Every customer gets the same unit price; reseller customers cannot be separated
Discounts on sales order lines	On	There is no **Disc.%** column; to give a discount you have to edit the unit price
Margins on orders	On	There are no cost, margin and margin % columns and no total margin at the bottom of the order; staff do not see the profit before closing the deal
Delivery methods	On	Shipping costs cannot be added to the sales order
Online signature	On	The customer cannot sign to confirm a quotation on the online link
Receipt reminder	On	The system does not remind the vendor before the expected receipt date
Purchase order approval	Off (one step)	Purchase orders of any value are confirmed straight away, without a manager. If you switch it on, orders from a value threshold upwards move to **To Approve** (see the lesson Purchasing configuration: vendors, purchase prices, order approval)
Perpetual inventory valuation, average cost	On for every product category	The cost of goods is not posted automatically when you sell (see the lesson Product categories and accounting accounts (152, 155, 156))

Step 1 - Read the Inventory settings

Open **Inventory > Configuration > Settings** and scroll down to the **Storage Locations** setting.

> *Path:* `Inventory > Configuration > Settings`



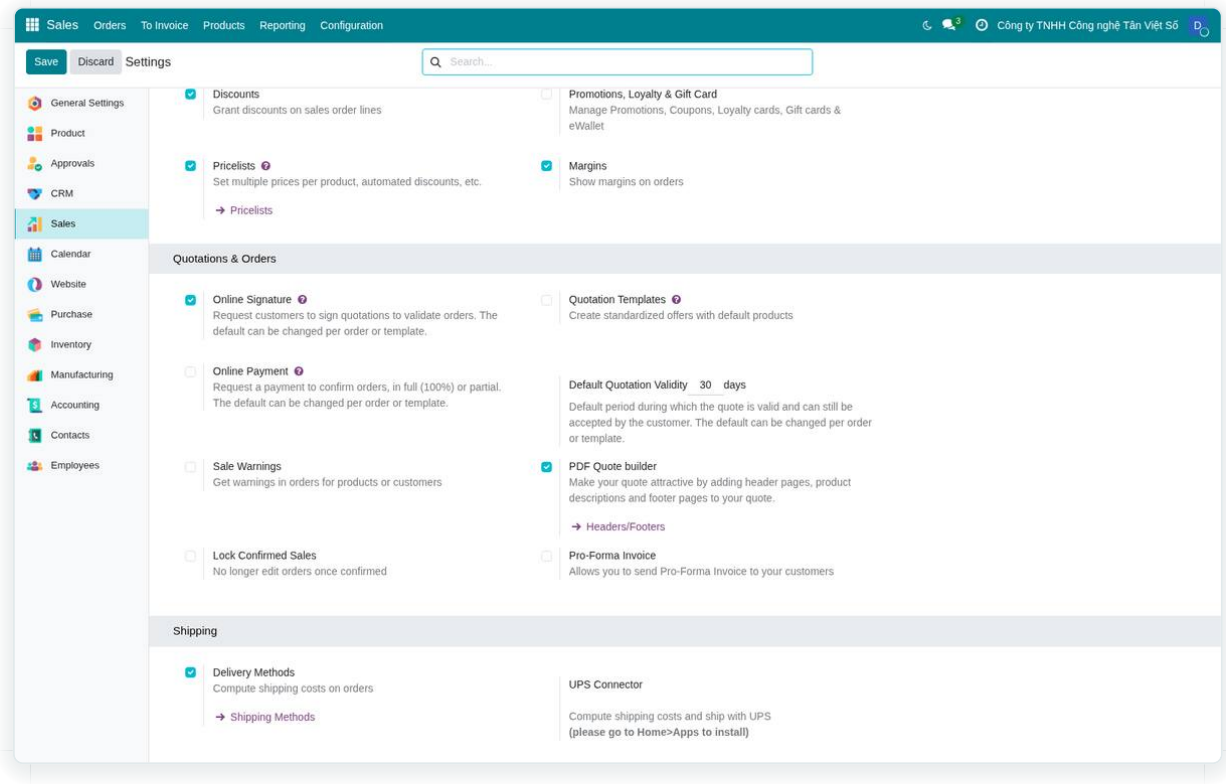


What you should see: Storage Locations and **Multi-Step Routes** are ticked (type `serial` in the search box of the settings page and you also see **Lots & Serial Numbers** ticked); in the **Logistics** section, **Replenish on Order (MTO)** is ticked and **Dropshipping** is not. The **Advanced Scheduling** section shows the replenishment horizon and the days to purchase.

Step 2 - Read the Sales settings

Open **Sales > Configuration > Settings** and scroll down to the **Discounts** setting.

> *Path:* `Sales > Configuration > Settings`

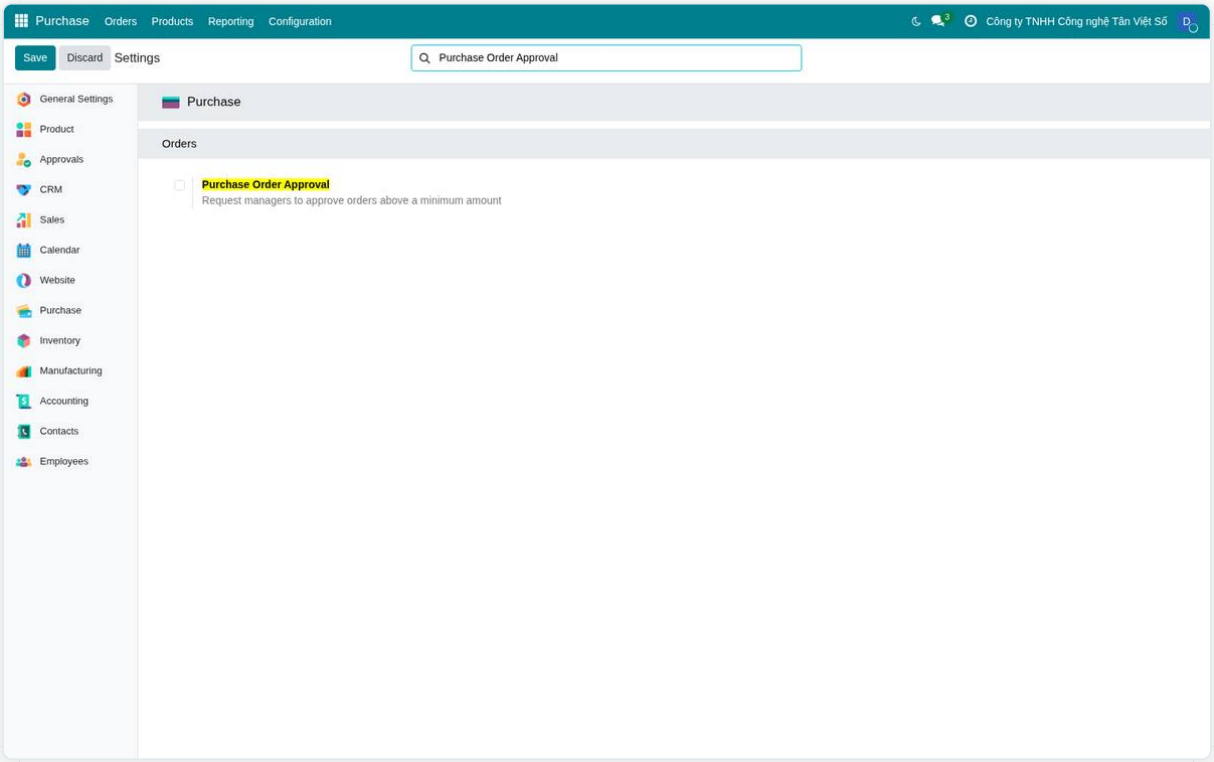


What you should see: Discounts, **Pricelists** and **Margins** are ticked; in the **Quotations & Orders** section **Online Signature** and **PDF Quote builder** are on, and **Default Quotation Validity** is 30 days.

Step 3 - Read the Purchase settings: order approval

Open **Purchase > Configuration > Settings** and type `Purchase Order Approval` in the search box of the settings page.

> *Path:* `Purchase > Configuration > Settings`



What you should see: the **Purchase Order Approval** box (request managers to approve orders above a minimum amount) is **not ticked**. This is why purchase orders on this system go through in one step.

04 PRODUCT CATEGORIES AND ACCOUNTING ACCOUNTS (152, 155, 156)

About 20 minutes. By the end of this lesson your company knows which account each product category posts to, how the issue price is computed, and which entries a receipt, an assembly order and a sales invoice record.

A product category is where accounting is declared once for the whole group. Products in the category automatically use the accounts of the category, so salespeople and storekeepers do not have to choose accounts.

Product category	Stock account	Includes
Hàng hóa (Goods; subcategories RAM, SSD, CPU, Màn hình, PC Barebone...)	156 Merchandise inventory	Goods bought for resale and the components used for assembly
Thành phẩm (Lắp ráp) (Finished goods, assembled; subcategory PC Full)	155 Finished goods	Tân Việt Số machines assembled in-house, and servers bought to order

Product category	Stock account	Includes
Linh kiện (Components)	152 Raw materials	For materials bought for assembly; no product is attached to this category at the moment

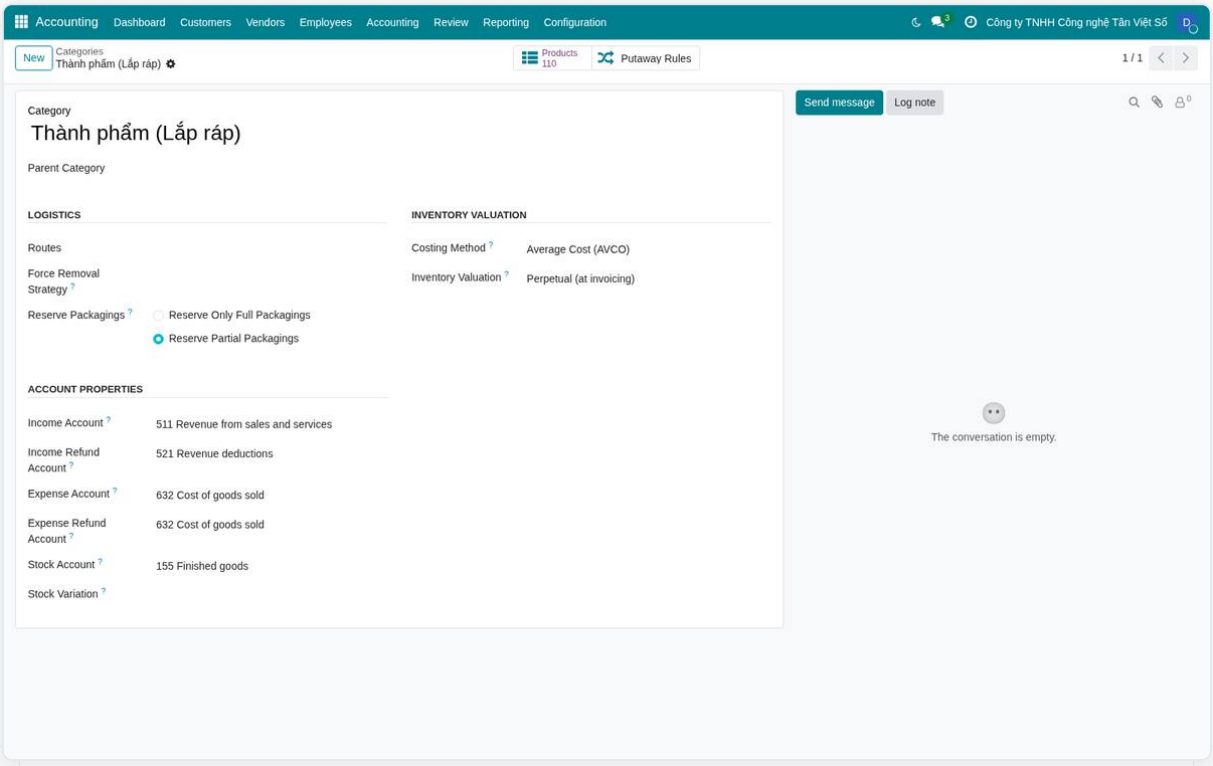
Three things are common to every category above: revenue account **511**, cost-of-goods account **632**, issue-pricing method **Average Cost (AVCO)**, and stock valuation **Perpetual (at invoicing)**.

How to read it: the components sold or taken to assembly in this story (RAM, SSD, power supplies...) sit in the subcategories of **Hàng hóa**, so they are 156. When assembly is finished, the machine sits in 155. So an assembly order records a move from 156 to 154 and then to 155, and does not go through 152.

Step 1 - Open the category Thành phẩm (Lắp ráp)

Open **Accounting > Configuration > Invoicing > Product Categories** and click the category **Thành phẩm (Lắp ráp)**.

> *Path:* `Accounting > Configuration > Invoicing > Product Categories`

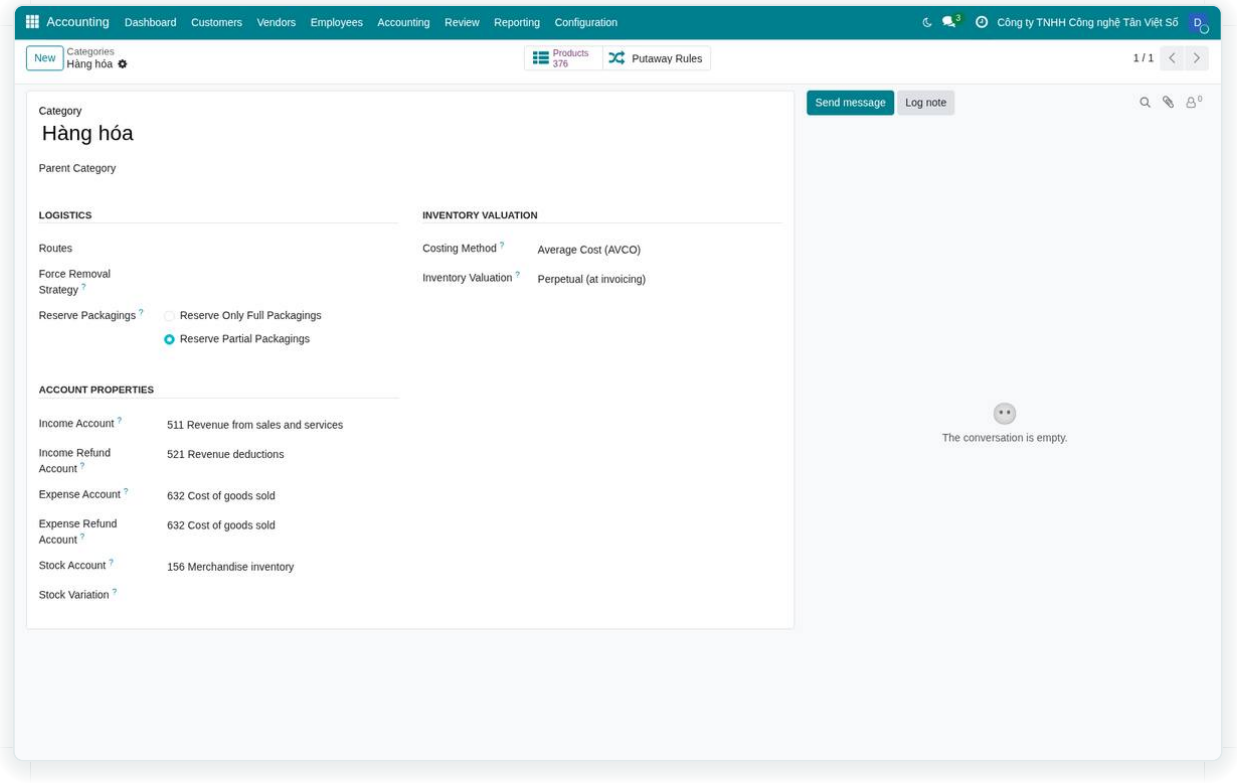


What you should see: the **Inventory Valuation** section shows **Costing Method Average Cost (AVCO)** and **Inventory Valuation Perpetual (at invoicing)**; the **Account Properties** section has income account 511, expense account 632 and **Stock Account 155 Finished goods**.

Step 2 - Open the category Hàng hóa

Go back to the list of categories and click the category **Hàng hóa**.

> *Path:* `Accounting > Configuration > Invoicing > Product Categories`

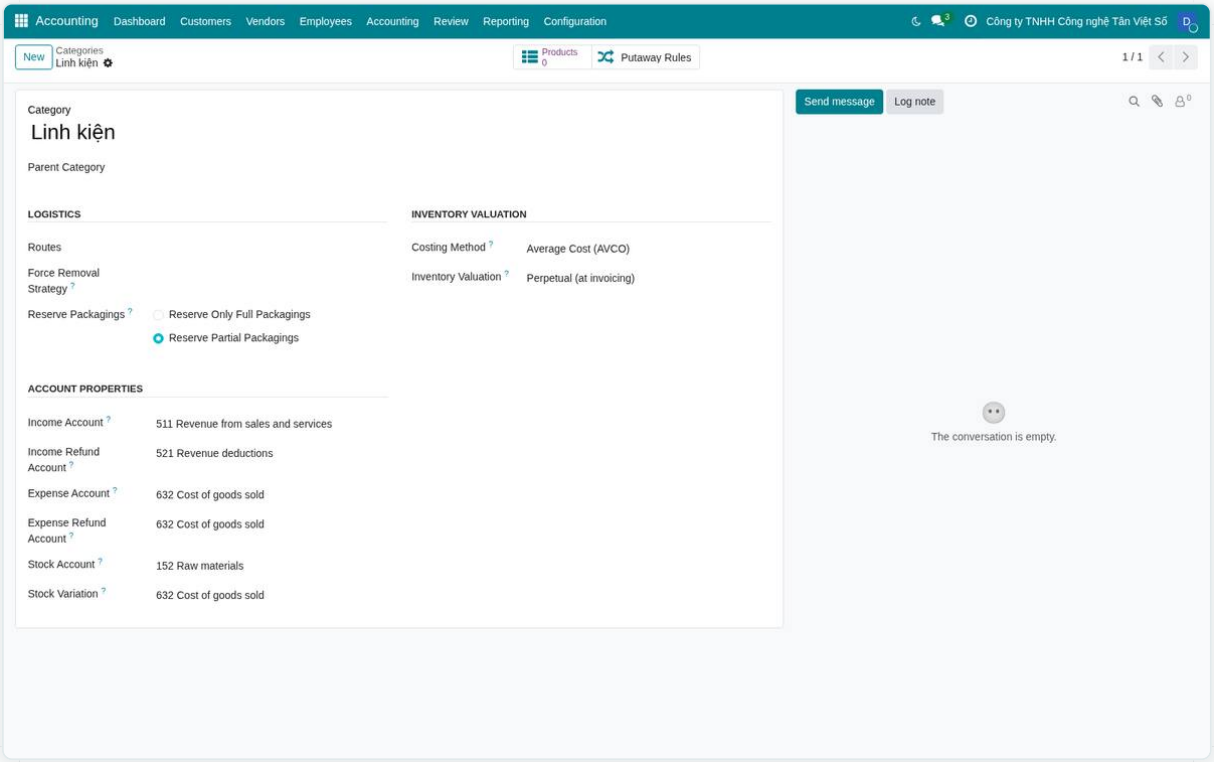


What you should see: the same as the previous category, except that **Stock Account** is **156 Merchandise inventory**.

Step 3 - Open the category Linh kiện

Go back to the list of categories and click the category **Linh kiện**.

> *Path:* `Accounting > Configuration > Invoicing > Product Categories`

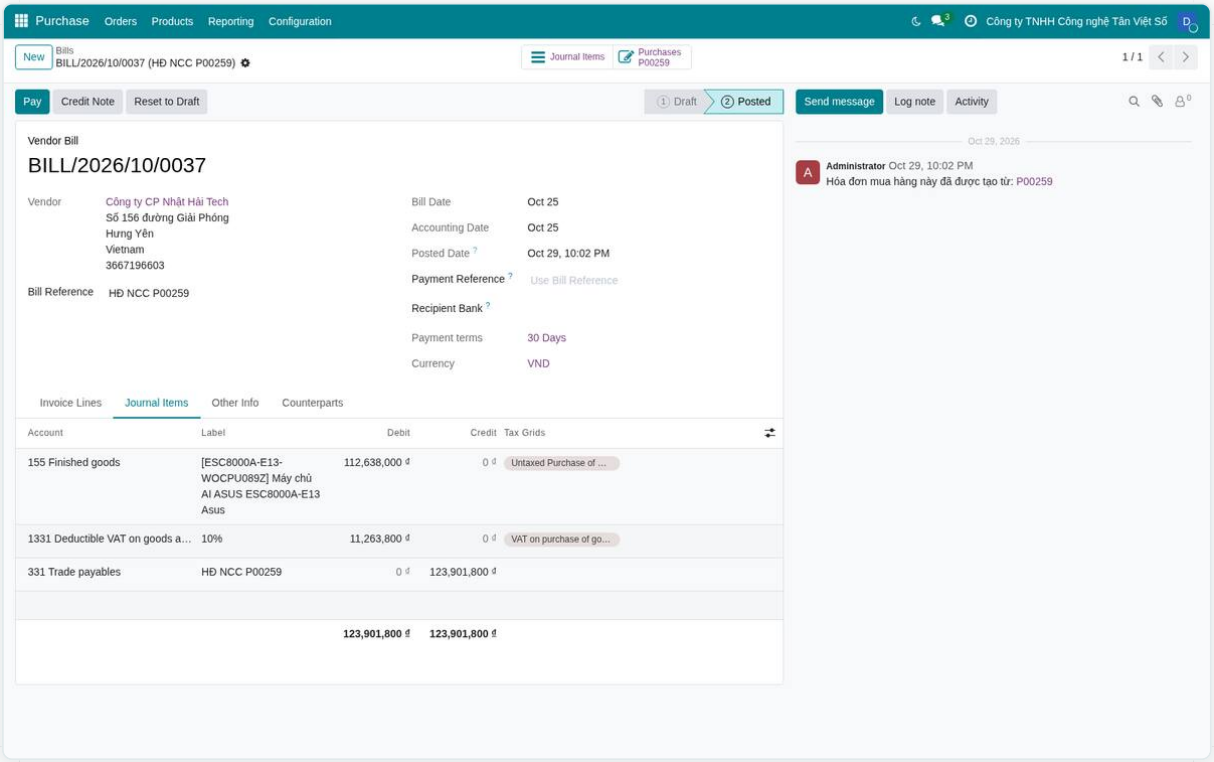


What you should see: Stock Account is **152 Raw materials**; the **Products** smart button at the top of the screen shows 0 because no product uses this category yet.

Step 4 - Read the entries of a vendor bill

Open **Accounting > Vendors > Bills**, click the bill **BILL/2026/10/0037** (purchase order P00259), then click the **Journal Items** tab. If you do not see this number, open any posted vendor bill.

> *Path:* `Accounting > Vendors > Bills`

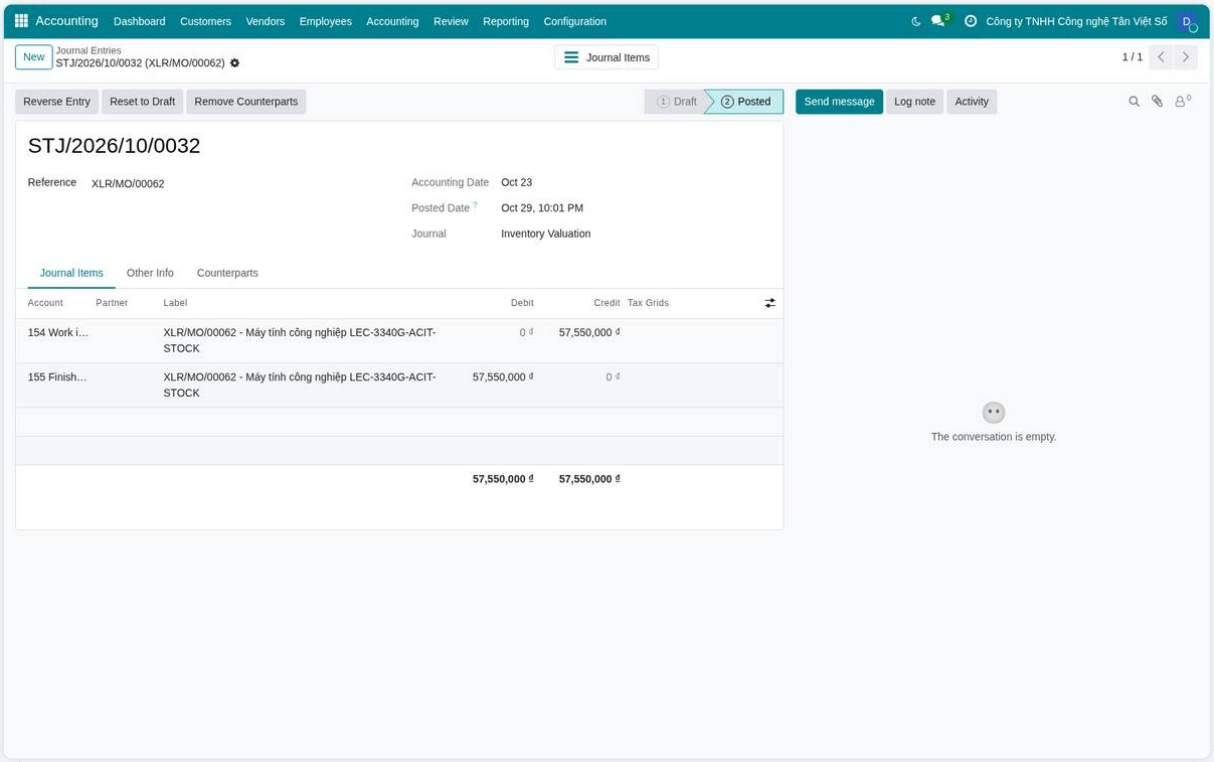


What you should see: three lines: **Debit 155 Finished goods** (value of the goods before tax, because the server belongs to the Finished goods category), **Debit 1331 Deductible VAT on goods and services** (10%), **Credit 331 Trade payables** (the total including tax).

Step 5 - Read the entries of an assembly order

Open **Accounting > Accounting > Transactions > Journal Entries**, find the entry of the **Inventory Valuation** journal with reference **XLR/MO/00062** (two entries, STJ/2026/10/0031 and 0032) and open entry 0032.

> *Path:* `Accounting > Accounting > Transactions > Journal Entries`

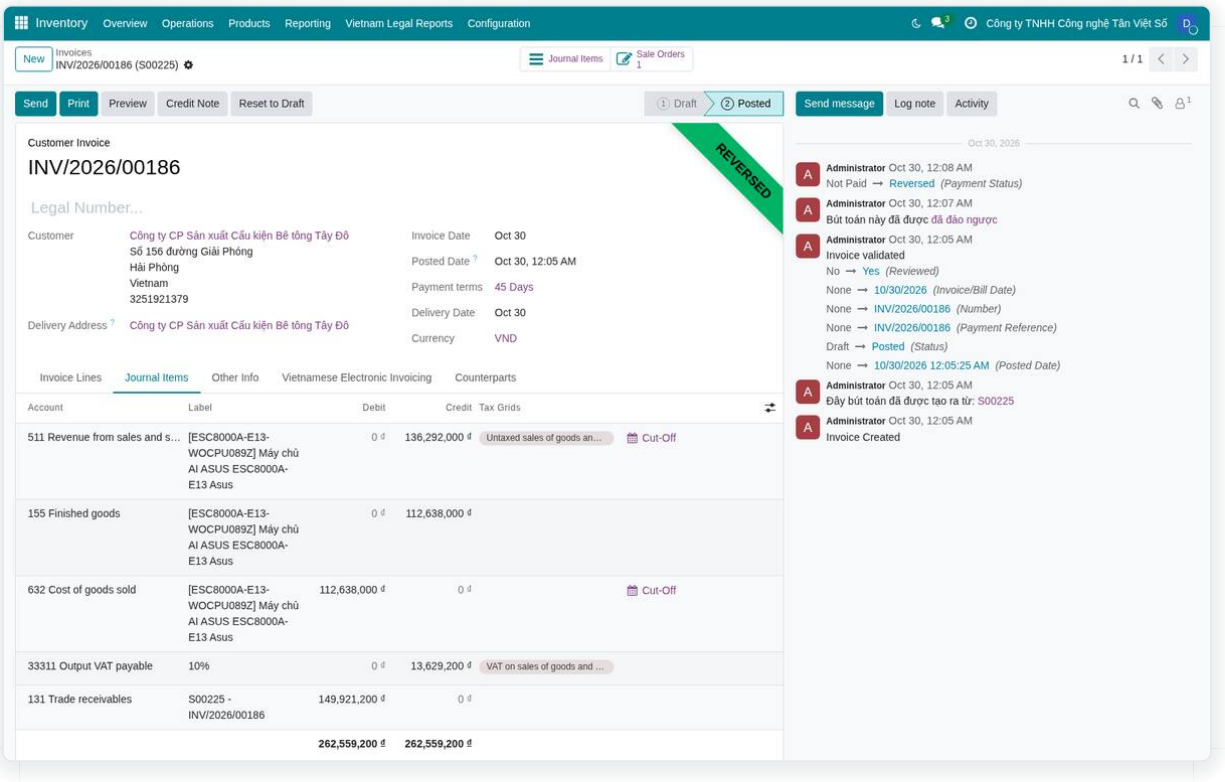


What you should see: Debit 155 Finished goods / Credit 154 Work in progress equal to the cost of the machine. The other entry with the same reference records **Debit 154 / Credit 156** for each component used; the components add up to exactly the cost of the machine.

Step 6 - Read the entries of a sales invoice

Your company will create a sales invoice itself in the lesson Customer returns and credit notes (Part IV. Warehouse and serial numbers). Here you only preview its entries: open any posted sales invoice in **Accounting > Customers > Invoices** and click the **Journal Items** tab.

> *Path:* `Accounting > Customers > Invoices`



What you should see: Credit 511 for revenue, **Credit 33311** for output VAT, **Debit 131** for the receivable from the customer; and the cost pair **Debit 632 Cost of goods sold / Credit 155** (or 156 for merchandise) equal to the issue cost of exactly the goods delivered.

Summary: how the documents are posted

Document	Entry	Notes
Receipt (goods received from a vendor)	No entry	The **Journal Entries** button on the receipt shows 0. The goods are in the warehouse by quantity; the value waits for the vendor bill
Posted vendor bill	Debit 156 (or 155 for finished goods) / Debit 1331 / Credit 331	The stock value rises exactly when the bill is posted
Completed assembly order	Debit 154 / Credit 156 (components); Debit 155 / Credit 154 (machine)	Journal Inventory Valuation (STJ); the cost of the machine equals the sum of the components
Delivery slip	No entry	The **Journal Entries** button on the delivery slip shows 0
Posted sales invoice	Debit 131 / Credit 511 / Credit 33311; Debit 632 / Credit 155 or 156	The cost of goods is posted together with the invoice, equal to the average issue price of exactly the goods delivered

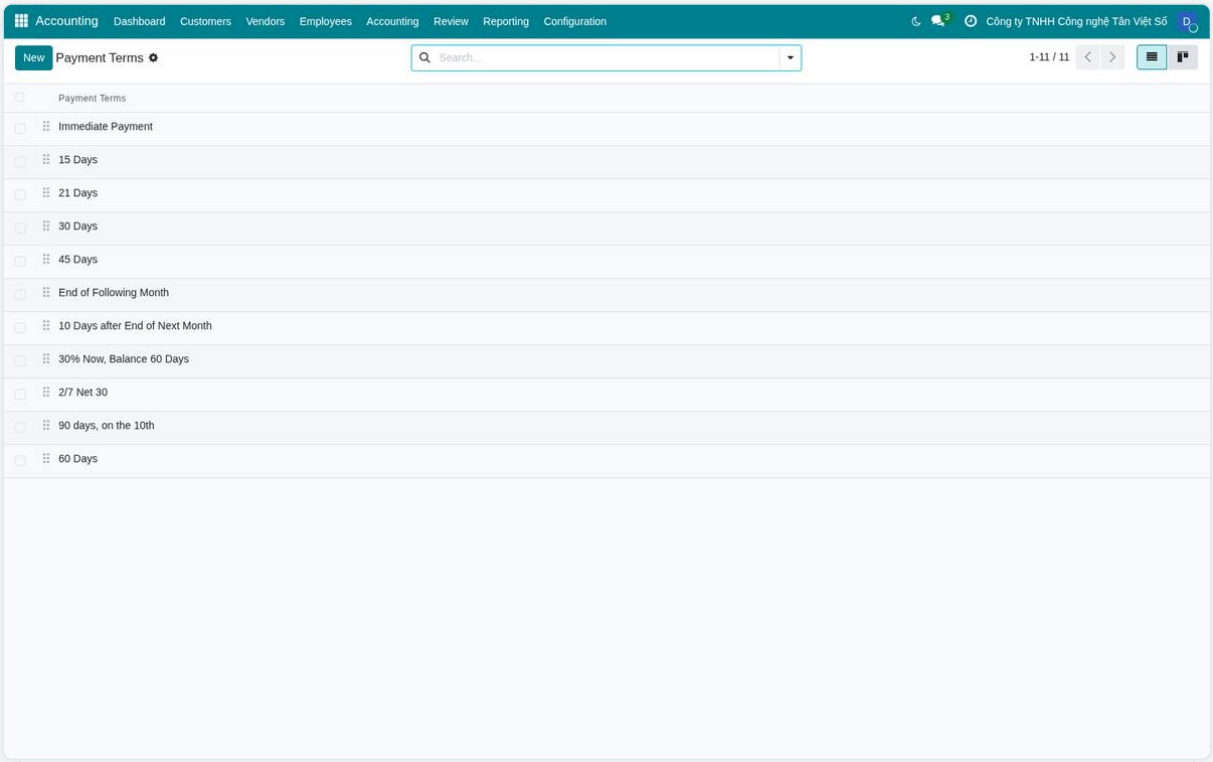
05 PAYMENT TERMS

About 5 minutes. By the end of this lesson your company knows the payment terms that are available and how they attach to customers and vendors and then apply themselves to documents.

Step 1 - Open the list of terms

Open **Accounting > Configuration > Invoicing > Payment Terms**.

> *Path:* `Accounting > Configuration > Invoicing > Payment Terms`



What you should see: 11 terms, from **Immediate Payment**, **15 Days**, **21 Days**, **30 Days**, **45 Days**, **60 Days** to **End of Following Month**, **10 Days after End of Next Month**, **30% Now, Balance 60 Days**, **2/7 Net 30** and **90 days, on the 10th**.

A term is declared on the record of each customer and vendor and then fills itself into the quotation, the purchase order and the invoice. For example the customer "Công ty CP Sản xuất Cấu kiện Bê tông Tây Đô" uses **45 Days**; the bills of the vendor "Công ty TNHH Thương mại Kim Long Tech" carry **30 Days**. The due date on invoices and the aged reports are calculated from this term.

What you lose without it: without terms, an invoice has no due date, and the aged report puts every amount in the **At Date** column (not yet due).

06 USERS AND ROLES

About 10 minutes. By the end of this lesson your company knows which users the system has, which job titles they hold, and how rights are divided among the applications.

The system holds two layers of information about a person. The **user** layer decides which applications they can enter and what they can do. The **employee record** layer holds the department and the job title. Both are needed.

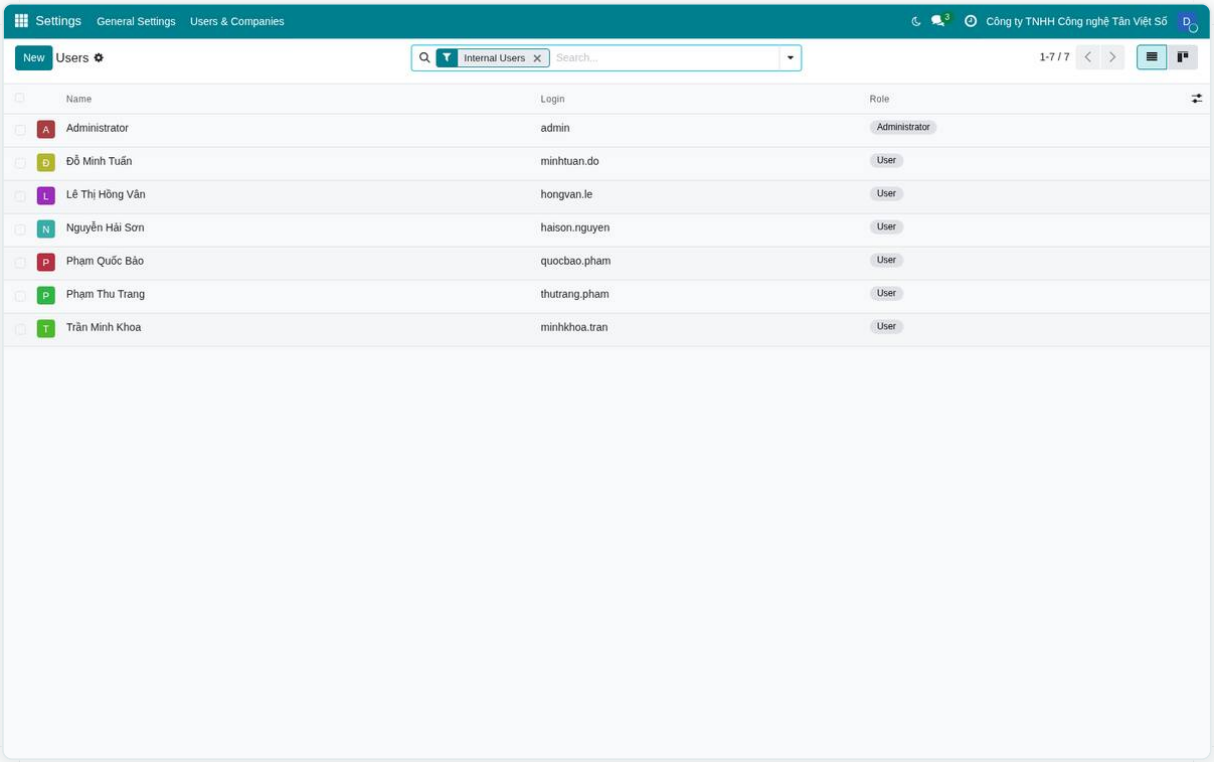
User (login)	Job title in the employee record	Notable rights
Administrator (`admin`)	Administration department	Administrator of every application: Sales, Purchase, Inventory, Manufacturing, Accounting, Employees, Approvals, Website
Nguyễn Hải Sơn (`haison.nguyen`)	Giám đốc (Director)	Administrator of Sales and Purchase
Đỗ Minh Tuấn (`minhtuan.do`)	Trưởng phòng Kho vận (Head of the Warehouse and Logistics department)	Administrator of Inventory, user of Purchase
Phạm Quốc Bảo (`quocbao.pham`)	Kế toán trưởng (Chief accountant)	Administrator of Accounting
Lê Thị Hồng Vân (`hongvan.le`)	Nhân viên kinh doanh (Salesperson)	Sales: own documents only
Phạm Thu Trang (`thutrang.pham`)	Nhân viên kinh doanh (Salesperson)	Sales: own documents only
Trần Minh Khoa (`minhkhoa.tran`)	Trưởng nhóm Kinh doanh dự án (Project sales team lead)	Sales: own documents only

Besides the six people above there is the **customer portal** account of Đặng Thu Hà, Purchasing Department, Nhà máy Cơ khí Chính xác Đại Nam; this account only sees the orders and invoices of its own customer and cannot enter the internal applications. Your company does the lessons of the handbook with the `admin` account.

Step 1 - Open the list of users

Open **Settings > Users & Companies > Users**.

> *Path:* `Settings > Users & Companies > Users`

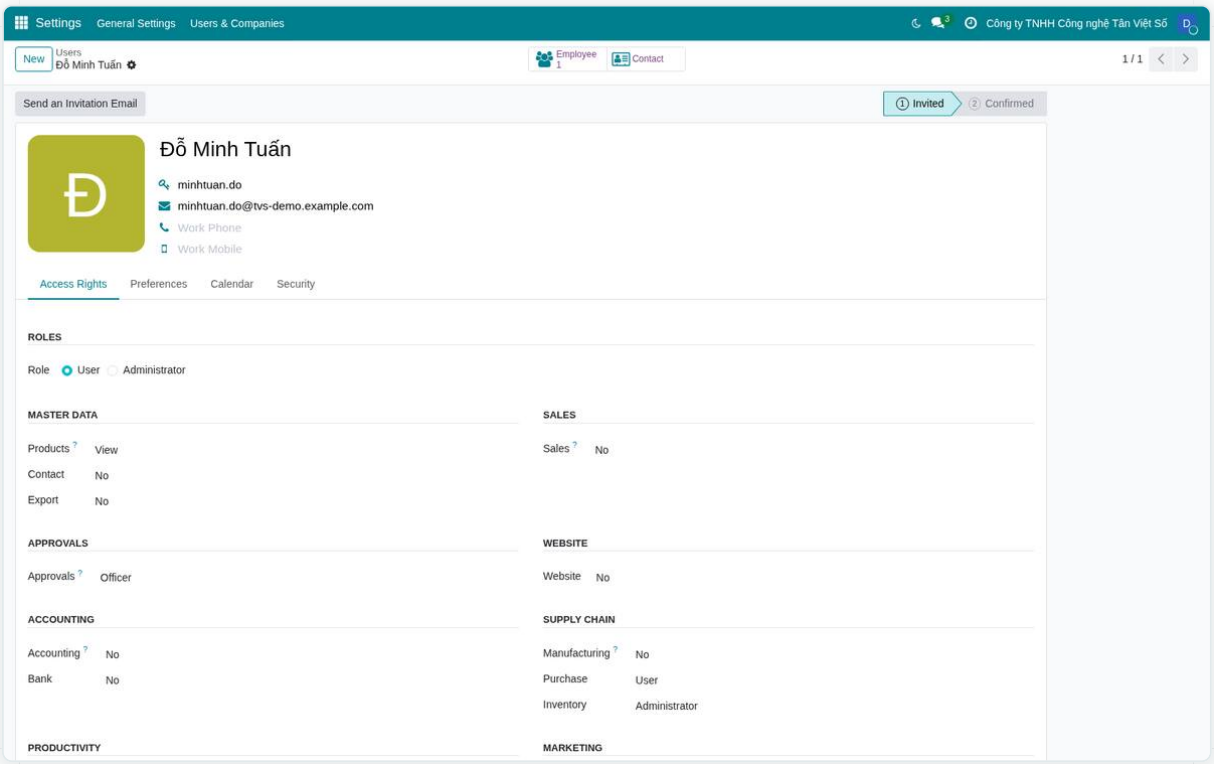


What you should see: seven rows of internal users (the **Internal Users** filter is on): the **Role** column shows **Administrator** for `admin` and **User** for the other six.

Step 2 - See the rights by application of one person

Click **Đỗ Minh Tuấn** and open the **Access Rights** tab.

> *Path:* `Settings > Users & Companies > Users`

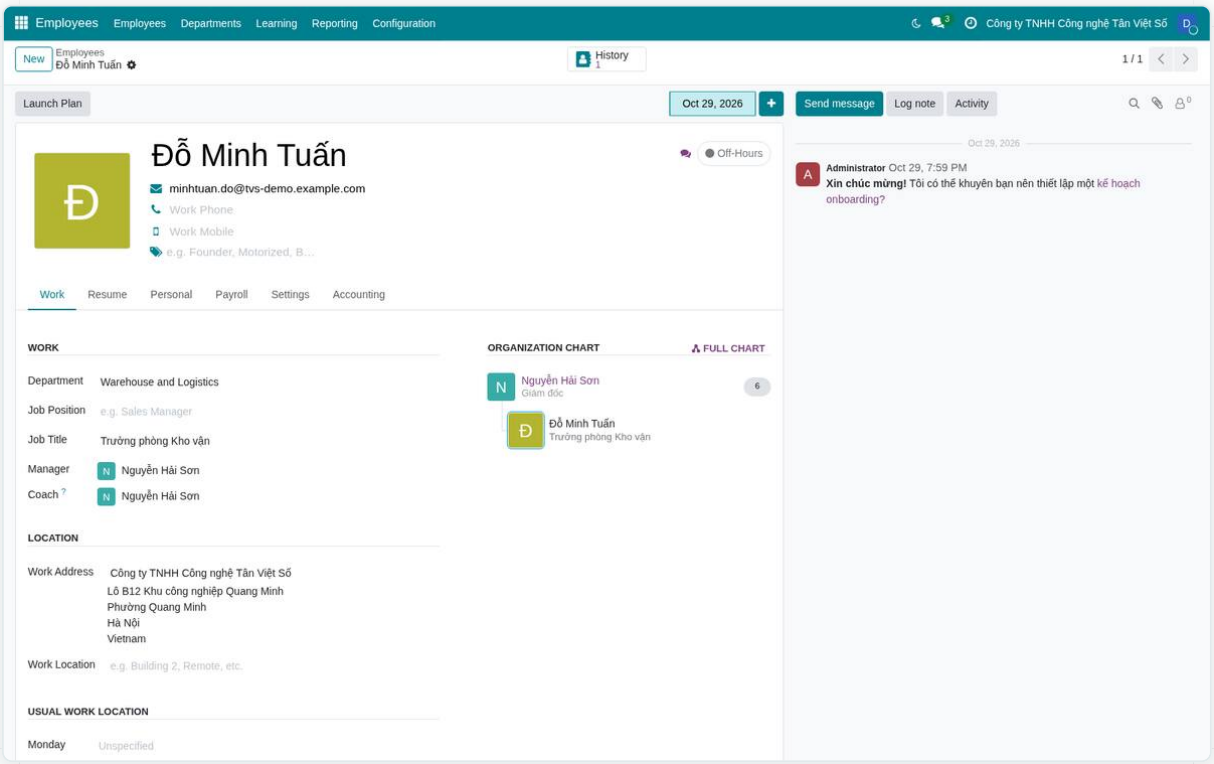


What you should see: the rights groups by application; under **Supply Chain**, **Purchase** is **User** and **Inventory** is **Administrator**; **Accounting**, **Manufacturing** and **Sales** are **No** (no access). This is why the head of the Warehouse and Logistics department can create receipts and delivery slips but cannot see the sales quotations of colleagues.

Step 3 - See the job title in the employee record

Open **Employees > Employees** and click **Đỗ Minh Tuấn**.

> *Path:* `Employees > Employees`



What you should see: the **Work** tab shows **Department Warehouse and Logistics** and **Job Title Trưởng phòng Kho vận** (Head of the Warehouse and Logistics department). The job title is for identification only; the real rights sit on the user (step 2).

07 CONFIGURATION LOOKUP: WHAT TO SEE AND WHERE TO OPEN IT

About 5 minutes. This part has only settings and no reports of its own. The table below lists the configuration screens of this part.

Screen	Answers the question
`Accounting > Configuration > Settings`	Which accounting regime and which default taxes does the company follow?
`Inventory > Configuration > Settings`	Which warehouse features are on (locations, supply routes, replenish on order)?
`Sales > Configuration > Settings`	Are there pricelists, discounts and margins?
`Purchase > Configuration > Settings`	Do purchase orders have to go through approval?
`Accounting > Configuration > Accounting > Chart of Accounts`	What are accounts 152, 155, 156 and 632 called, and what are their balances?
`Accounting > Configuration > Invoicing > Product Categories`	Which account does this product category go to, and how is the issue price calculated?

Screen	Answers the question
`Accounting > Configuration > Invoicing > Payment Terms`	Which deferred-payment terms exist?
`Settings > Users & Companies > Users`	Who can enter which application?

08 EXERCISE: READING THE CONFIGURATION

About 10 minutes. Your company does this on its own, without step-by-step screenshots.

1. Open the product category **Hàng hóa / RAM** and the subcategory **PC Full** of **Thành phẩm (Lắp ráp)**. Note the stock account of each category. Check: RAM is 156, PC Full is 155.
2. Open **Purchase > Configuration > Settings**. Find the box that decides whether a purchase order needs manager approval and state its current status. Check: the **Purchase Order Approval** box is not ticked.
3. Open the list of **Payment Terms**. Count the terms that have the word "Days" in their name and choose the longest one. Check: **90 days, on the 10th**.
4. Open the user **Phạm Quốc Bảo**. Say whether this person can create purchase orders. Check: under **Supply Chain**, **Purchase** is **No**.

PART II. SALES AND CRM

This part answers the questions of the manager and the sales team: how a customer's price request goes from an opportunity to a quotation, what price a regular customer and a reseller get, how much margin each quotation earns, how to ask for approval when a quotation has a low margin, and what the system does by itself when the customer agrees (deliver from the warehouse, assemble at the Assembly Workshop, or order from the supplier). The part ends with the sales and CRM reports and a practice exercise.

This part uses two customers of Tân Việt Số: **Công ty CP Kính Kỹ thuật Nam Cường** (a regular customer on the "Standard Price List", payment in 15 days) and **Nhà máy Nội thất Kim Sơn Hà** (a reseller on "Reseller Price (5% off)", payment in 30 days). Your company creates every document in this part yourself; the document numbers in the screenshots (S00216, S00217, HN/OUT/00081, XLR/MO/00071, P00266...) come from the trial run made while writing the handbook. When you follow the lessons, the system assigns new numbers. The selling prices, costs and gross margin percentages of the products in the lessons will match if you choose the same products and quantities as the lesson.

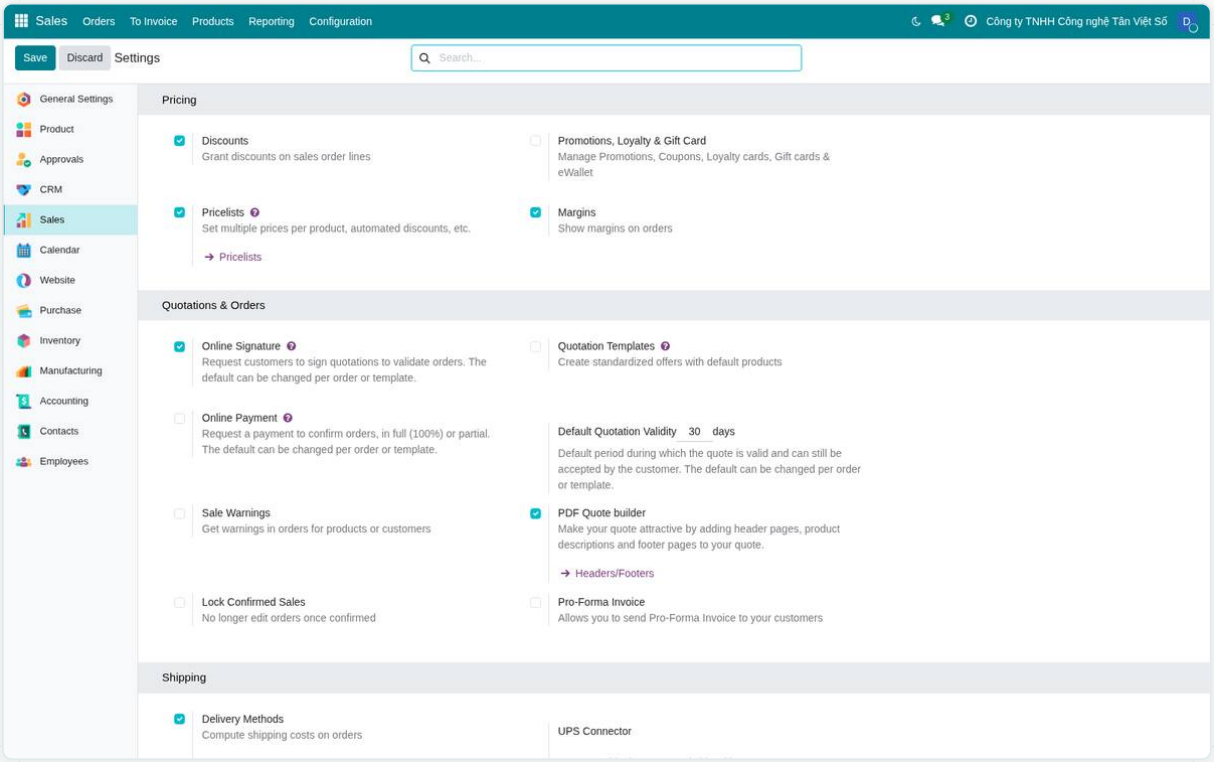
09 READ THE RUNNING SALES AND CRM CONFIGURATION

About 15 minutes. By the end of this lesson your company knows what the system has switched on for sales, who the two price lists are for, which stages an opportunity goes through, how the approval request for quotations is configured, and what you lose if a setting is turned off. This lesson is read-only; nothing is changed.

Step 1 - Open the sales settings

Click **Sales**, open the **Configuration** menu, and click **Settings**. In the left column of the settings screen click **Sales**, then scroll down to the **Pricing** section.

> *Path:* `Sales > Configuration > Settings`



What you should see: in the **Pricing** section the three boxes **Discounts**, **Pricelists** and **Margins** are ticked. Scroll down to the **Quotations & Orders** section and you will also see **Online Signature** and **PDF Quote builder** ticked; **Quotation Templates**, **Sale Warnings** and **Lock Confirmed Sales** are not ticked.

The table below shows what each setting does now and what you lose if it is not switched on:

Setting	Status	What you lose if it is off
Pricelists	On	Every customer uses a single selling price; there is no separate price for resellers.
Discounts	On	The **Disc.%** column disappears from the quotation lines, so you cannot discount an individual line. The reseller price of Kim Sơn Hà also appears in this column (next lesson).
Margins	On	The **Cost**, **Margin** and **Margin (%)** columns disappear from the lines, and so does the **Margin** line in the quotation totals; the salesperson cannot tell whether an order makes a profit or a loss before closing it.
Online Signature	On	The customer has no **Accept & Sign** button on the quotation page and has to confirm in another way.
PDF Quote builder	On	You cannot add an opening page, product descriptions or a closing page to the PDF quotation.
Delivery Methods	On	The shipping fee cannot be calculated on the order.
Quotation Templates	Off	Every quotation is typed line by line from scratch, with no default set of products. Switch it on when you sell repeated machine bundles.

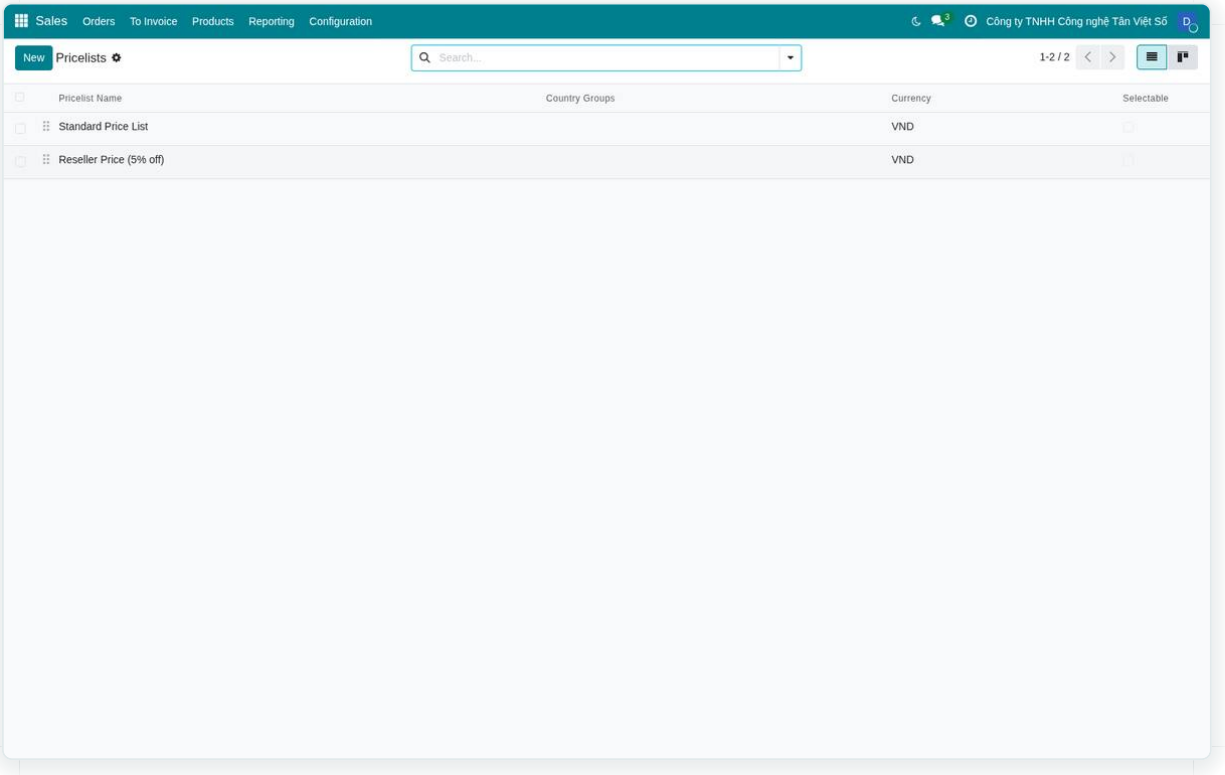
Setting	Status	What you lose if it is off
Sale Warnings	Off	There is no warning in the order for a customer or a product.
Lock Confirmed Sales	Off	A confirmed order can still have its lines edited. Switch it on when you want to freeze confirmed orders.

The system does not lock the selling price: the salesperson can still edit the unit price on a quotation line, even though the price is taken from the price list by default.

Step 2 - See the two price lists

Click **Products** and choose **Pricelists**.

> *Path:* `Sales > Products > Pricelists`

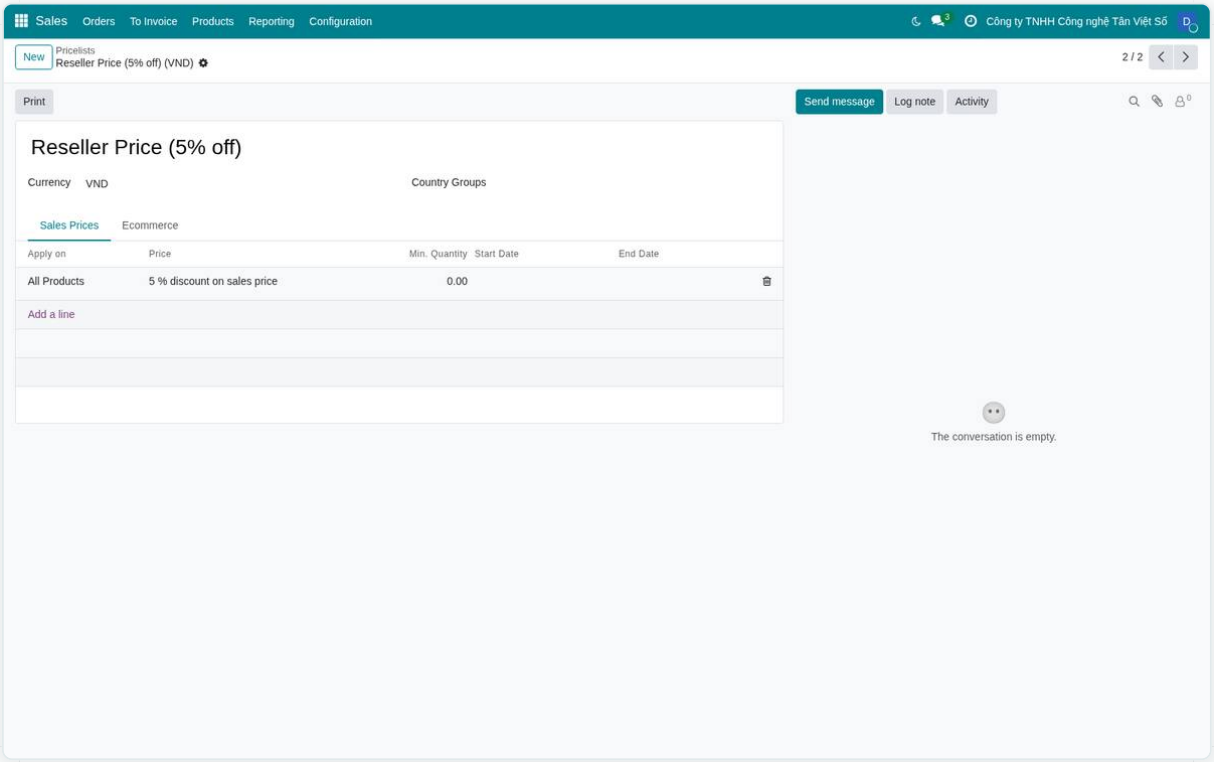


What you should see: two rows, **Standard Price List** and **Reseller Price (5% off)**, both in the currency VND.

Step 3 - Open Reseller Price (5% off)

Click the row **Reseller Price (5% off)**.

> *Path:* `Sales > Products > Pricelists > Reseller Price (5% off)`

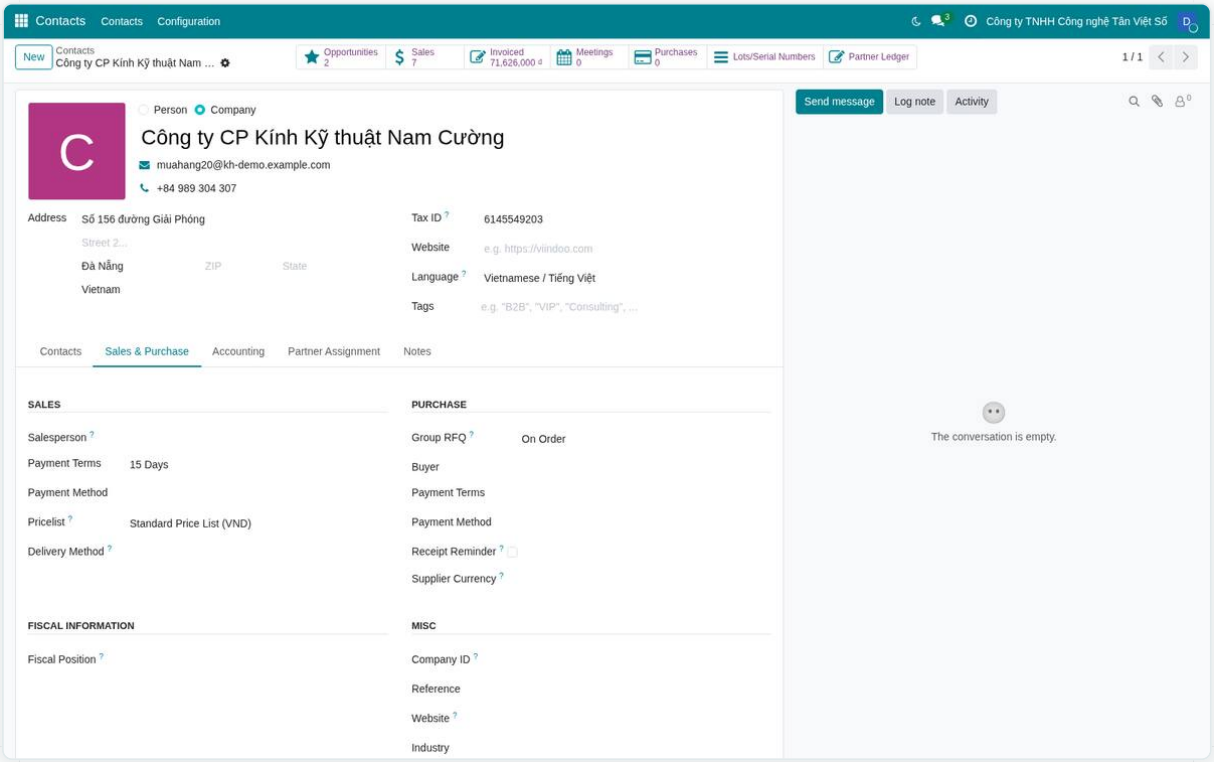


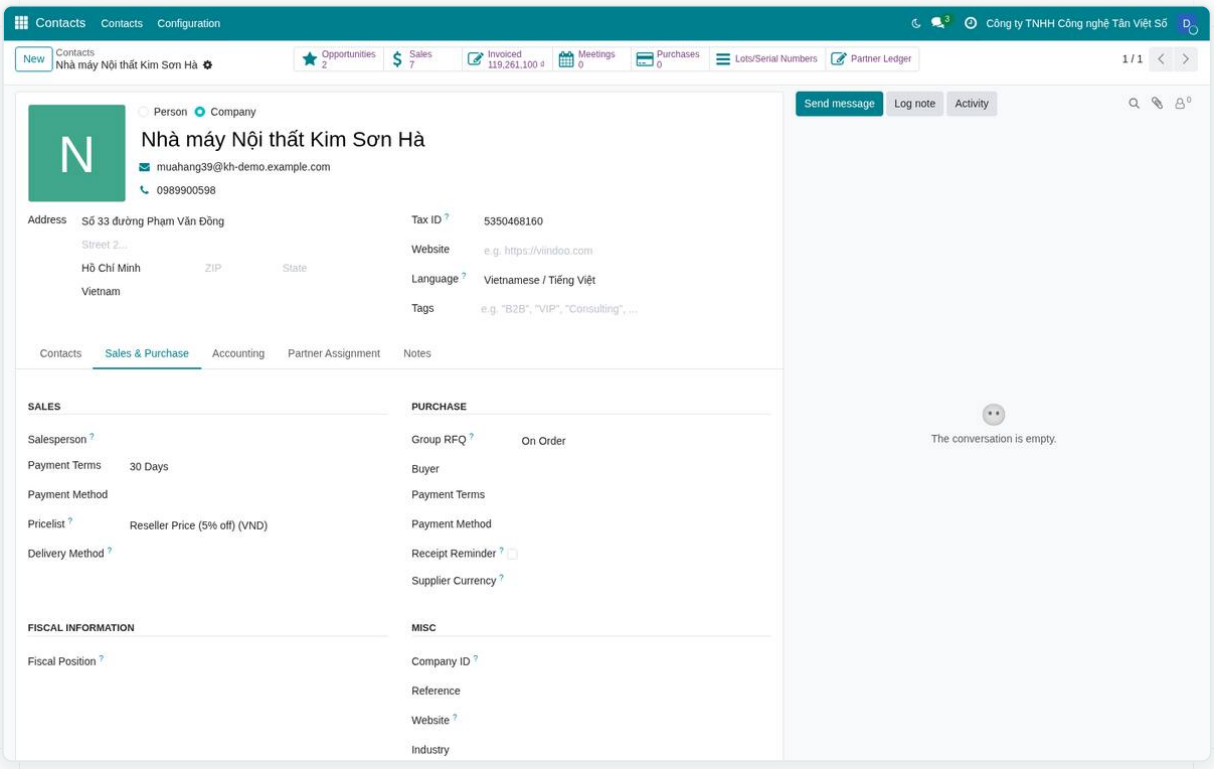
What you should see: the **Sales Prices** tab has exactly one rule: **Apply on** "All Products", **Price** "5 % discount on sales price". The **Standard Price List** has no rule at all: customers use the selling price written on the product. If you want resellers to buy a product group at a different rate, add a rule line here.

Step 4 - See which customer uses which price list

Click **Contacts**, open **Công ty CP Kính Kỹ thuật Nam Cường**, and click the **Sales & Purchase** tab. Do the same for **Nhà máy Nội thất Kim Sơn Hà**.

> *Path:* `Contacts > Công ty CP Kính Kỹ thuật Nam Cường > Sales & Purchase`



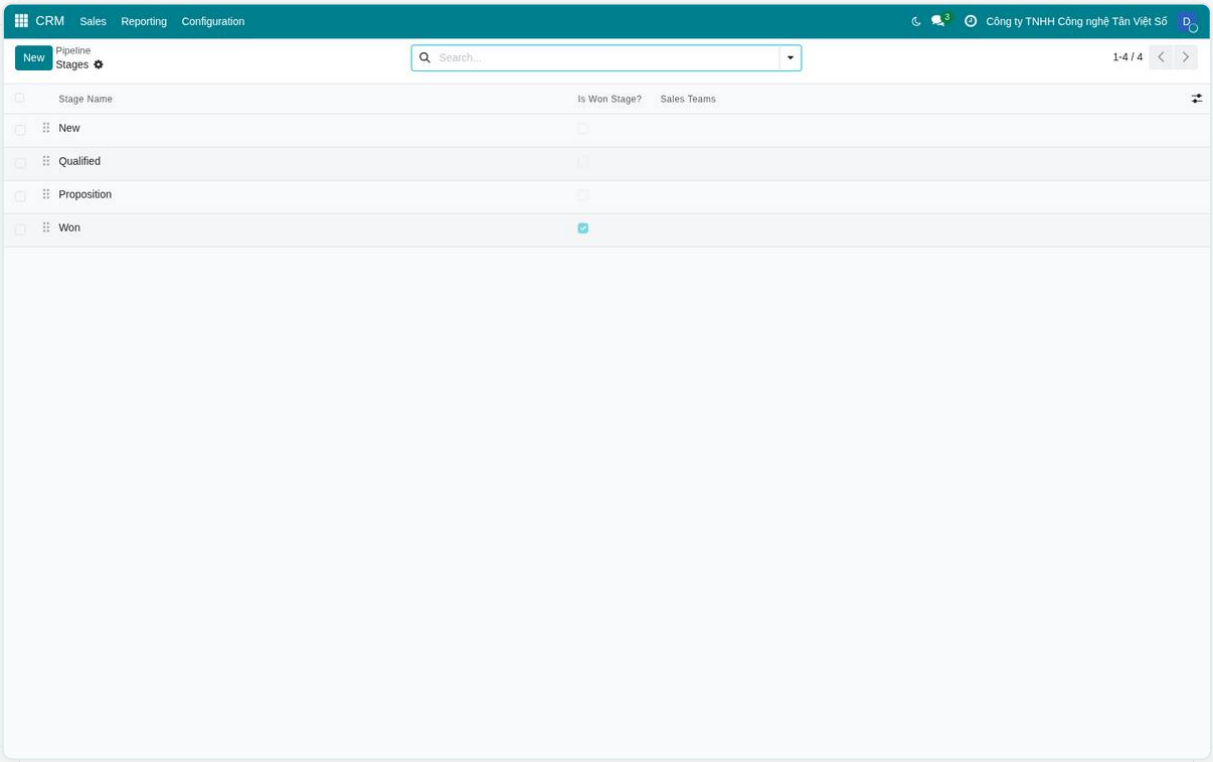


What you should see: in the **SALES** section, Nam Cường has **Pricelist** "Standard Price List (VND)" and **Payment Terms** "15 Days"; Kim Sơn Hà has "Reseller Price (5% off) (VND)" and "30 Days". When you create a quotation for a customer, the system uses these two fields as the default.

Step 5 - See the stages of the sales pipeline

Click **CRM**, open the **Configuration** menu, choose **Pipeline**, and click **Stages**.

> *Path:* `CRM > Configuration > Pipeline > Stages`

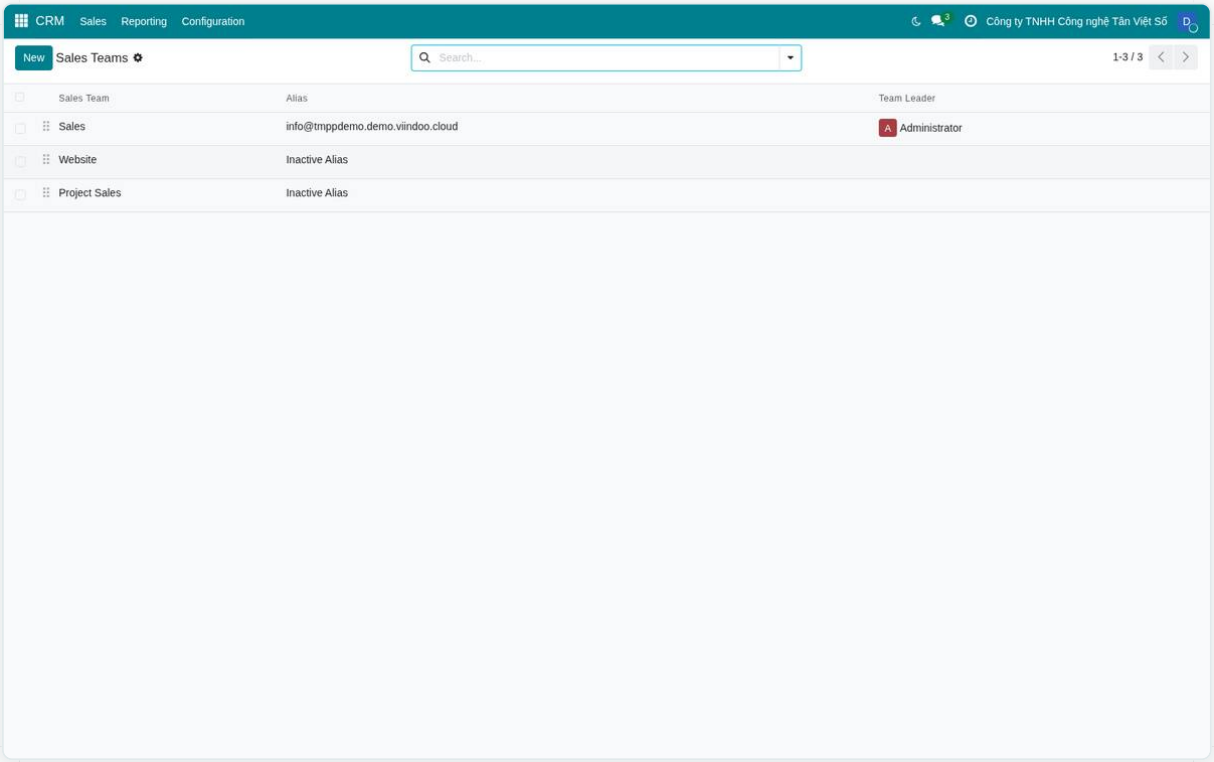


What you should see: four stages in the order **New**, **Qualified**, **Proposition**, **Won**. Only **Won** has the **Is Won Stage?** column ticked: an opportunity that reaches this stage counts as won. The CRM reports split their columns by exactly these four stages.

Step 6 - See the sales teams

Click **CRM**, open the **Configuration** menu, and click **Sales Teams**.

> *Path:* `CRM > Configuration > Sales Teams`

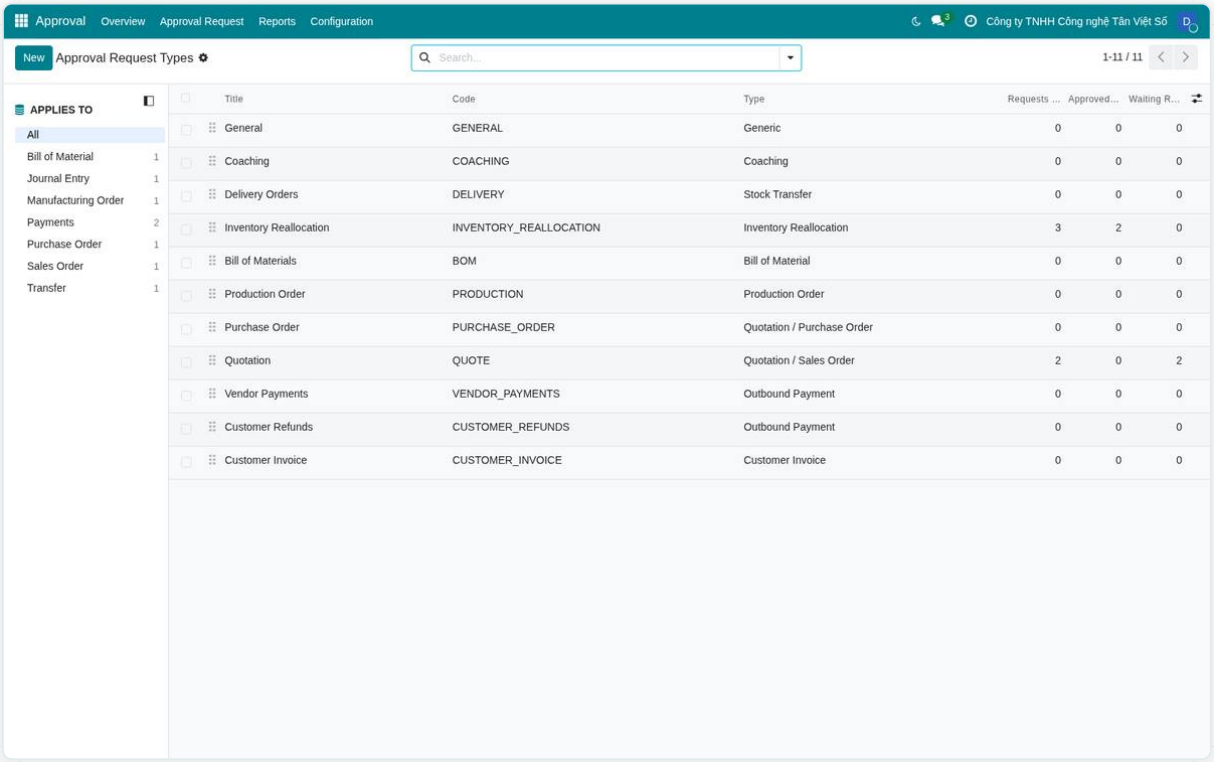


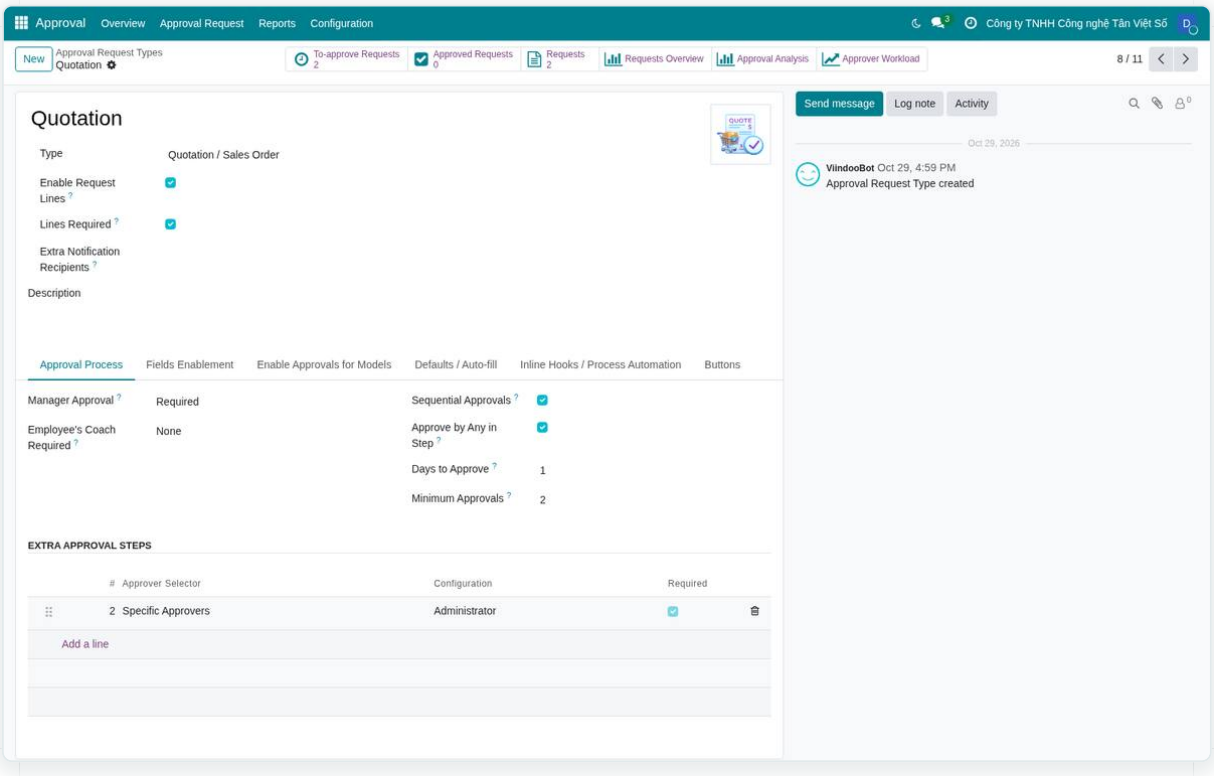
What you should see: the list of teams, in which the **Sales** team has **Administrator** as its **Team Leader**. A team is attached to quotations and to opportunities; the sales reports split their columns by team (see the reports lesson). Without teams the reports cannot compare sales channels.

Step 7 - See the approval type "Quotation"

Click **Approval**, open the **Configuration** menu, and click **Approval Types**. In the list click the row **Quotation**.

> *Path:* `Approval > Configuration > Approval Types`





What you should see: the **Quotation** type has **Type** "Quotation / Sales Order", **Enable Request Lines** ticked (every quotation line becomes a line of the request), and in the **EXTRA APPROVAL STEPS** section one step "Specific Approvers" with **Administrator**.

The system only **reminds** you when a quotation has an approval request that is not finished. It does not force approval by a gross margin percentage threshold and does not lock the **Confirm** button of the quotation; a hard block is additional development.

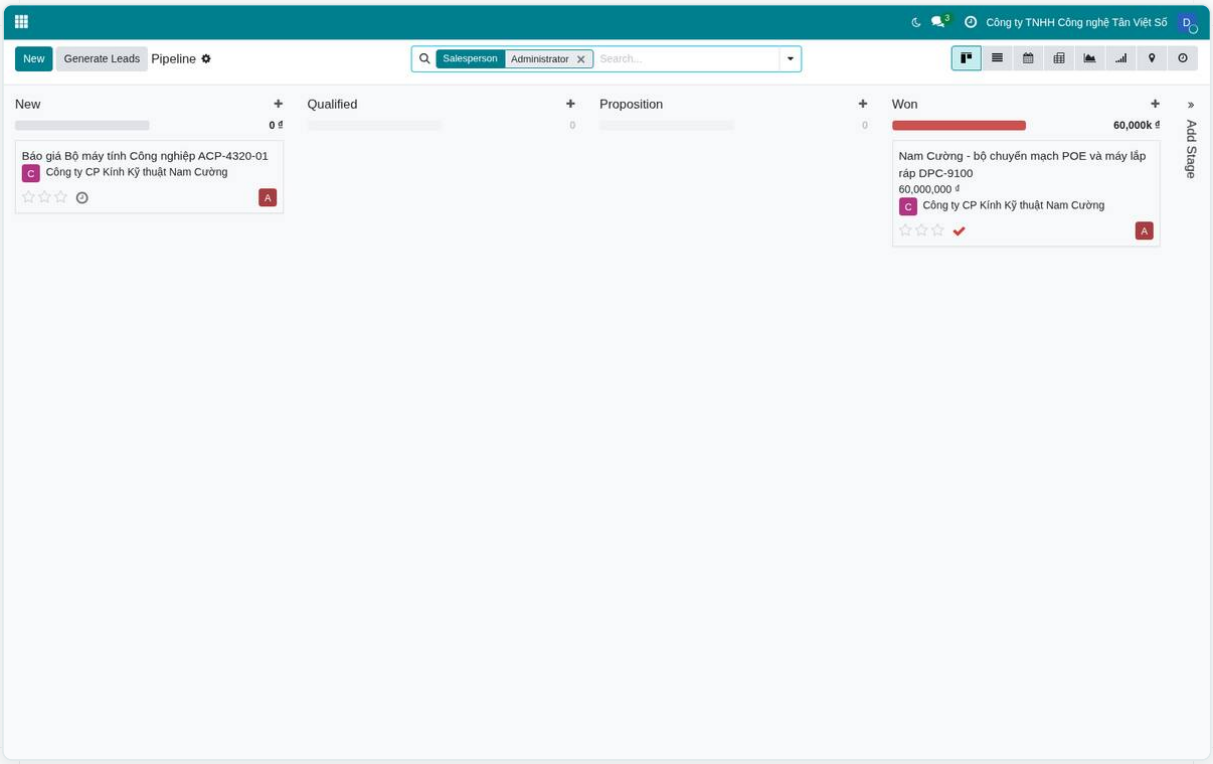
10 FROM A CRM OPPORTUNITY TO A QUOTATION WITH COST AND MARGIN

About 20 minutes. By the end of this lesson your company has created an opportunity for Nam Cường, moved it through the stages, scheduled activities, created a quotation straight from the opportunity, switched on the cost and margin columns to read the profit of each line and of the whole order, and then created a quotation for the same goods for Kim Sơn Hà to see how the reseller price differs from the standard price.

Step 1 - Open the sales pipeline

Click **CRM**, open the **Sales** menu, and click **My Pipeline**.

> *Path:* `CRM > Sales > My Pipeline`

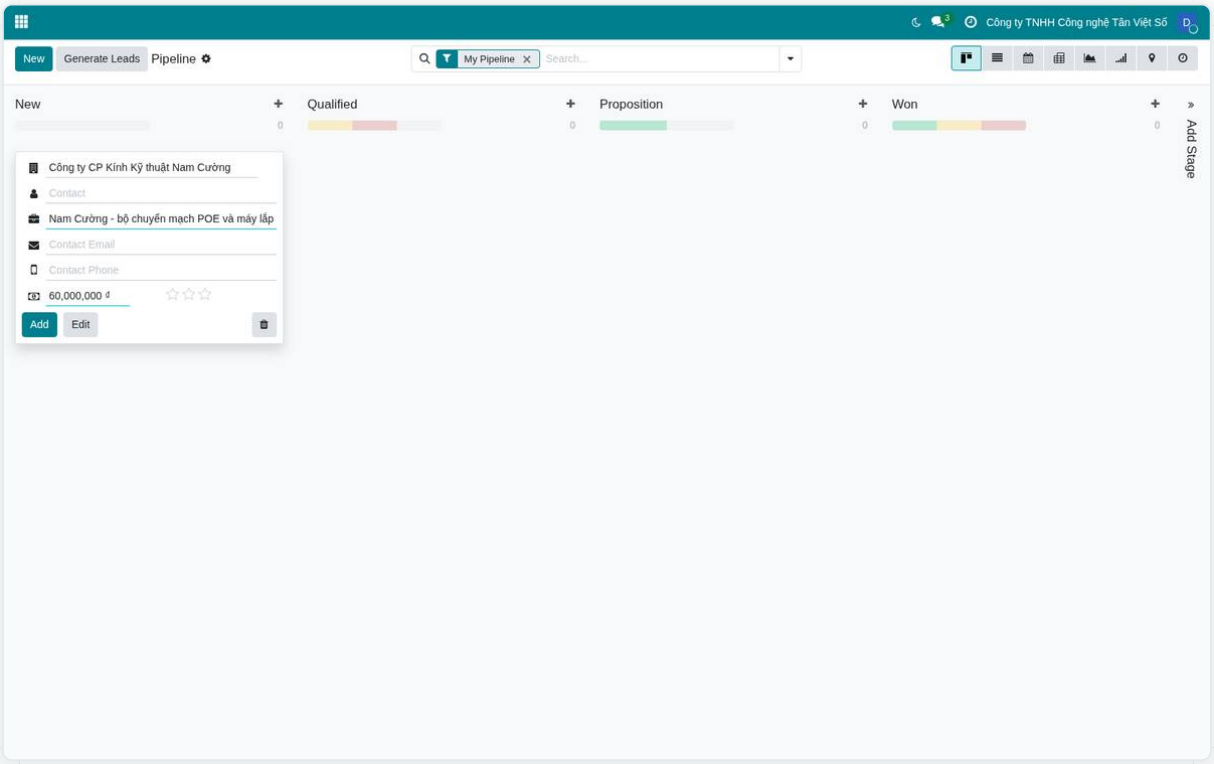


What you should see: opportunities as cards arranged in the four columns **New**, **Qualified**, **Proposition** and **Won**; the top of each column shows the total expected revenue. The top row of buttons has **New** and **Generate Leads**; the top right corner has the view buttons (kanban, list, calendar, pivot, graph, cohort, map, activity). In the screenshot the pipeline is filtered to the salesperson **Administrator**, which is what **My Pipeline** shows when Administrator is the logged-in user.

Step 2 - Quickly add an opportunity

Click the **+** sign in the **New** column. In the company field at the top of the card type `Nam Cường` and choose **Công ty CP Kính Kỹ thuật Nam Cường**. In the opportunity name field type `Nam Cường - bộ chuyển mạch POE và máy lắp ráp DPC-9100`. In the revenue field type `60000000`. Click **Add**.

> *Path:* `CRM > Sales > My Pipeline` , the **+** sign in the **New** column

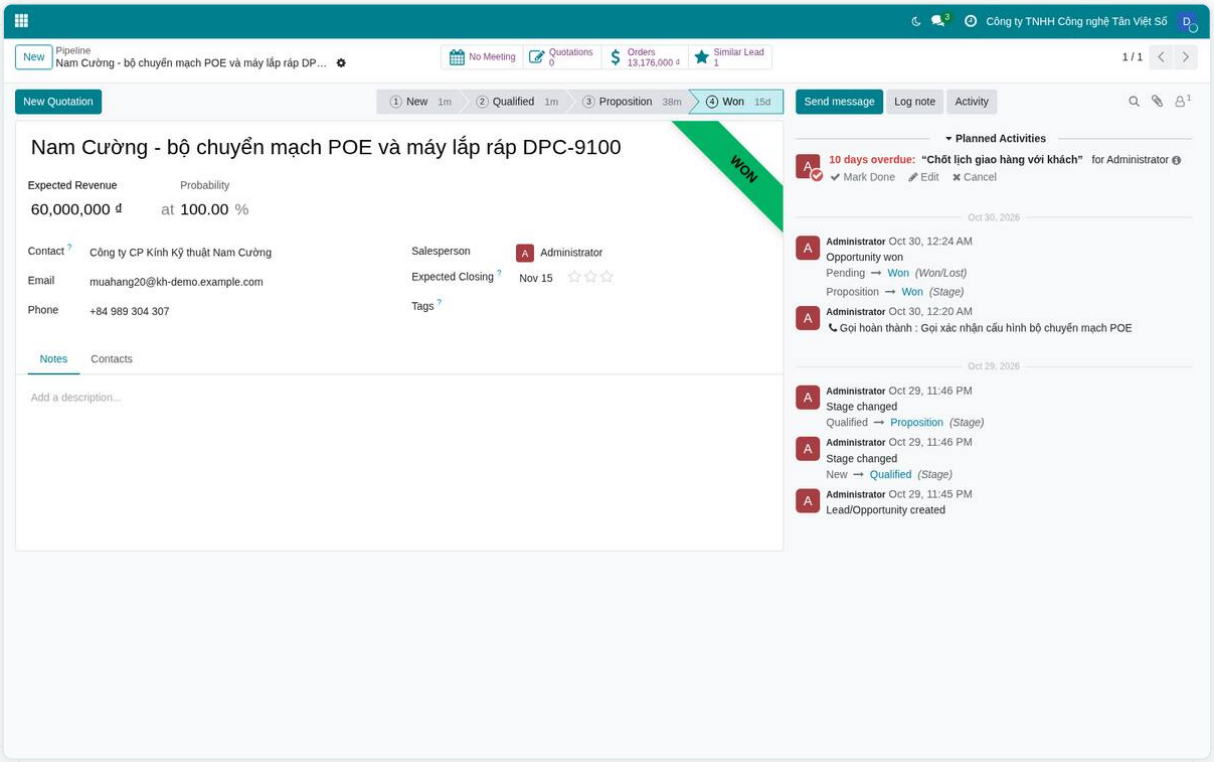


What you should see: the new card sits in the **New** column and shows the opportunity name, the revenue 60,000,000 ₫ and the company Nam Cường.

Step 3 - Open the opportunity

Click the card you just created.

> *Path:* `CRM > Sales > My Pipeline` , click the opportunity card

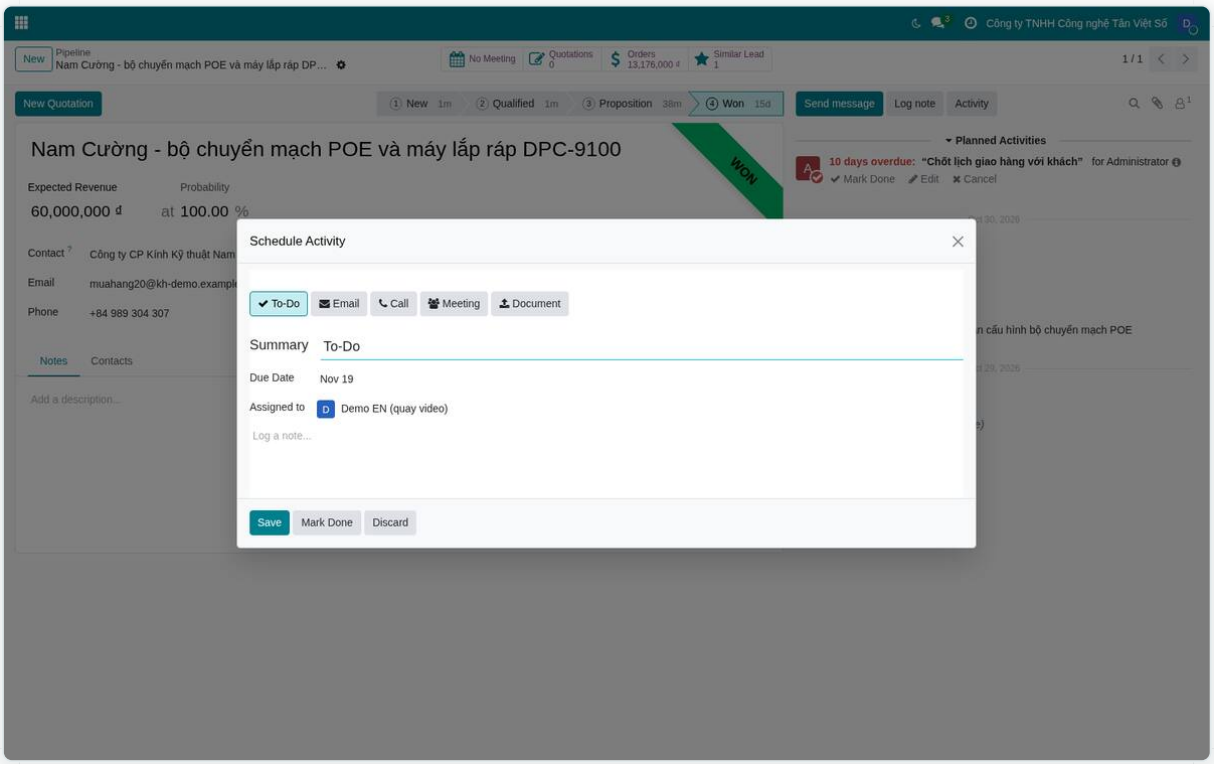


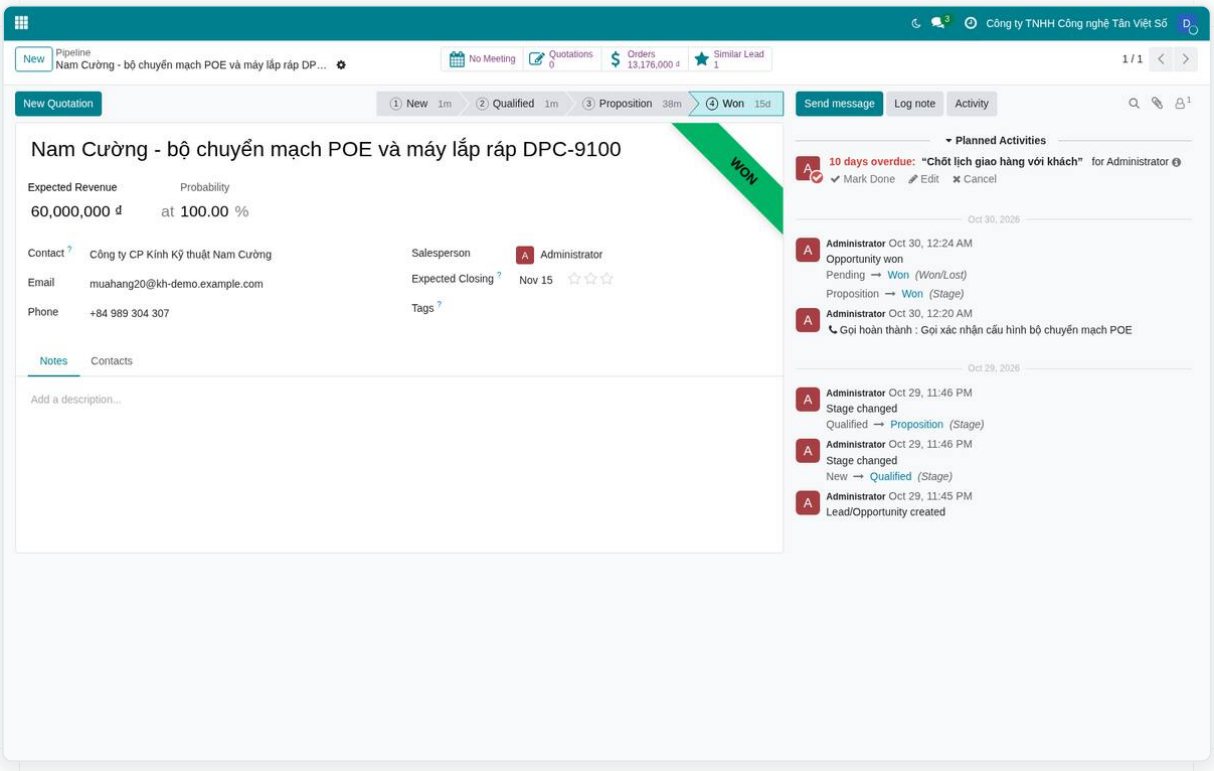
What you should see: the opportunity screen has the buttons **New Quotation**, **Won**, **Enrich** and **Lost**; the stage bar starts at **New**; **Contact** is Nam Cường, **Salesperson** is the logged-in user, and the **Probability** field is filled in automatically. The screenshot was taken after the opportunity had been won, so it shows the **WON** stamp and the stage bar at **Won**; your own opportunity starts at **New**.

Step 4 - Schedule an activity

In the chatter on the right click **Activity**. In the **Schedule Activity** box choose **Call**, type `Gọi xác nhận cấu hình bộ chuyển mạch POE` in **Summary**, and click **Mark Done**. Open the box again, choose **To-Do**, type `Chốt lịch giao hàng với khách`, and click **Save**.

> *Path:* the opportunity screen, the chatter, the **Activity** button



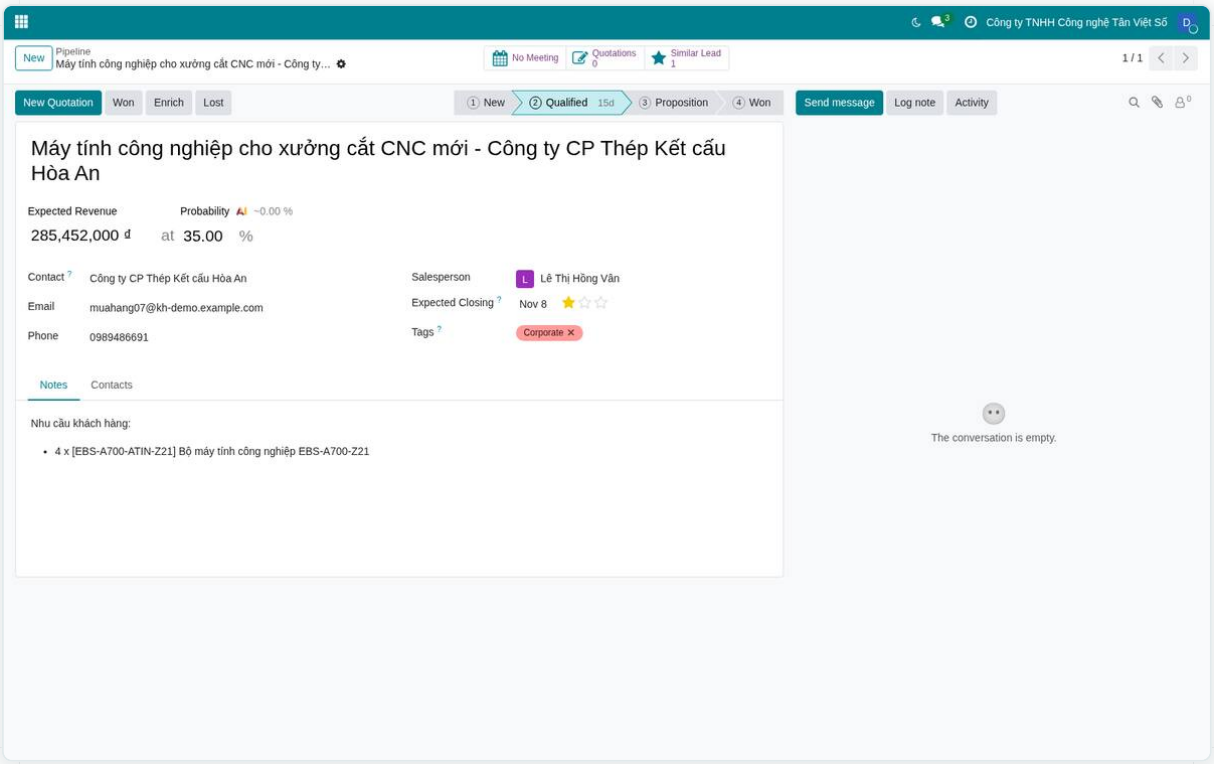


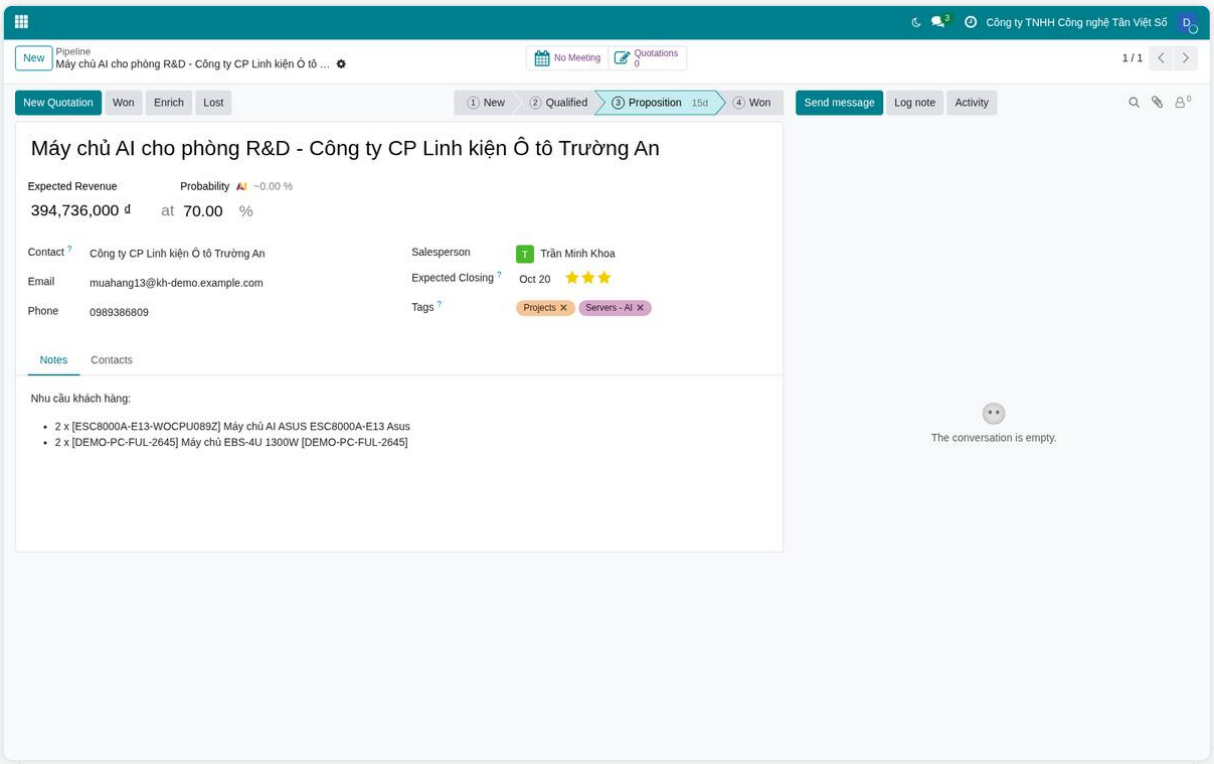
What you should see: the box has five activity types, a **Due Date** field, an **Assigned to** field and three buttons **Save**, **Mark Done** and **Discard**. After you finish, the chatter logs the completed call with its summary and shows the pending activity **Chốt lịch giao hàng với khách** under **Planned Activities**. A completed activity is counted in the **Activities** report in the reports lesson. In the screenshot the pending activity is already overdue and the chatter also lists the later stage changes, because the opportunity has moved on since.

Step 5 - Move the opportunity through the stages

On the stage bar click **Qualified**, then click **Proposition**.

> *Path:* the opportunity screen, the stage bar at the top



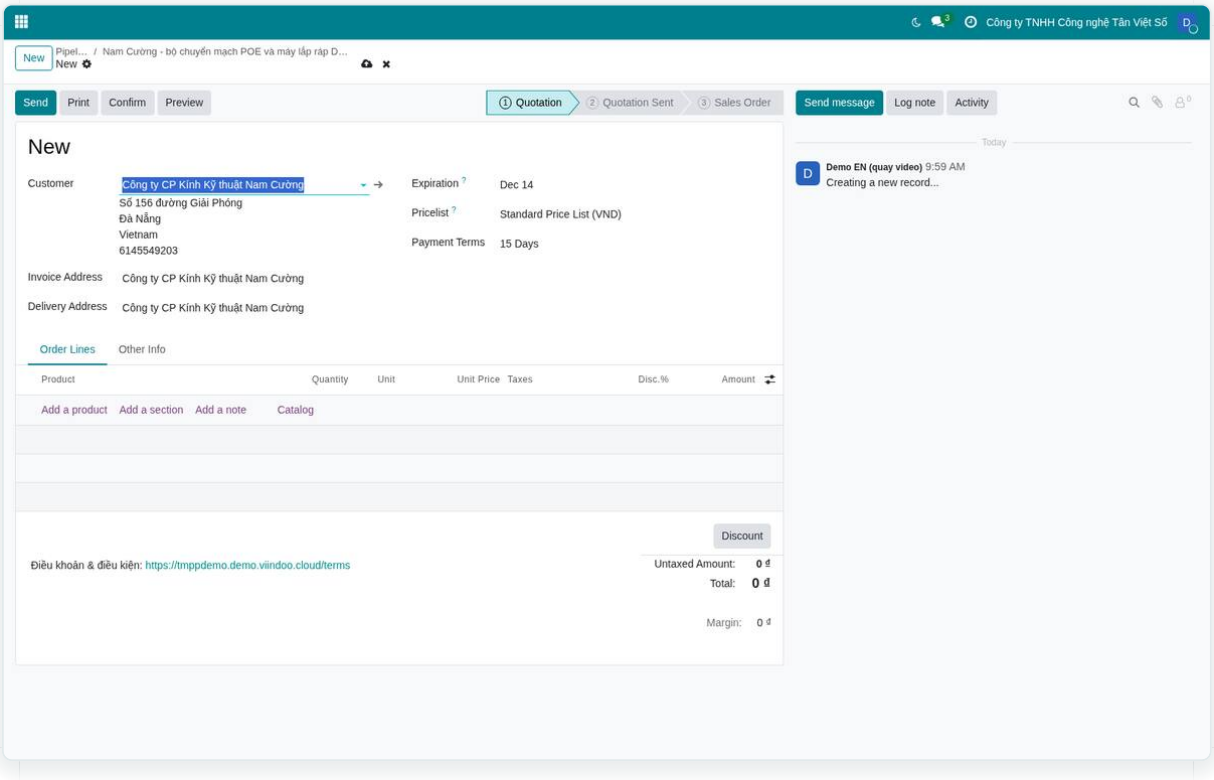


What you should see: the selected stage is highlighted and shows the time spent in it; the **Probability** field changes with the stage (in the screenshots, other open opportunities show 35 % at **Qualified** and 70 % at **Proposition**); the chatter records every stage change.

Step 6 - Create a quotation from the opportunity

Click **New Quotation**.

> *Path:* the opportunity screen, the **New Quotation** button

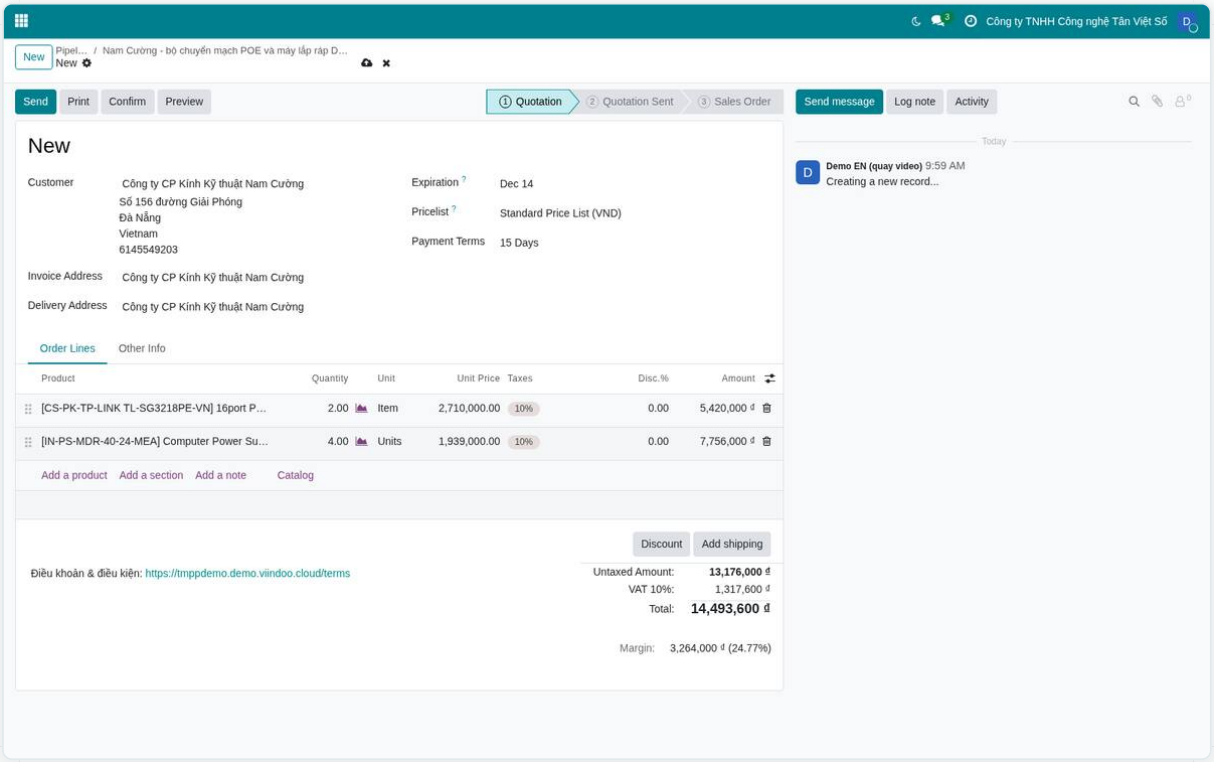


What you should see: the new quotation screen already has **Customer** (Nam Cường, with the address), **Pricelist** "Standard Price List (VND)", **Payment Terms** "15 Days" and **Expiration** filled in; the status bar shows **Quotation**, **Quotation Sent**, **Sales Order**. You do not have to retype the customer's details.

Step 7 - Add two product lines

Click **Add a product**, type `TL-SG3218PE`, choose **[CS-PK-TP-LINK TL-SG3218PE-VN] 16port POE TP-LINK TL-SG3218PE**, and in **Quantity** type `2`. Click **Add a product** again, type `IN-PS-MDR-40-24-MEA`, choose **Computer Power Supply IN-PS-MEA-24V-40W-VN**, and set **Quantity** to `4`.

> *Path:* the quotation screen, the **Order Lines** tab, the **Add a product** button

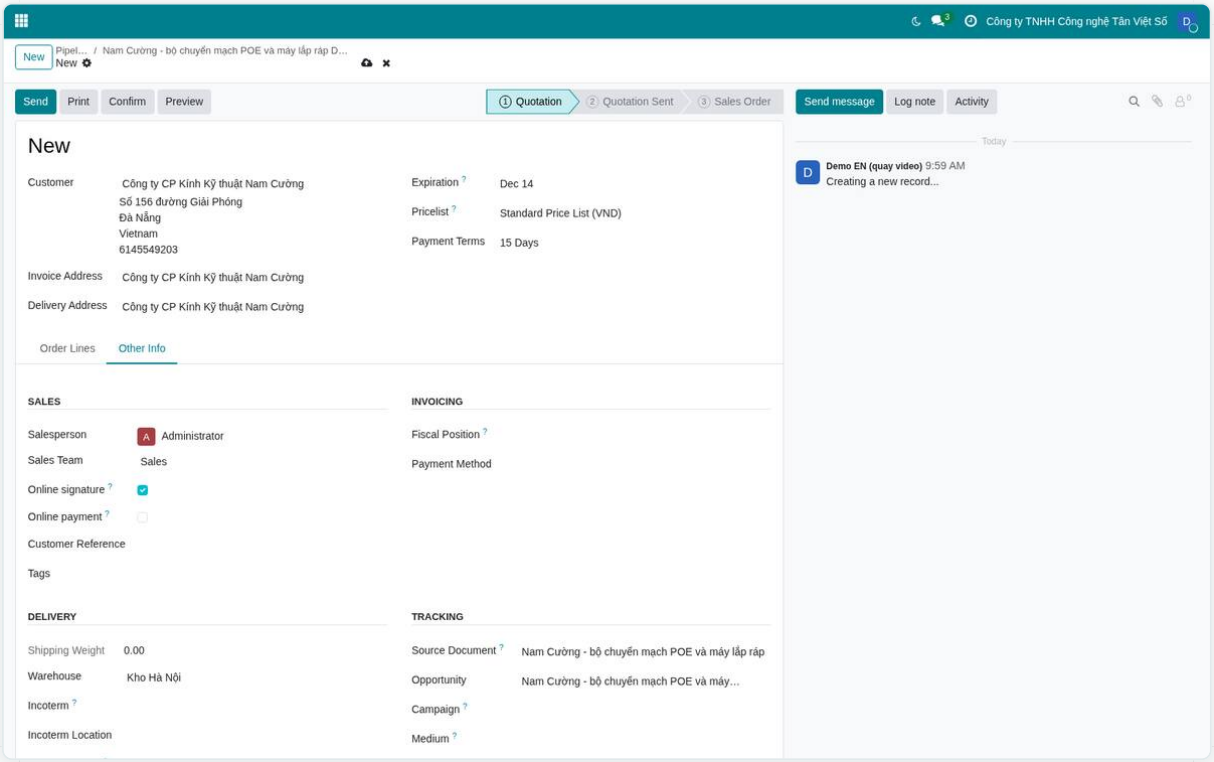


What you should see: the unit prices 2,710,000 and 1,939,000 are filled in from the Standard Price List, tax 10 %, and **Amount** 5,420,000 and 7,756,000. The totals show **Untaxed Amount** 13,176,000, **VAT 10%** 1,317,600 and **Total** 14,493,600; at the bottom is **Margin** 3,264,000 (24.77%).

Step 8 - See the delivery warehouse of the quotation

Click the **Other Info** tab and look at the **DELIVERY** section.

> *Path:* the quotation screen, the **Other Info** tab

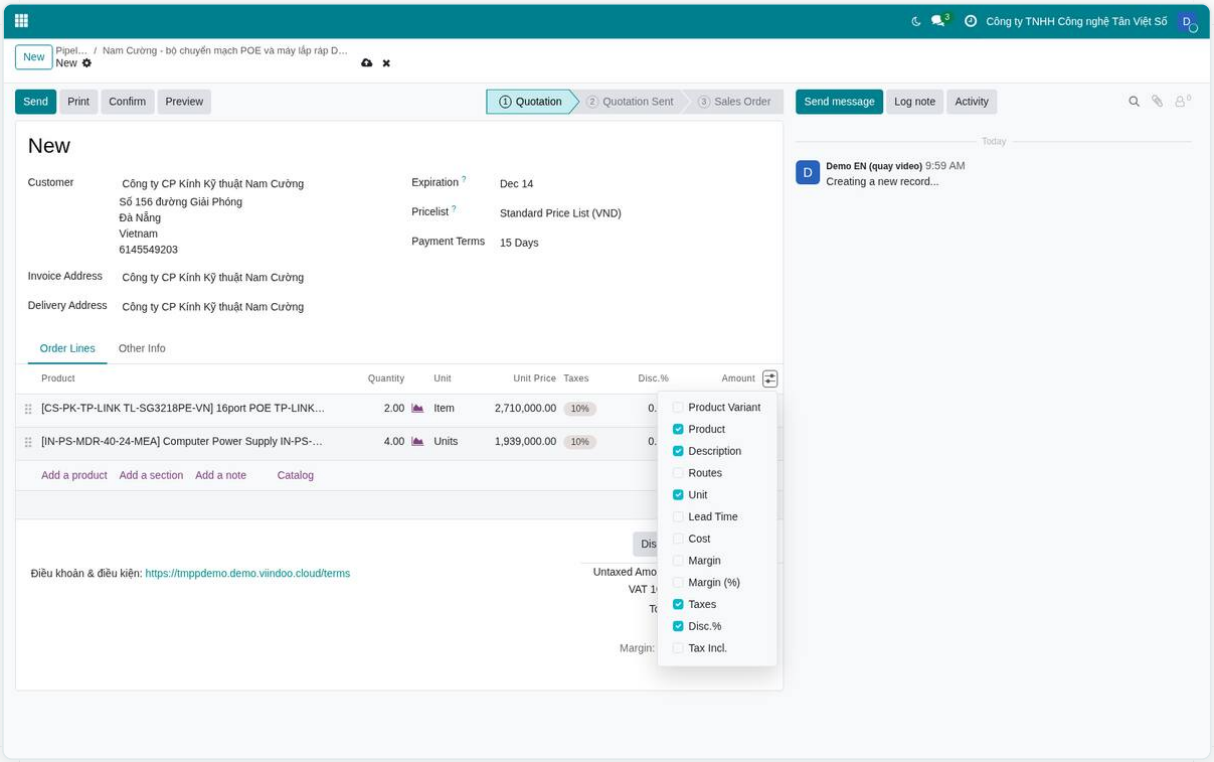


What you should see: Warehouse is "Kho Hà Nội": goods that are in stock on this quotation will be delivered from that warehouse. The same tab has **Salesperson**, **Sales Team** and **Opportunity** (a link back to the opportunity you just created). Click the **Order Lines** tab again to continue.

Step 9 - Switch on the cost and margin columns

At the end of the header row of the order lines table click the column-selection icon. Tick **Cost**, **Margin** and **Margin (%)**.

> *Path:* the quotation screen, the **Order Lines** tab, the column-selection icon at the end of the header row

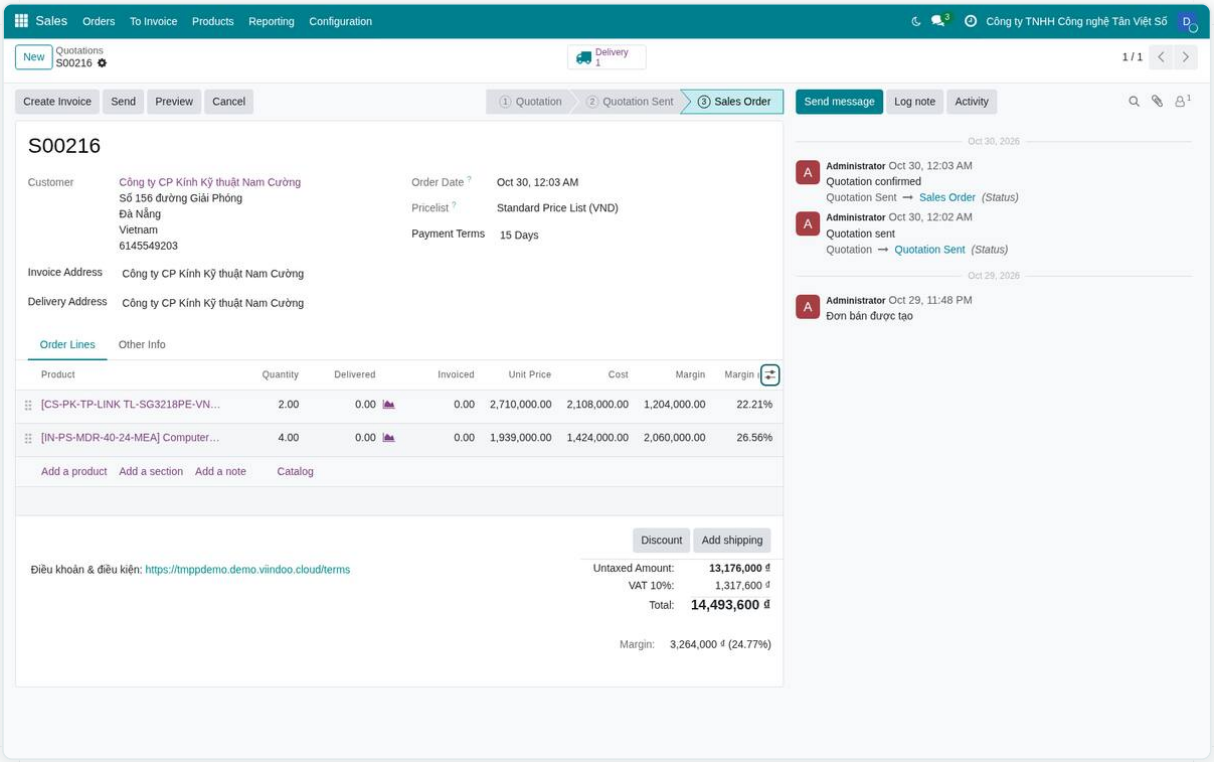


What you should see: the list of columns (Product Variant, Product, Description, Routes, Unit, Lead Time, Cost, Margin, Margin (%), Taxes, Disc.%, Tax Incl.). The three profit columns are off by default; once ticked they appear on the table immediately.

Step 10 - Save the quotation and read the margin

Click the save icon (the cloud) next to the quotation name.

> *Path:* the quotation screen, the save icon next to the quotation name



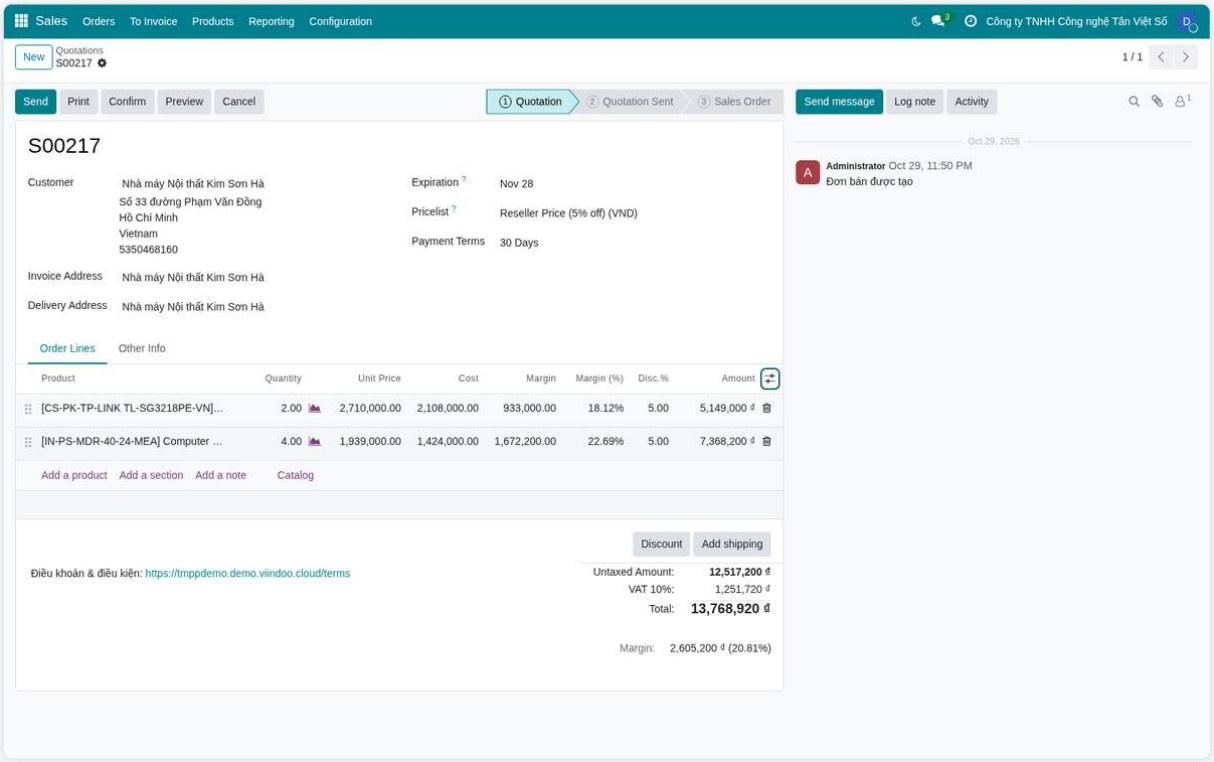
What you should see: the quotation has a new number (S00216 in the trial run). The switch row: cost 2,108,000, margin 1,204,000, 22.21 %. The computer power supply row: cost 1,424,000, margin 2,060,000, 26.56 %. The line formula: **Margin** = **Amount** minus **Cost** times **Quantity** (first line: 5,420,000 minus 2,108,000 times 2 is 1,204,000). At the bottom of the quotation, the **Margin** of the whole order is the sum of the two lines: 3,264,000 (24.77%). The screenshot shows the order after it has been confirmed, which is why the status bar is at **Sales Order**.

The cost comes from the cost recorded on the product. Every internal user sees these three columns; the customer only sees the selling price (see the preview step in the next lesson).

Step 11 - Create the same quotation for the reseller

Click **Sales**, open the **Orders** menu, click **Quotations**, and click **New**. Choose the customer **Nhà máy Nội thất Kim Sơn Hà**, add exactly the same two lines as above (2 switches, 4 computer power supplies), switch on the three profit columns, and save.

> *Path:* `Sales > Orders > Quotations` , the **New** button



What you should see: Pricelist is automatically "Reseller Price (5% off) (VND)" and **Payment Terms** "30 Days". The **Unit Price** is still 2,710,000 and 1,939,000, but the **Disc.%** column shows 5.00, so the **Amount** of the first line is 5,149,000 (5,420,000 minus 5 %). The totals: **Untaxed Amount** 12,517,200, **Total** 13,768,920, **Margin** 2,605,200 (20.81%). For the same goods the reseller pays less and your margin is lower than with the regular customer: the switch row is at 18.12 % compared with 22.21 %.

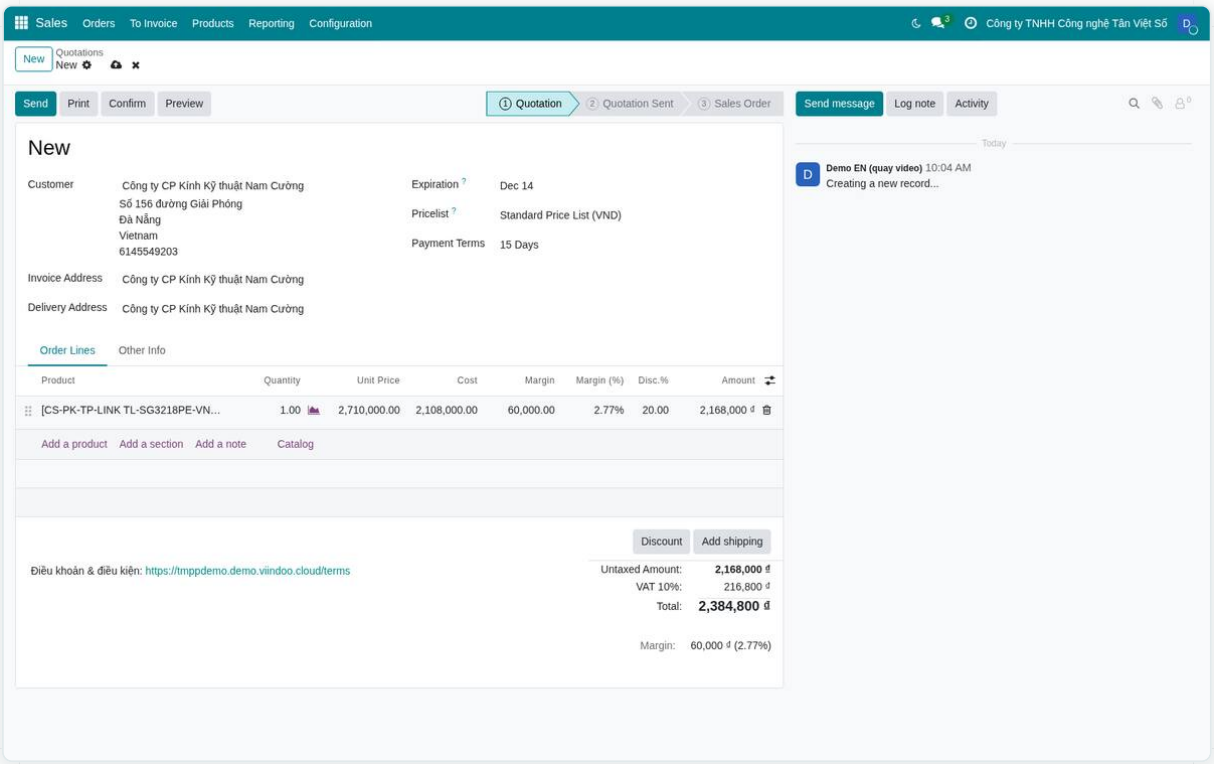
11 ASK FOR LOW-MARGIN APPROVAL, SEND THE QUOTATION, CONFIRM THREE KINDS OF ORDERS, AND CANCEL

About 35 minutes. By the end of this lesson your company has created a quotation with a very low margin and asked for approval, seen that the system only reminds and does not block confirmation, viewed a quotation the way the customer sees it, confirmed three kinds of orders (stock goods delivered from Kho Hà Nội, an assembled machine built to order at the Assembly Workshop, and a server ordered to order) and seen which documents each one creates, then cancelled a quotation and marked an opportunity as lost.

Step 1 - Create a low-margin quotation

Click **Sales**, open the **Orders** menu, click **Quotations**, and click **New**. Choose the customer **Công ty CP Kính Kỹ thuật Nam Cường**, add one line **TL-SG3218PE** with quantity `1`, and in the **Disc.%** column type `20`. Switch on the three profit columns and save.

> *Path:* `Sales > Orders > Quotations` , the **New** button

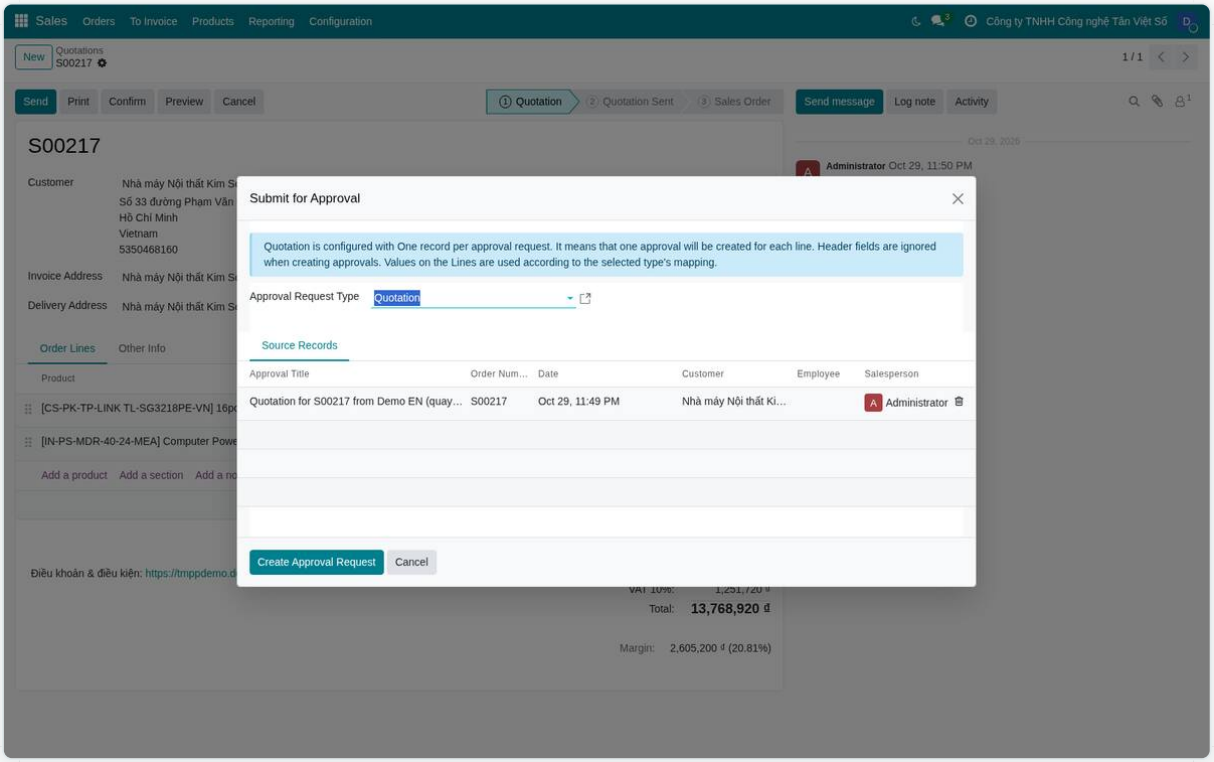


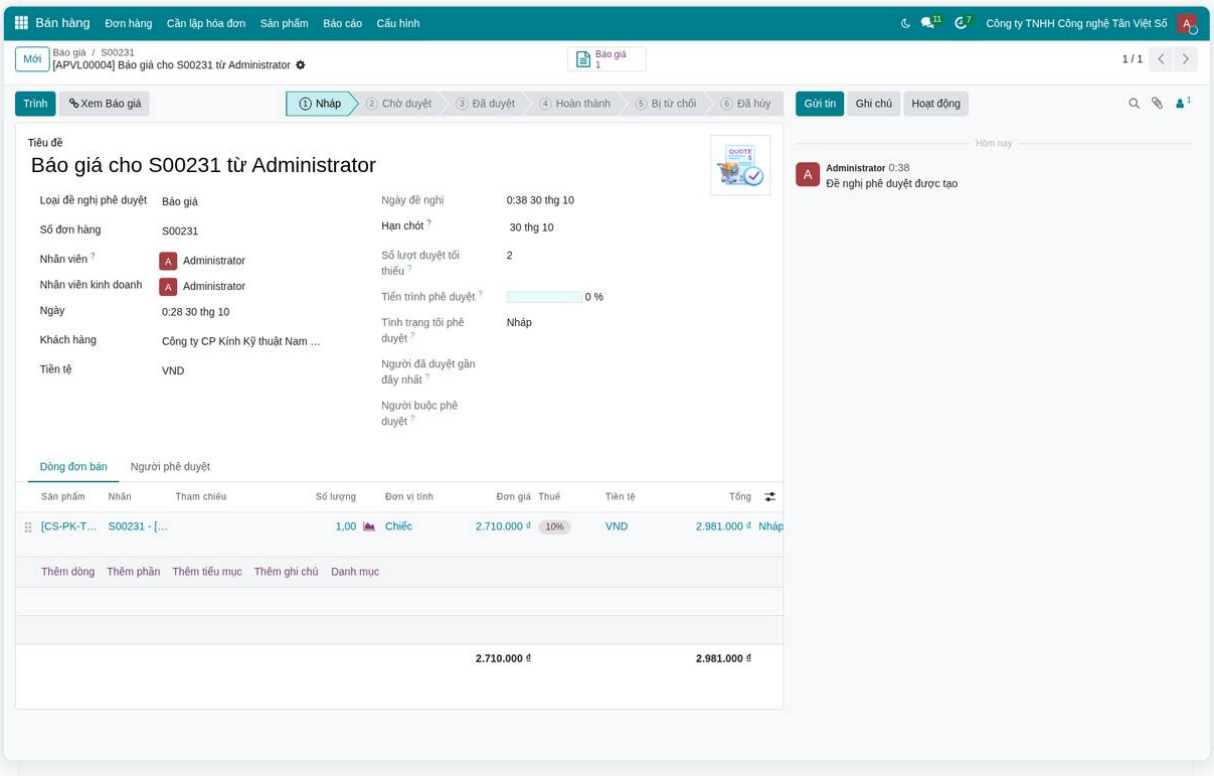
What you should see: Unit Price 2,710,000, **Cost** 2,108,000, **Disc.%** 20.00, **Amount** 2,168,000. The **Margin** of the line is only 60,000 and **Margin (%)** is 2.77 %; the bottom of the quotation also shows **Margin** 60,000 (2.77%). The system does not block the quotation or raise an error because of the low margin: this is the point where an approver steps in. The screenshot was taken before saving, so the title still reads **New** instead of a quotation number.

Step 2 - Ask for approval of the quotation

At the top of the quotation click the gear icon next to the quotation number and choose **Get Approved**. In the **Submit for Approval** box check that **Approval Request Type** is "Quotation", and click **Create Approval Request**.

> *Path:* the quotation screen, the gear next to the quotation number, **Get Approved**



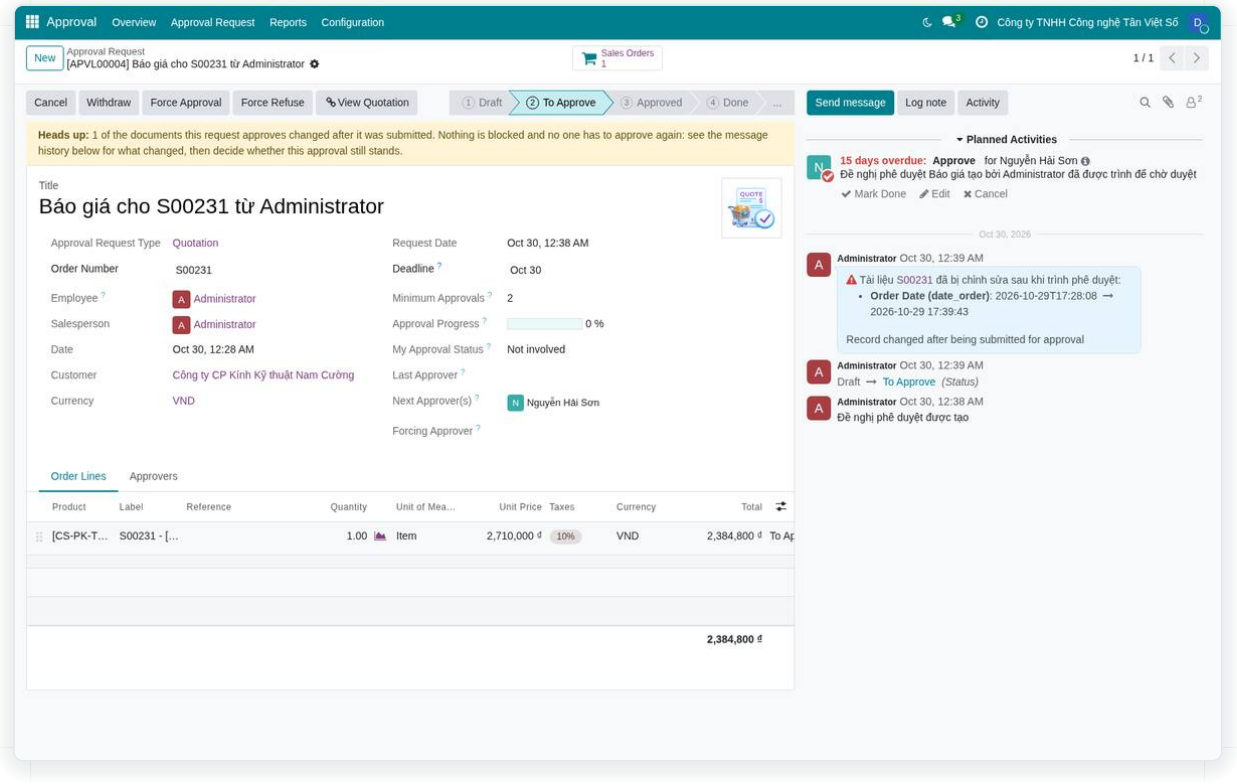


What you should see: the box states that the quotation is configured as "One record per approval request", which means one request for each line; the **Source Records** tab lists the open quotation. Click **Create Approval Request** and a new request opens, with a code such as APVL00004, the status **Draft**, the title "Báo giá cho S00231 từ Administrator", and the buttons **Submit** and **View Quotation**; the **Sales Orders** button at the top leads back to the quotation.

Step 3 - Submit the request

Click **Submit**.

> *Path:* the approval request screen, the **Submit** button

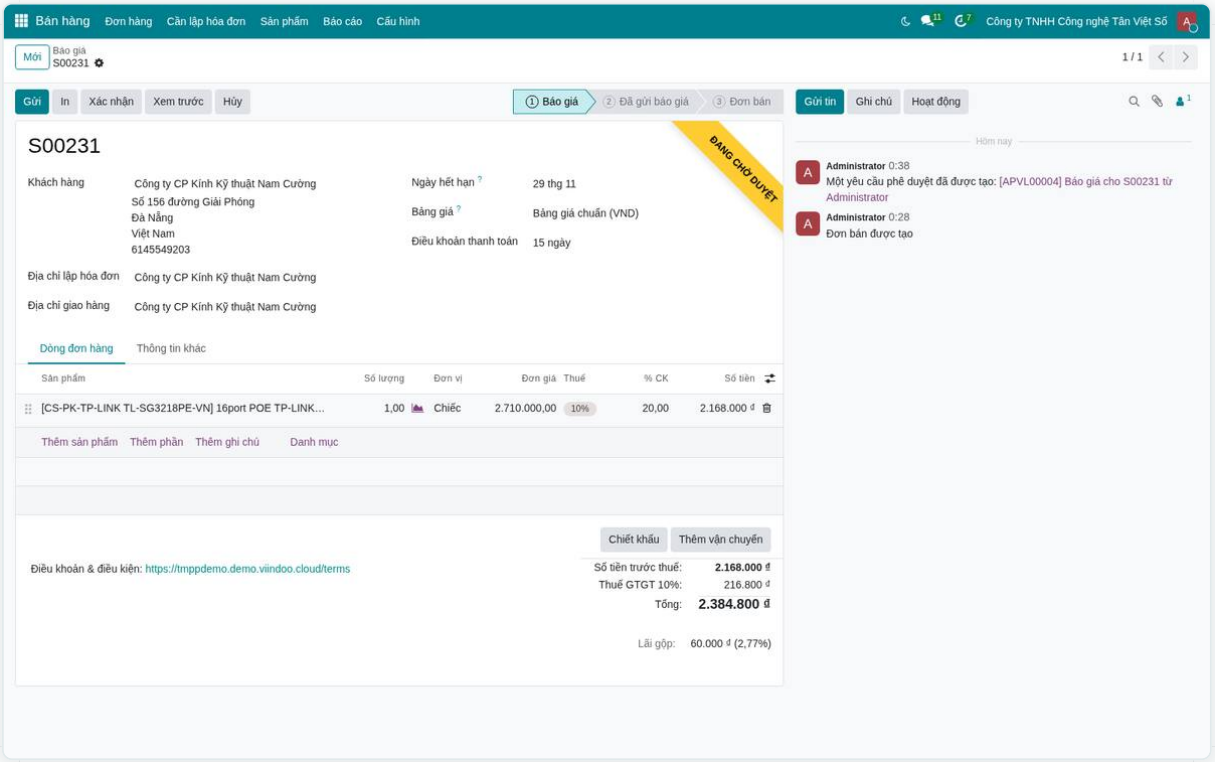


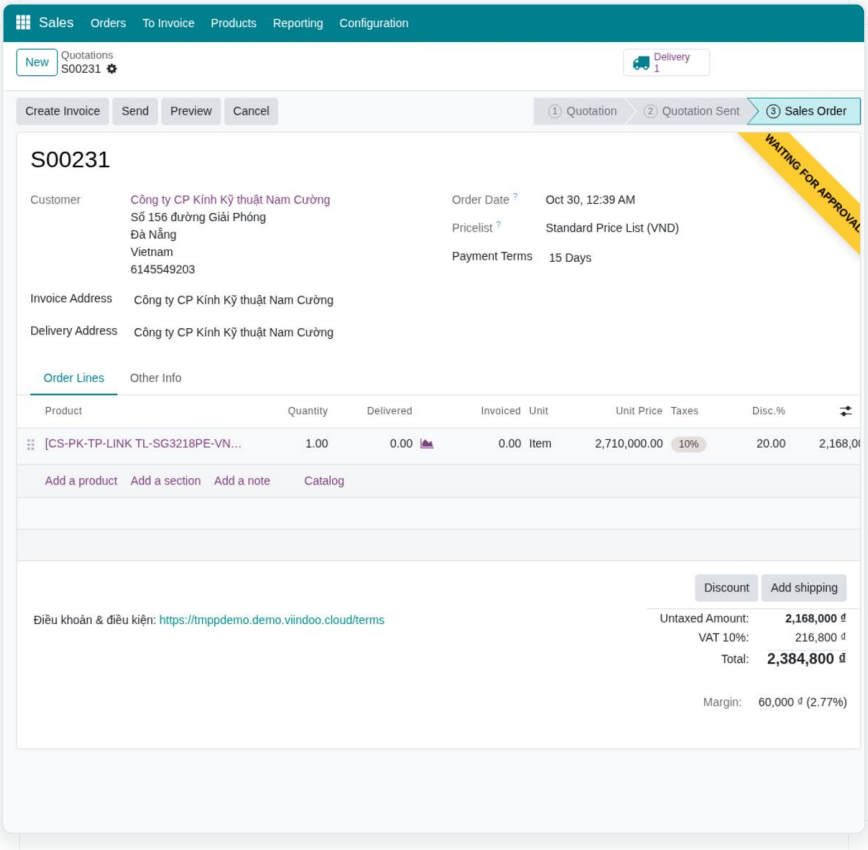
What you should see: the status bar moves to **To Approve**; **Next Approver(s)** is **Nguyễn Hải Sơn** (the Director, the direct manager of the employee). The person who submitted sees the buttons **Cancel**, **Withdraw**, **Force Approval** and **Force Refuse**; the **Approve** button only shows for the person chosen to approve, that is Nguyễn Hải Sơn when he logs in. The history of who approved and when is stored on the request itself.

Step 4 - Go back to the quotation and confirm it, without being blocked

Click **View Quotation**. The quotation now carries the stamp **WAITING FOR APPROVAL**. Click **Confirm**.

> *Path:* the approval request screen, the **View Quotation** button; or `Sales > Orders > Quotations`



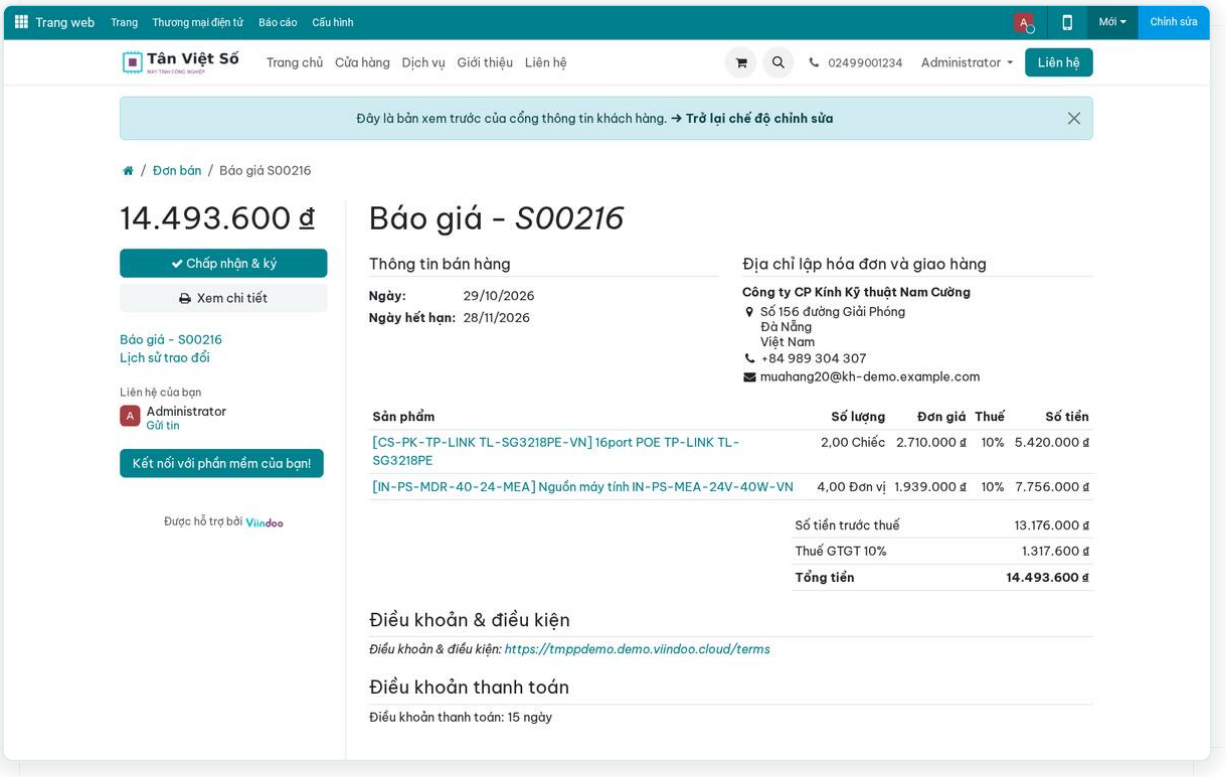


What you should see: before you click, the quotation is at **Quotation**, the **Confirm** button is still usable, and the chatter notes that an approval request was created. After you click, the quotation moves to **Sales Order** (the **Delivery** button appears at the top) while the yellow stamp **WAITING FOR APPROVAL** stays. The system only reminds and does not block confirmation: if your company wants a hard block, that is additional development.

Step 5 - View the quotation as the customer sees it

Open the Nam Cường quotation from the previous lesson again (two lines, total 14,493,600) and click **Preview**.

> *Path:* `Sales > Orders > Quotations` , open the quotation, the **Preview** button

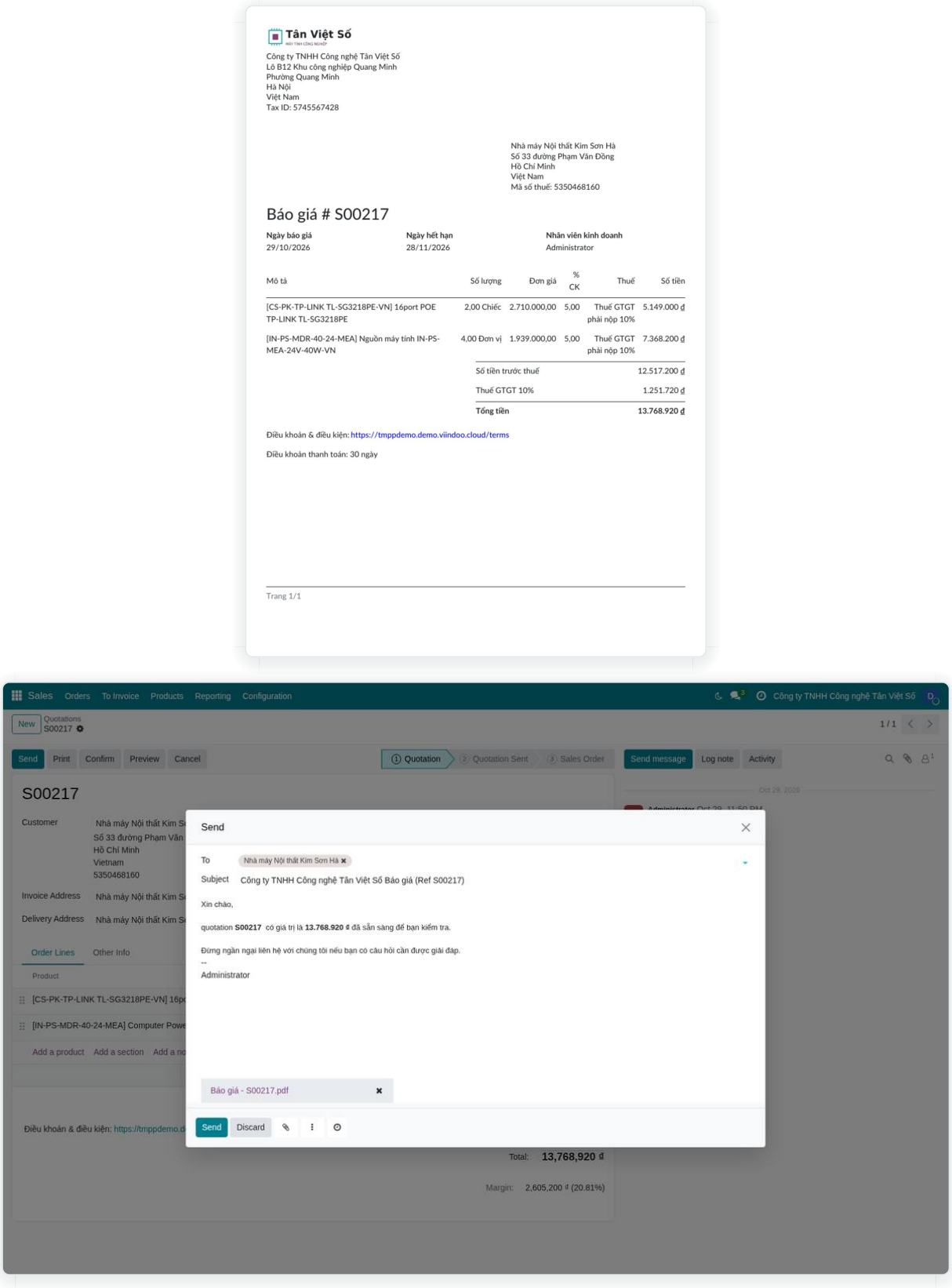


What you should see: the customer's quotation page with the Tân Việt Số logo, the untaxed amount, the VAT 10 %, the total, the payment terms "15 Days", the **Accept & Sign** button and a button to view the details. The customer does **not** see the cost and margin. The blue strip at the top says that this is a preview of the customer portal; click the link in it to go back to edit mode. Nothing is sent outside. The customer page is shown in the website language, which is Vietnamese on this demo system, so its labels appear in Vietnamese in the screenshot.

Step 6 - Print the PDF and open the email to the customer

On the quotation click **Print**: the system downloads the file "Quotation - Sxxxxx.pdf" straight away. Then click **Send**: the email box opens; when you have looked at it, click **Discard**.

> *Path:* the quotation screen, the **Print** button and the **Send** button



Tân Việt Số

Công ty TNHH Công nghệ Tân Việt Số
Lô B12 Khu công nghiệp Quang Minh
Phường Quang Minh
Hà Nội
Việt Nam
Tax ID: 5745567428

Nhà máy Nội thất Kim Sơn Hà
Số 33 đường Phạm Văn Đồng
Hồ Chí Minh
Việt Nam
Mã số thuế: 5350468160

Báo giá # S00217

Ngày báo giá	Ngày hết hạn	Nhân viên kinh doanh
29/10/2026	28/11/2026	Administrator

Mô tả	Số lượng	Đơn giá	% CK	Thuế	Số tiền
[CS-PK-TP-LINK TL-SG3218PE-VN] 16port POE TP-LINK TL-SG3218PE	2,00 Chiếc	2.710.000,00	5,00	Thuế GTGT phải nộp 10%	5.149.000 ₫
[IN-PS-MDR-40-24-MEA] Nguồn máy tính IN-PS-MEA-24V-40W-VN	4,00 Đơn vị	1.939.000,00	5,00	Thuế GTGT phải nộp 10%	7.368.200 ₫

Số tiền trước thuế	12.517.200 ₫
Thuế GTGT 10%	1.251.720 ₫
Tổng tiền	**13.768.920 ₫**

Điều khoản & điều kiện: https://tmppdemo.demo.viindoo.cloud/terms

Điều khoản thanh toán: 30 ngày

Trang 1/1

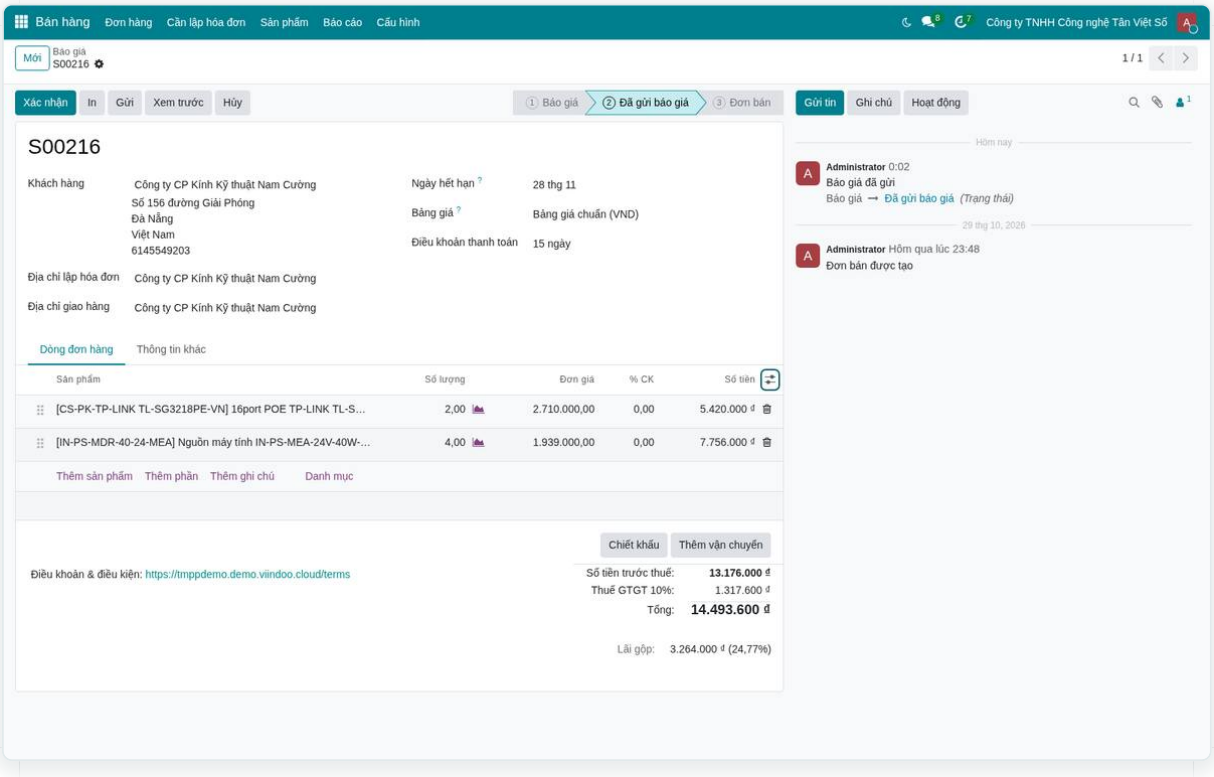
What you should see: the PDF has the company logo and address, the customer, the quotation date, the expiry date, the salesperson, the lines (with the discount % if any), the untaxed amount, the tax, the total and the payment terms; it is printed in the customer's language, which is Vietnamese for this customer, so the screenshot shows Vietnamese labels, and the print has no cost or margin. The **Send** box has the customer in **To**, a **Subject** such as "Công ty TNHH Công

nghệ Tân Việt Số Báo giá (Ref ...)", the body of the email and the file "Báo giá - Sxxxxx.pdf" attached. Only click **Send** inside the box when you really want the email to go to the customer's address; in this lesson you click **Discard**, so no email leaves the system.

Step 7 - Mark the quotation as sent

Click the gear next to the quotation number and choose **Mark Quotation as Sent**.

> *Path:* the quotation screen, the gear next to the quotation number, **Mark Quotation as Sent**

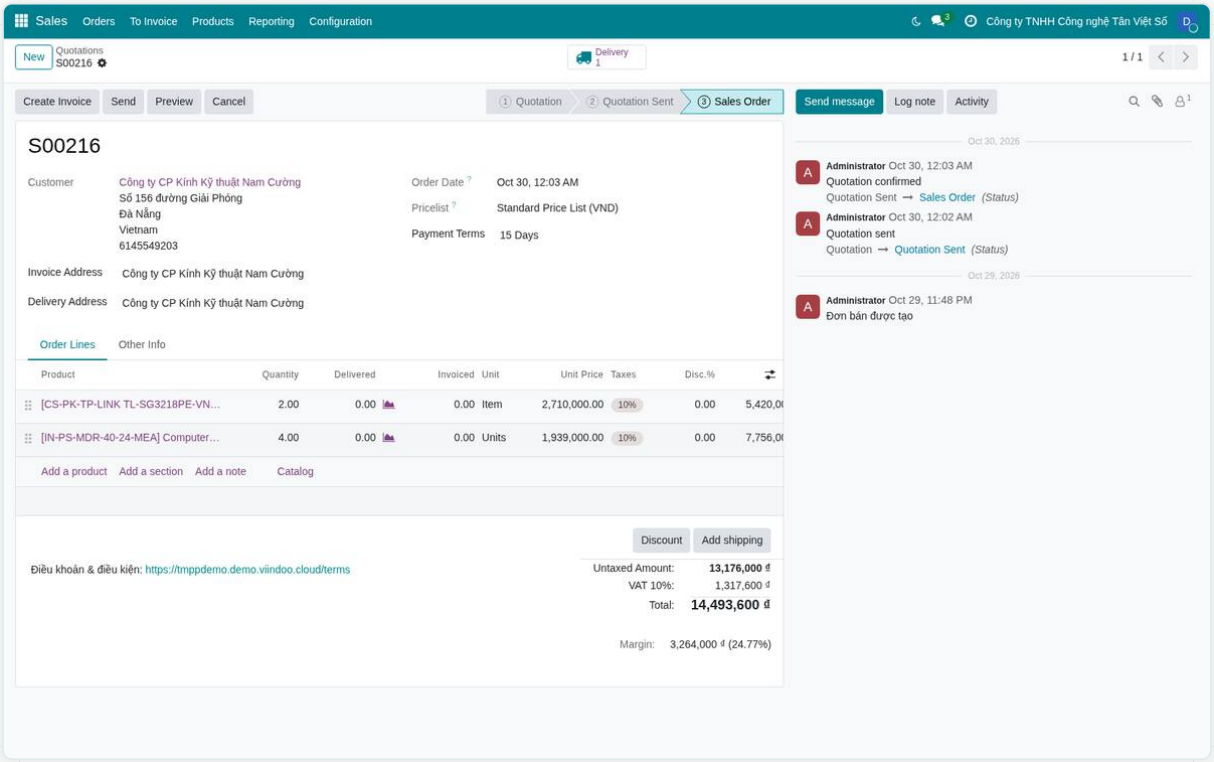


What you should see: the status bar moves to **Quotation Sent**; the chatter records "Quotation sent". Use this when you have already sent the quotation to the customer by another channel.

Step 8 - Confirm the stock-goods order

On the two-line Nam Cường quotation (goods in stock at Kho Hà Nội), click **Confirm**.

> *Path:* `Sales > Orders > Quotations` , open the quotation, the **Confirm** button

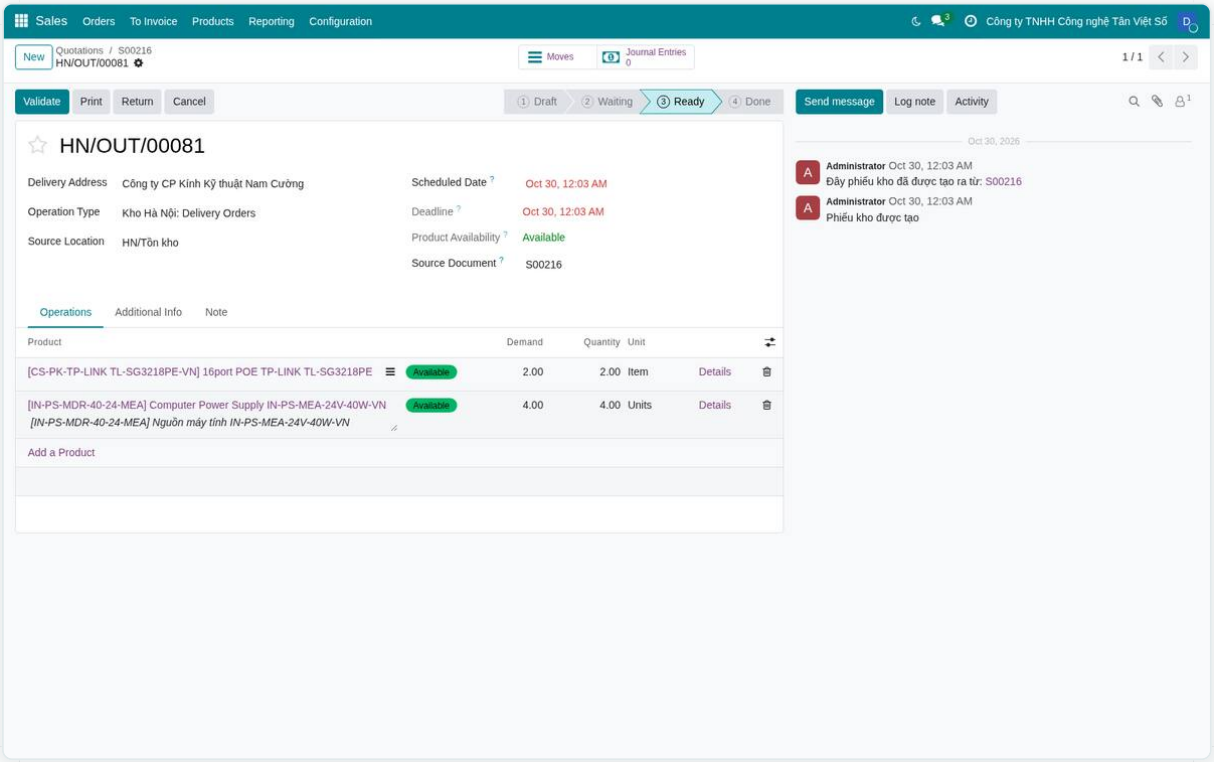


What you should see: the status is **Sales Order**, the **Order Date** is the moment of confirmation, the lines table gains the columns **Delivered** and **Invoiced** (0.00), and at the top there is a **Delivery** button with the number 1. The chatter records "Quotation confirmed".

Step 9 - Open the delivery from Kho Hà Nội

Click the **Delivery** button.

> *Path:* the sales order screen, the **Delivery** button

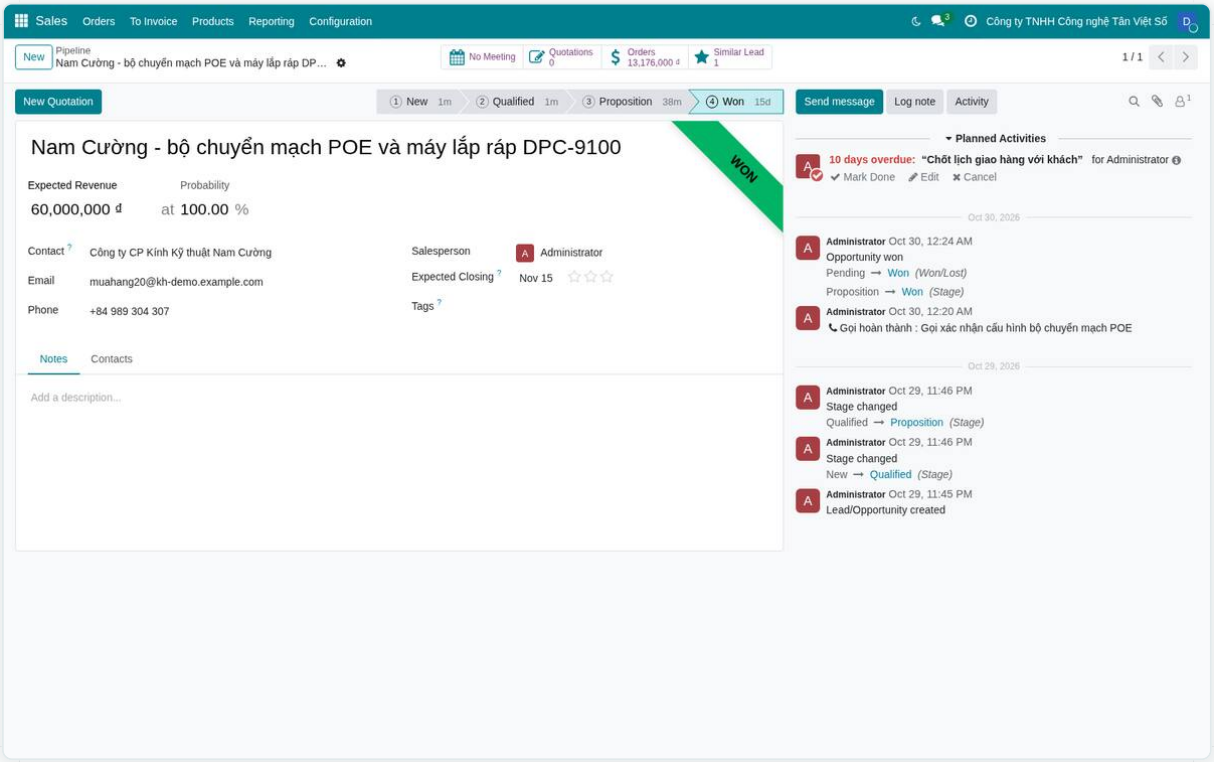


What you should see: a transfer such as HN/OUT/xxxxx, **Operation Type** "Kho Hà Nội: Delivery Orders", **Source Location** "HN/Tồn kho", **Source Document** the sales order number, the status **Ready**, and both lines marked **Available** with quantities 2 and 4. The warehouse keeper validates this transfer to deduct the stock (see the Inventory part). The "Available" figure changes with the real stock at the time your company does the lesson.

Step 10 - Move the opportunity to Won

Open the opportunity you created in the previous lesson and click **Won**.

> *Path:* `CRM > Sales > My Pipeline` , open the opportunity, the **Won** button

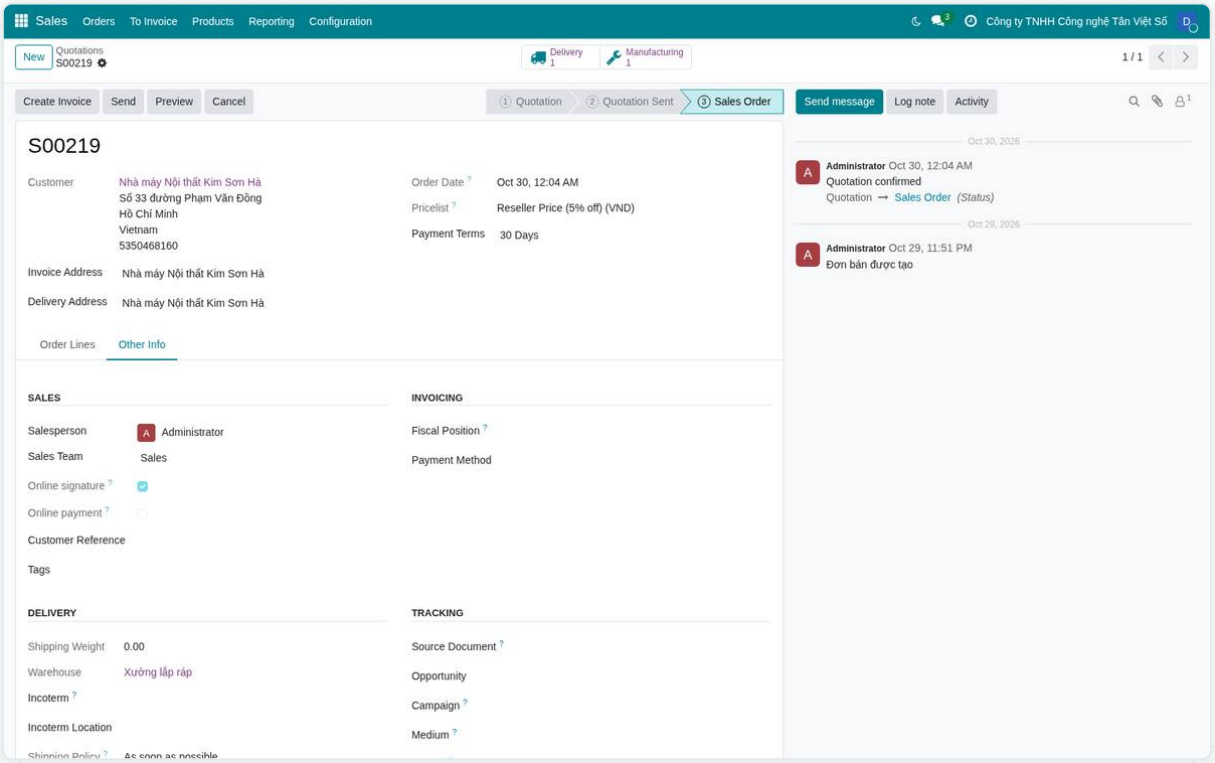


What you should see: the stage bar is at **Won**, the probability is 100 %, and the opportunity card sits in the **Won** column of the pipeline. Confirming the sales order does not move the opportunity to Won by itself: the salesperson clicks **Won** to close it.

Step 11 - Create a quotation for a machine assembled to order

Create a new quotation for **Nhà máy Nội thất Kim Sơn Hà**, add the line `DPC-9100-THP` (choose **[DPC-9100-THP] All-in-One Computer Set DPC-9100**), quantity `1`. Click the **Other Info** tab and in the **Warehouse** field choose **Xưởng lắp ráp**. Save.

> *Path:* `Sales > Orders > Quotations` , the **New** button; the **Other Info** tab, the **Warehouse** field

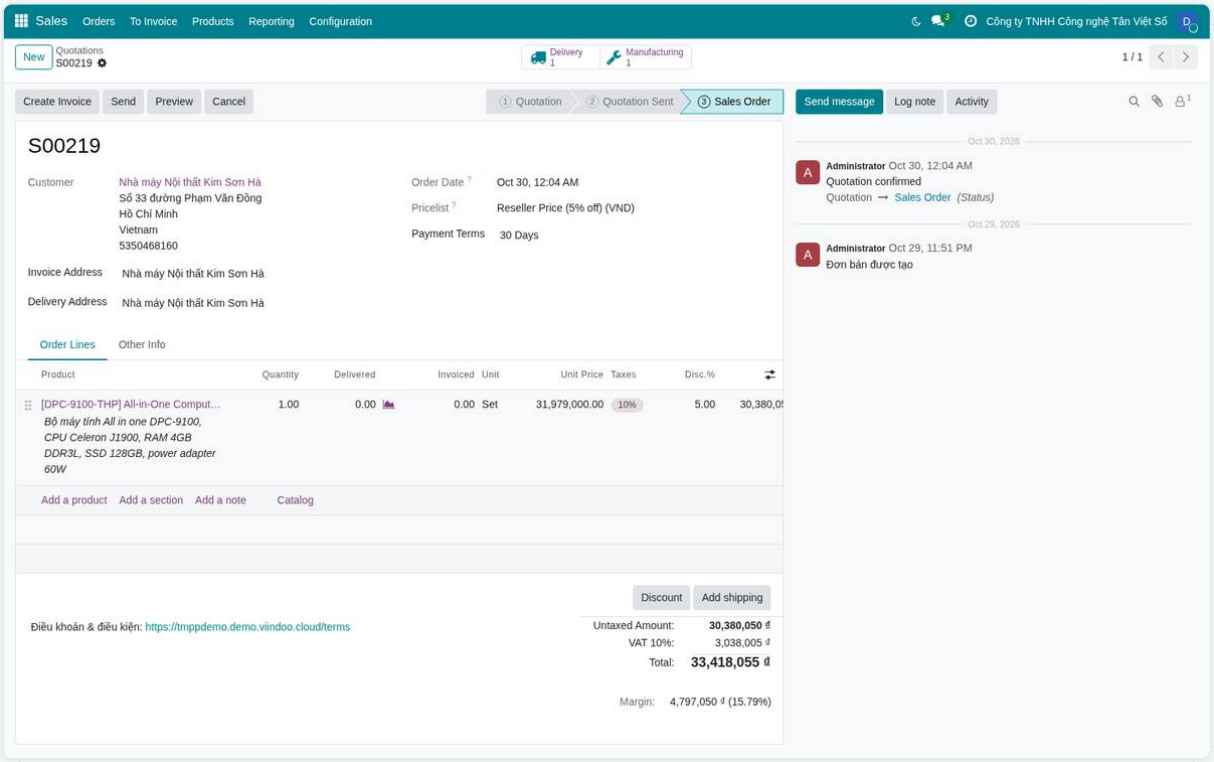


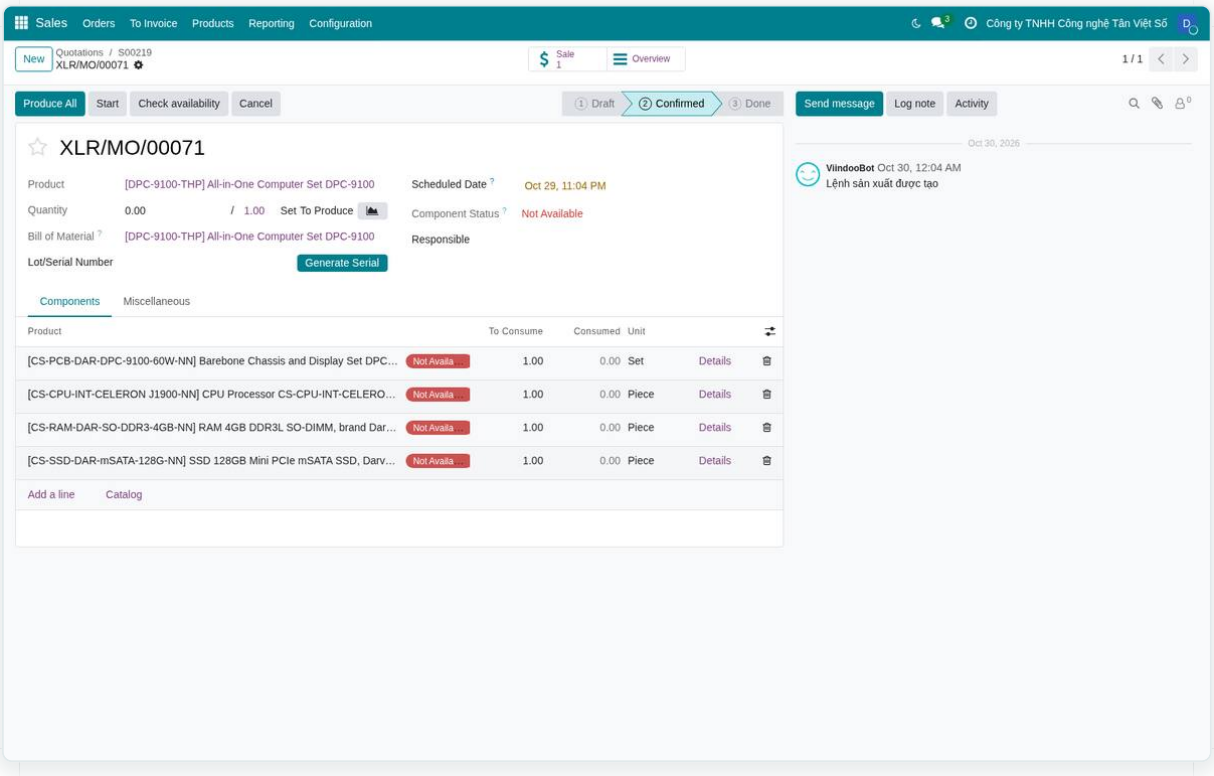
What you should see: Warehouse reads "Xưởng lắp ráp". Because Kim Sơn Hà is a reseller, **Pricelist** is "Reseller Price (5% off) (VND)"; the machine line has the price 31,979,000, **Disc.%** 5.00, **Amount** 30,380,050, **Cost** 25,583,000, **Margin** 4,797,050 (15.79%) and **Total** 33,418,055 (tax included). An assembled machine has a bill of materials; the warehouse must be Xưởng lắp ráp for the system to create the manufacturing order there.

Step 12 - Confirm and see the manufacturing order created by itself

Click **Confirm**, then click the **Manufacturing** button (number 1).

> *Path:* the sales order screen, the **Confirm** button, then the **Manufacturing** button





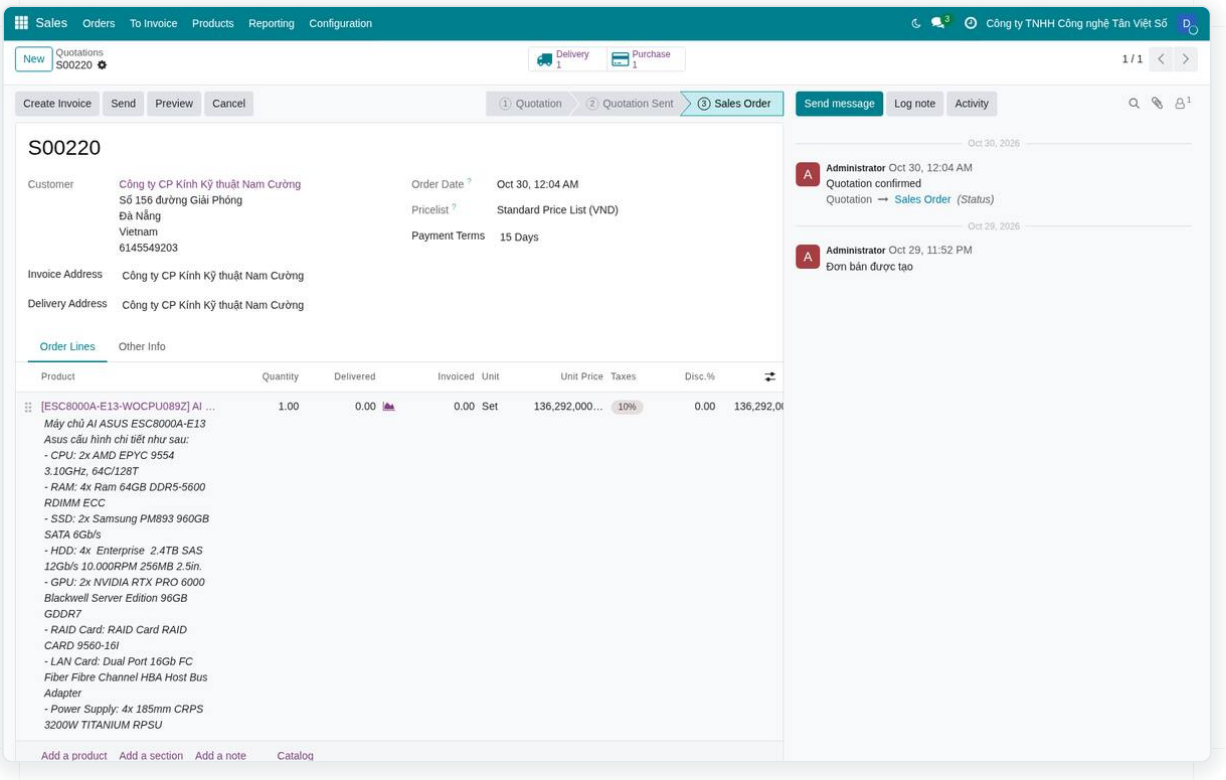
What you should see: after confirmation the order has two buttons, **Delivery** (a transfer out of the Assembly Workshop that waits until the machine is assembled) and **Manufacturing** (the manufacturing order). The order has a code such as XLR/MO/xxxxx and the status **Confirmed**; **Product** is the DPC-9100 machine, quantity 1, **Bill of Material** is the machine's bill of materials, and the **Components** tab lists the components to consume (chassis set, CPU, RAM and SSD drive, one of each). **Component Status** tells you whether the Workshop has all the components; "Not Available" means the Workshop must first be supplied with components (by purchase or

transfer) before assembling (see the Purchasing part and the Assembly to order part). Your company does not need to click **Produce All** in this lesson.

Step 13 - Create and confirm a quotation for a server ordered to order

Create a new quotation for **Công ty CP Kính Kỹ thuật Nam Cường**, add the line `ESC8000A-E13-WOCPU089Z` (choose **AI Server ASUS ESC8000A-E13 Asus**, not the Barebone line), quantity `1`. Leave the warehouse at its default, Kho Hà Nội. Save, then click **Confirm**.

> *Path:* `Sales > Orders > Quotations` , the **New** button, then the **Confirm** button

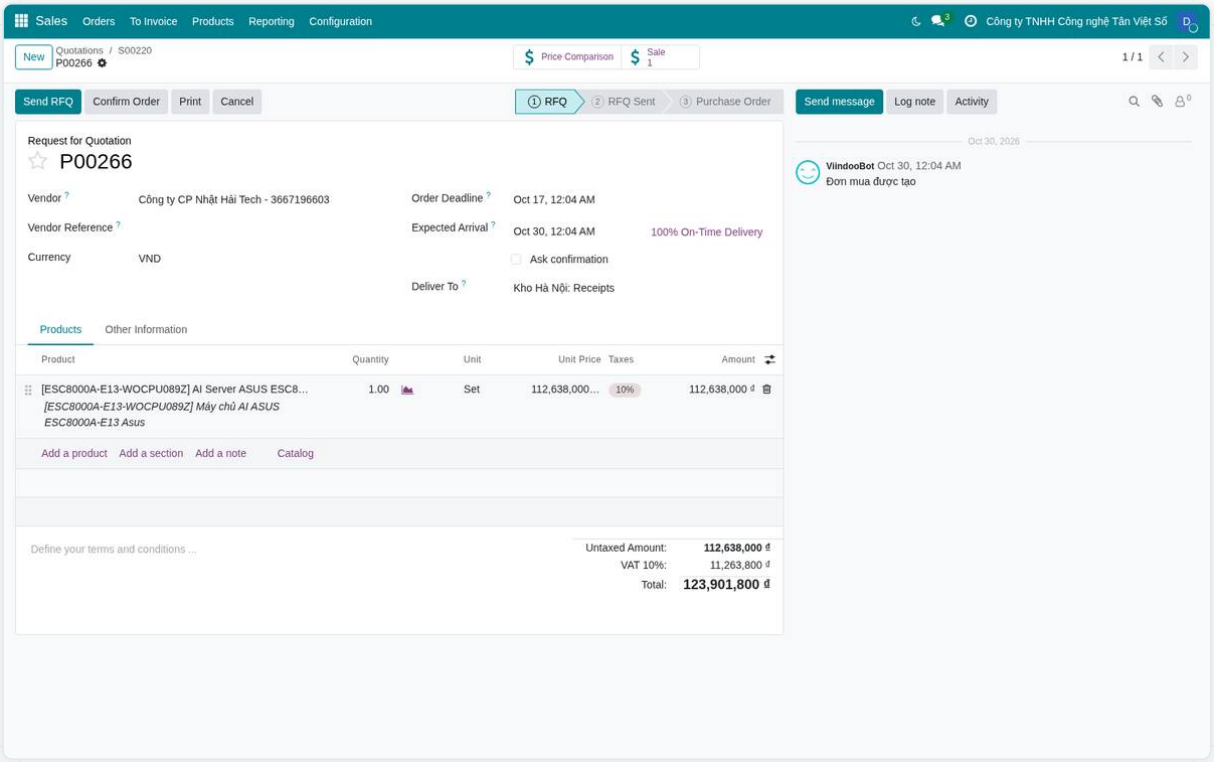


What you should see: the order has a **Delivery** button (a transfer out that waits for the goods to arrive) and a **Purchase** button (number 1). This server has no assembly bill of materials but it has a supplier, so the system switches to purchasing to order. The selling price is 136,292,000 before tax, total 149,921,200; **Cost** 112,638,000, **Margin** 23,654,000 (17.36%).

Step 14 - See the supplier request for quotation created by itself

Click the **Purchase** button.

> *Path:* the sales order screen, the **Purchase** button

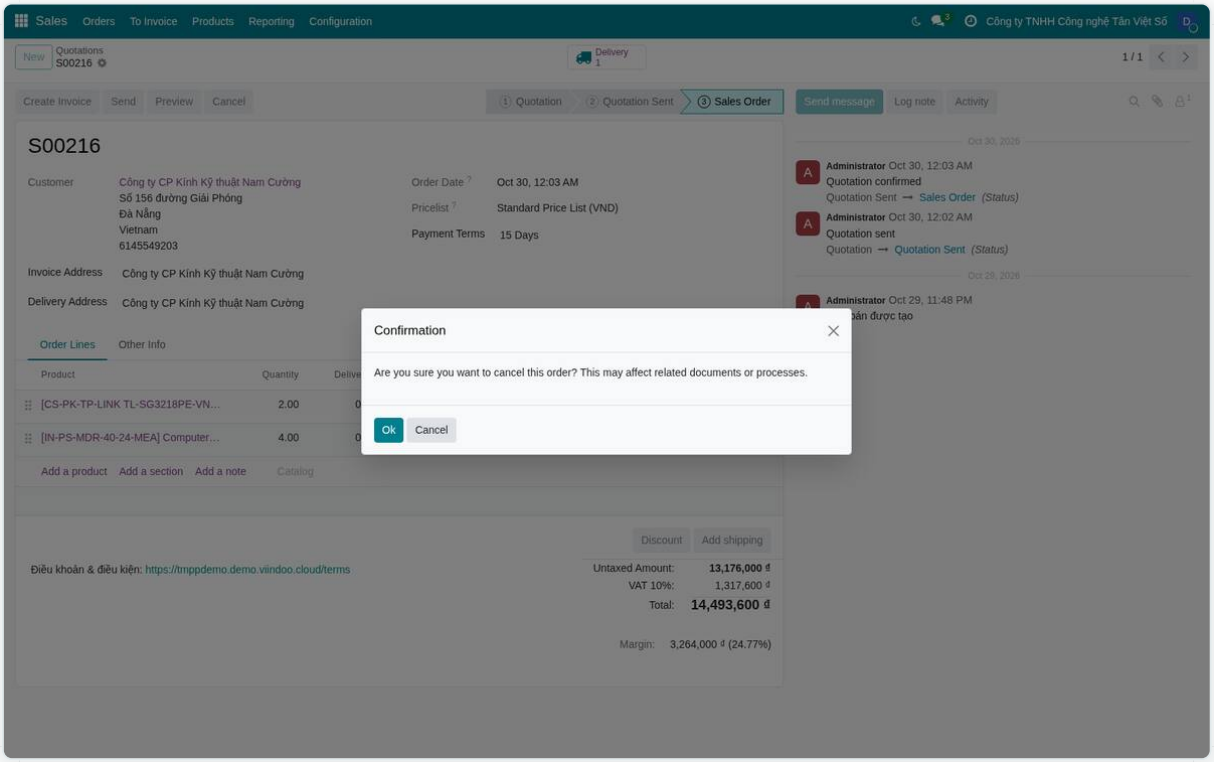


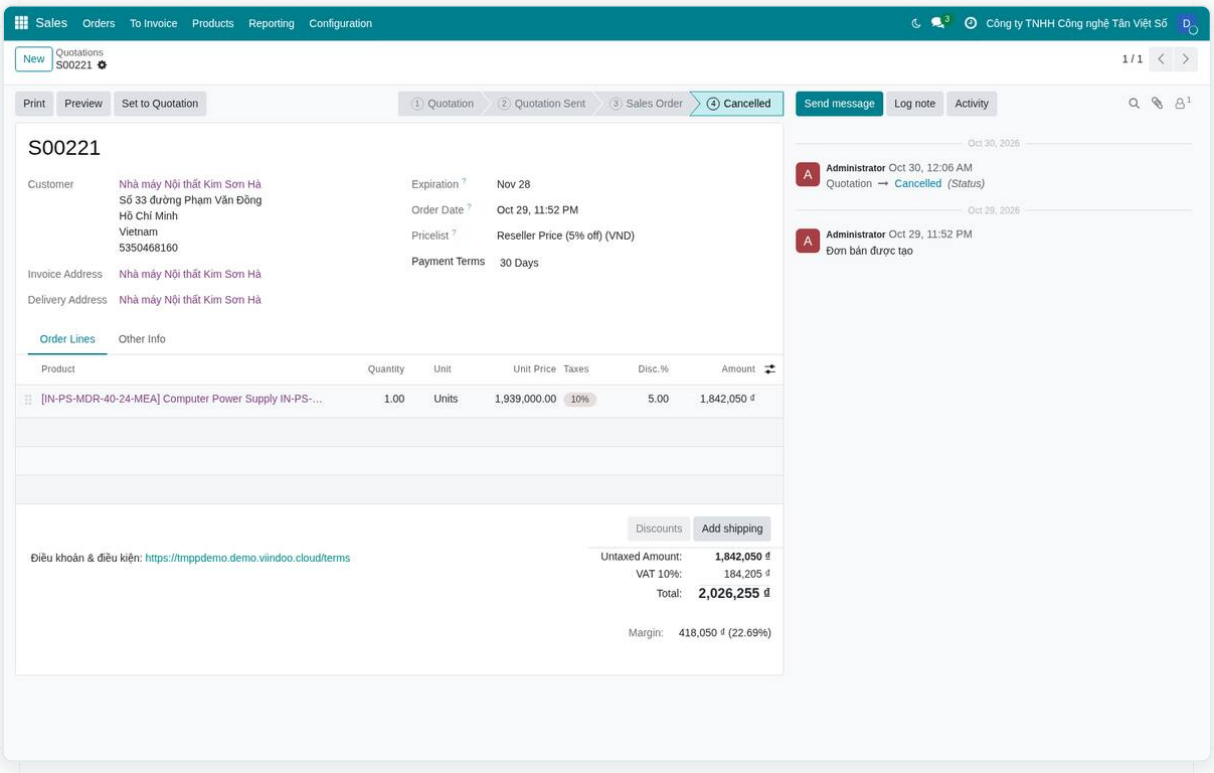
What you should see: a new **Request for Quotation** (a code such as Pxxxxx) in the status **RFQ**, the **Vendor** already filled in (in the trial run: Công ty CP Nhật Hải Tech), **Deliver To** "Kho Hà Nội: Receipts", one server line of 1 set, the unit price taken from the vendor price list (112,638,000) and a total of 123,901,800; the **Sale** button at the top leads back to the sales order. Every sales order creates its own request. Your company only looks at it here; sending and confirming the request is the job of the purchasing staff (see the Purchasing part), so do not click **Confirm Order** in this lesson.

Step 15 - Cancel a quotation

Create a new quotation for Kim Sơn Hà with one line **IN-PS-MDR-40-24-MEA**, quantity 1, and save. Click **Cancel**. In the **Confirmation** box that asks "Are you sure you want to cancel this order? This may affect related documents or processes." click **Ok**.

> *Path:* `Sales > Orders > Quotations` , open the quotation, the **Cancel** button



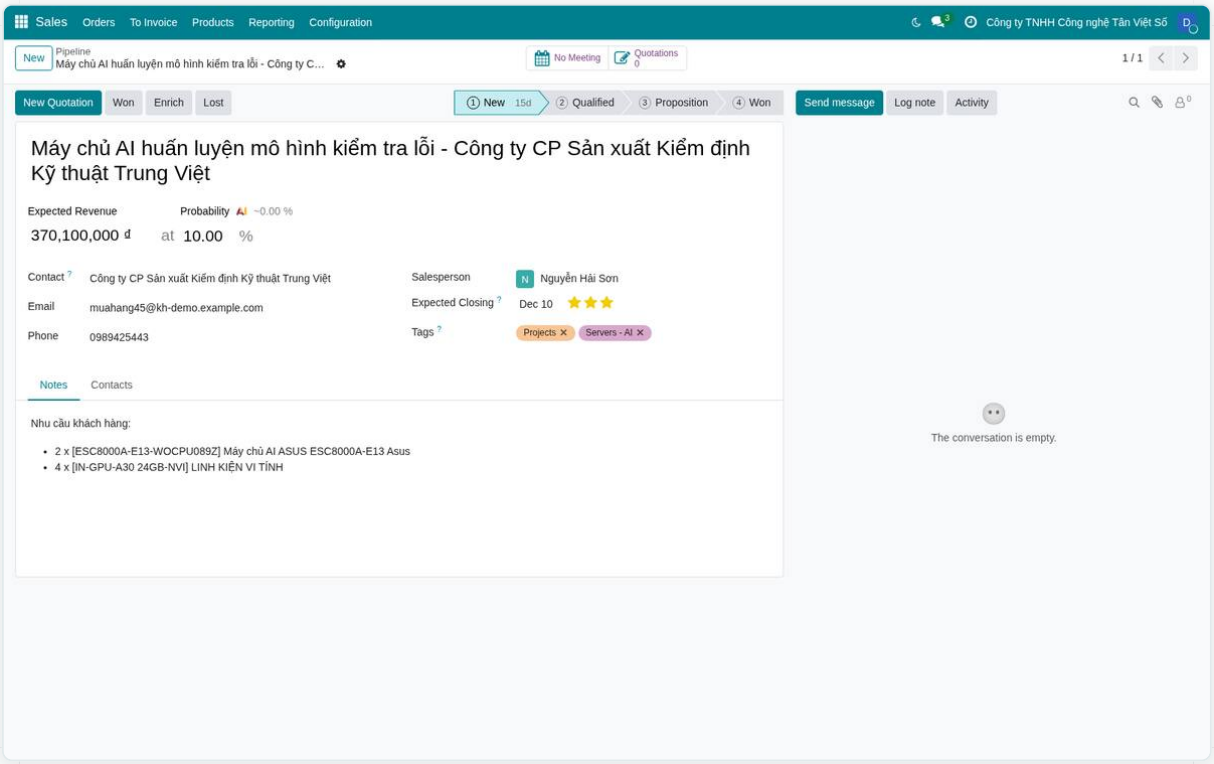


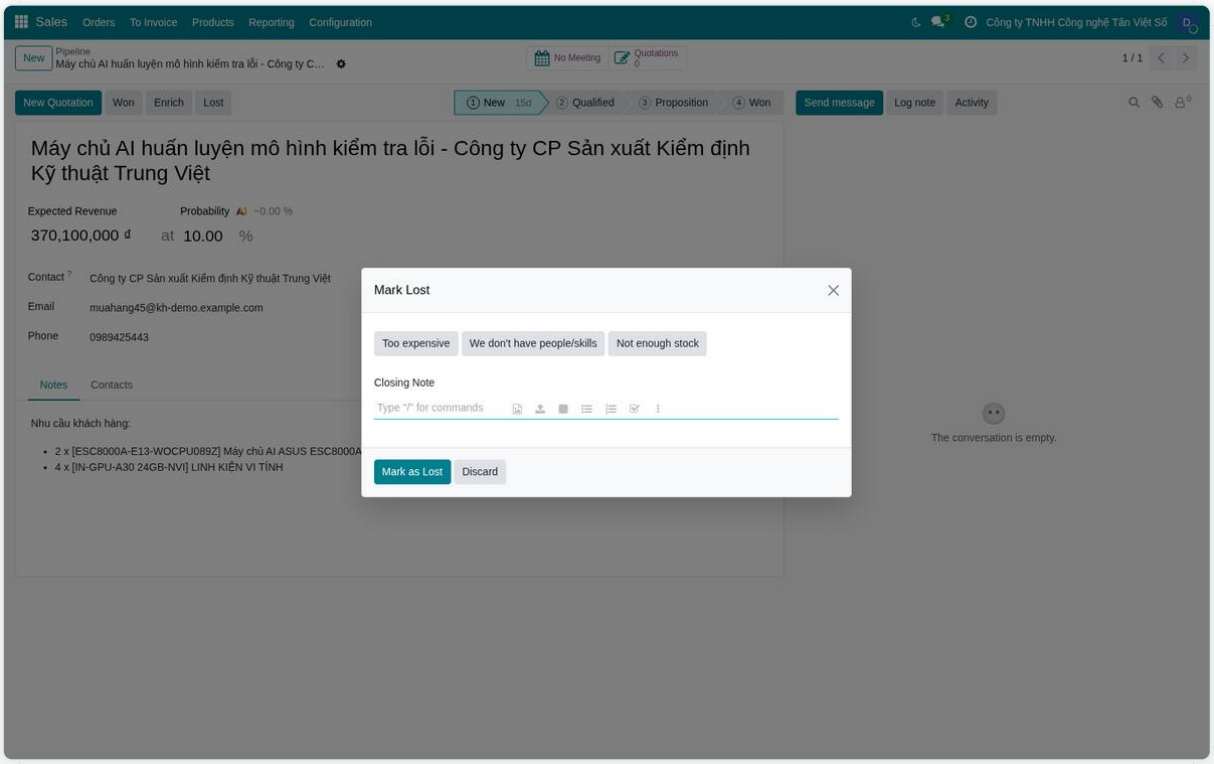
What you should see: the quotation moves to the status **Cancelled**; the remaining buttons are **Print**, **Preview** and **Set to Quotation** (to reopen it if the customer changes their mind). A cancelled quotation creates no transfer, manufacturing order or purchase request.

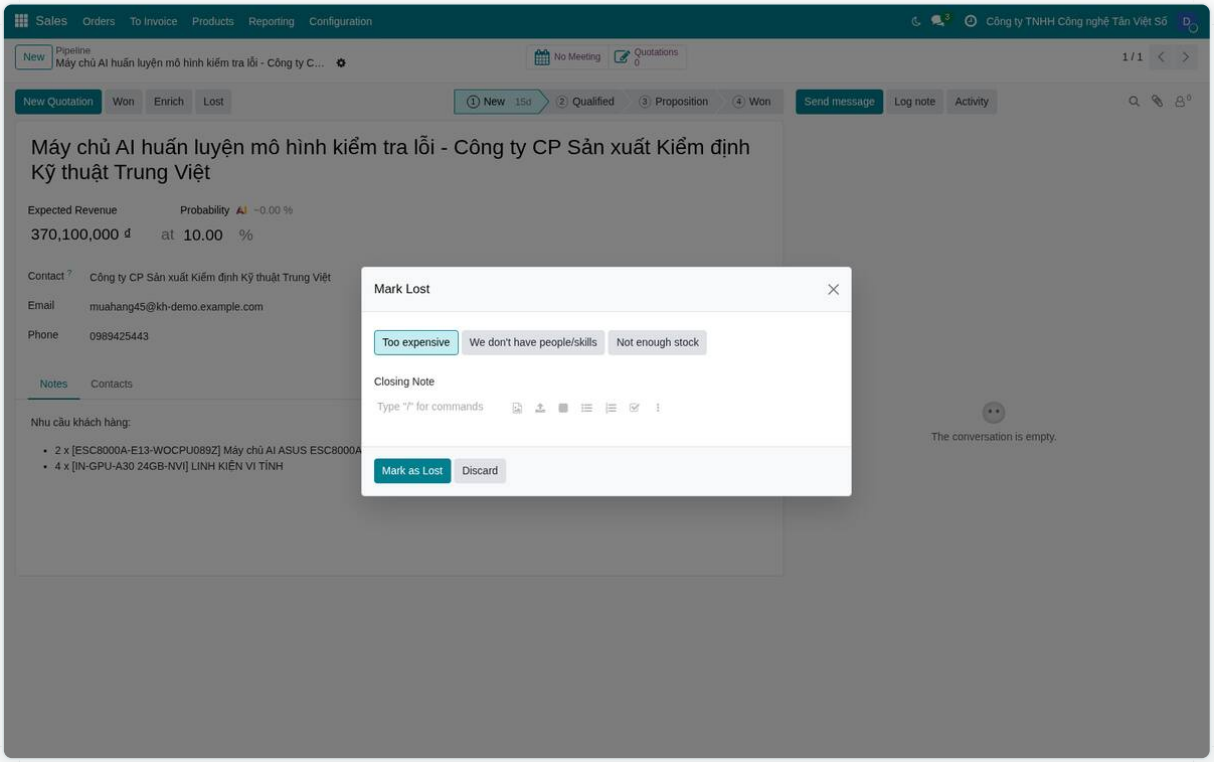
Step 16 - Mark an opportunity as lost

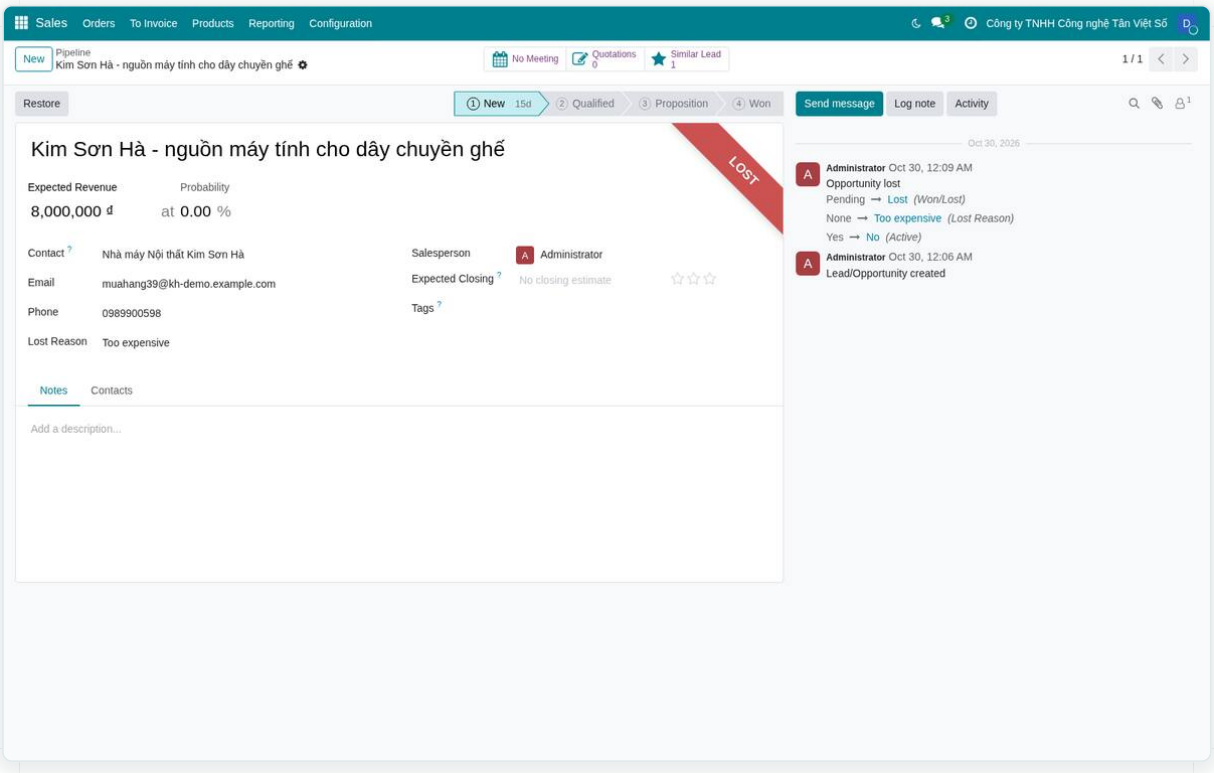
In the sales pipeline quickly add an opportunity for **Nhà máy Nội thất Kim Sơn Hà** named `Kim Sơn Hà - nguồn máy tính cho dây chuyền ghế`, revenue `8000000`. Open the card, click **Lost**, choose the reason **Too expensive**, and click **Mark as Lost**.

> *Path:* `CRM > Sales > My Pipeline`, open the opportunity, the **Lost** button









What you should see: the **Mark Lost** box lists the reasons **Too expensive**, **We don't have people/skills**, **Not enough stock** and a **Closing Note** field. After you mark it, the opportunity carries the **LOST** stamp, the **Lost Reason** field reads "Too expensive", the probability goes back to 0 and the **Restore** button appears. A lost opportunity is archived and disappears from the sales pipeline; the **Restore** button brings it back.

12 SALES AND CRM REPORTS

About 20 minutes. By the end of this lesson your company knows which report answers each management question about sales and CRM, and can read the margin by customer, salesperson and product. This lesson is view-only and creates no documents. The figures in the reports change with the date and with the documents people are working on in the system, so the lesson only describes how to read them.

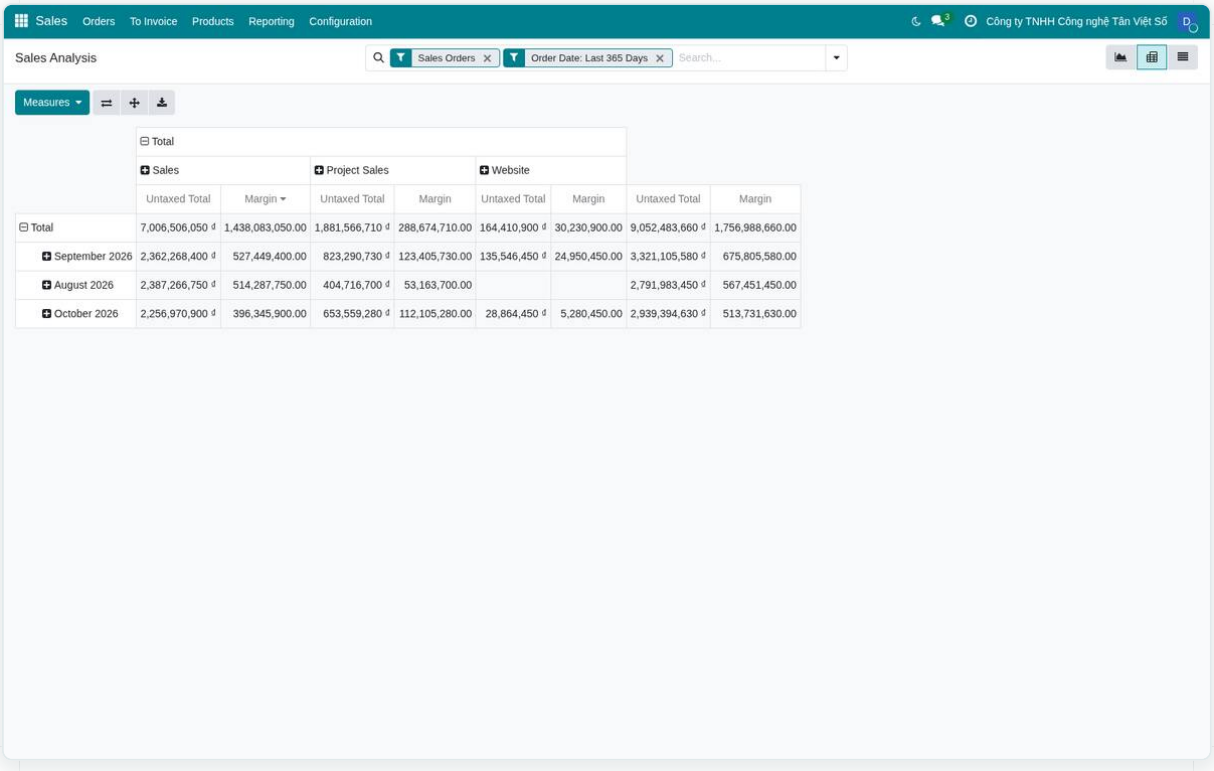
Report name	Path	Question it answers
Sales Analysis	`Sales > Reporting > Sales`	What are the revenue and margin of each month, split by sales team (Sales, Project Sales, Website)?
Sales Analysis By Customers	`Sales > Reporting > Customers`	Which customers bring the most revenue and margin? How much lower is the margin on resellers than on regular customers?
Sales Analysis By Salespersons	`Sales > Reporting > Salespersons`	How much does each salesperson sell and how much margin do they bring in?
Sales Analysis By Products	`Sales > Reporting > Products`	Which products sell best and which earn the most margin?
Forecast	`CRM > Reporting > Forecast`	How much revenue is expected to close in each month (multiplied by probability)? How many opportunities have no closing date yet?
Activities	`CRM > Reporting > Activities`	How many calls and to-dos has each salesperson completed, by month and by type?
Pipeline Analysis	`CRM > Reporting > Pipeline`	Which stage are the opportunities in, how much are they worth, by expected closing month? The cohort and map views are below.
Leads Analysis	`CRM > Reporting > Leads`	How are leads and opportunities created by month and by sales team?
Sales pipeline cohort	`CRM > Sales > My Pipeline`, the **Cohort** view	For opportunities created in the same week, what percentage has closed after how many weeks?
Opportunity map	`CRM > Sales > My Pipeline`, the **Map** view	Where are the opportunities, by customer address?
Activities on opportunities	`CRM > Sales > My Pipeline`, the **Activity** view	Which activities does each opportunity have, of which type, and due when?

Report name	Path	Question it answers
My Activities	`CRM > Sales > My Activities`	What do I have to do today, on which opportunity?
My Quotations	`CRM > Sales > My Quotations`	In which status are the quotations I created?
Approver Workload, Approval Analysis, Overview	`Approval > Reports`	How many approval requests (including low-margin quotations) are waiting, approved or refused?
Invoice & Bill Analysis	`Accounting > Reporting > Management > Invoice & Bill Analysis`	How much has been invoiced (see the Accounting part).

Step 1 - Read the margin by month and by team

Click **Sales**, open the **Reporting** menu, and click **Sales**. Click the **Pivot** icon in the top right corner. Click **Measures**, tick **Untaxed Total** and **Margin**, and untick **Qty Ordered**.

> *Path:* `Sales > Reporting > Sales`

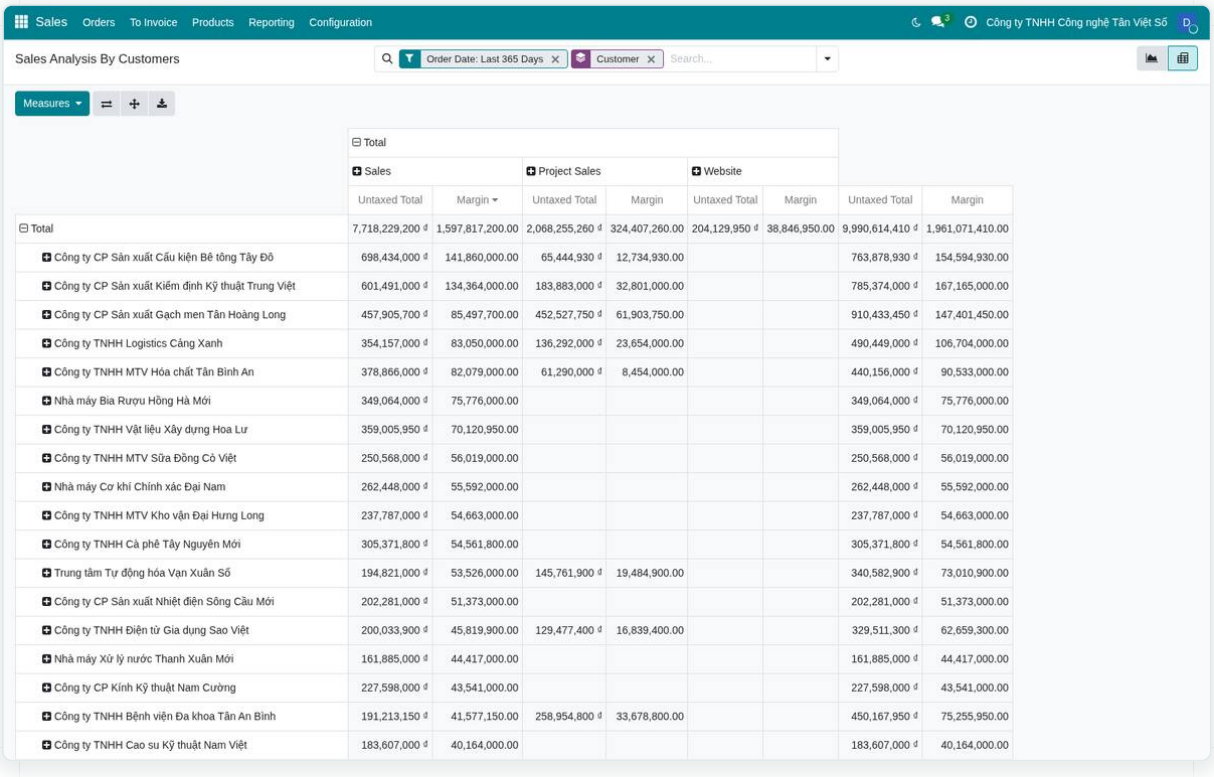


What you should see: the rows are the order months, the columns are the teams (Sales, Project Sales, Website) plus a **Total** column; each group has two measures, **Untaxed Total** and **Margin**. By default the report opens as a chart of the quantity ordered, so you need to switch to **Pivot** and change **Measures** as above to see the margin. The default filter is sales orders in the last 365 days.

Step 2 - Read the margin by customer

Click **Sales**, open the **Reporting** menu, and click **Customers**. Switch to **Pivot**, choose the **Measures** as in step 1, and click the **Margin** column header twice to sort from high to low.

> *Path:* `Sales > Reporting > Customers`



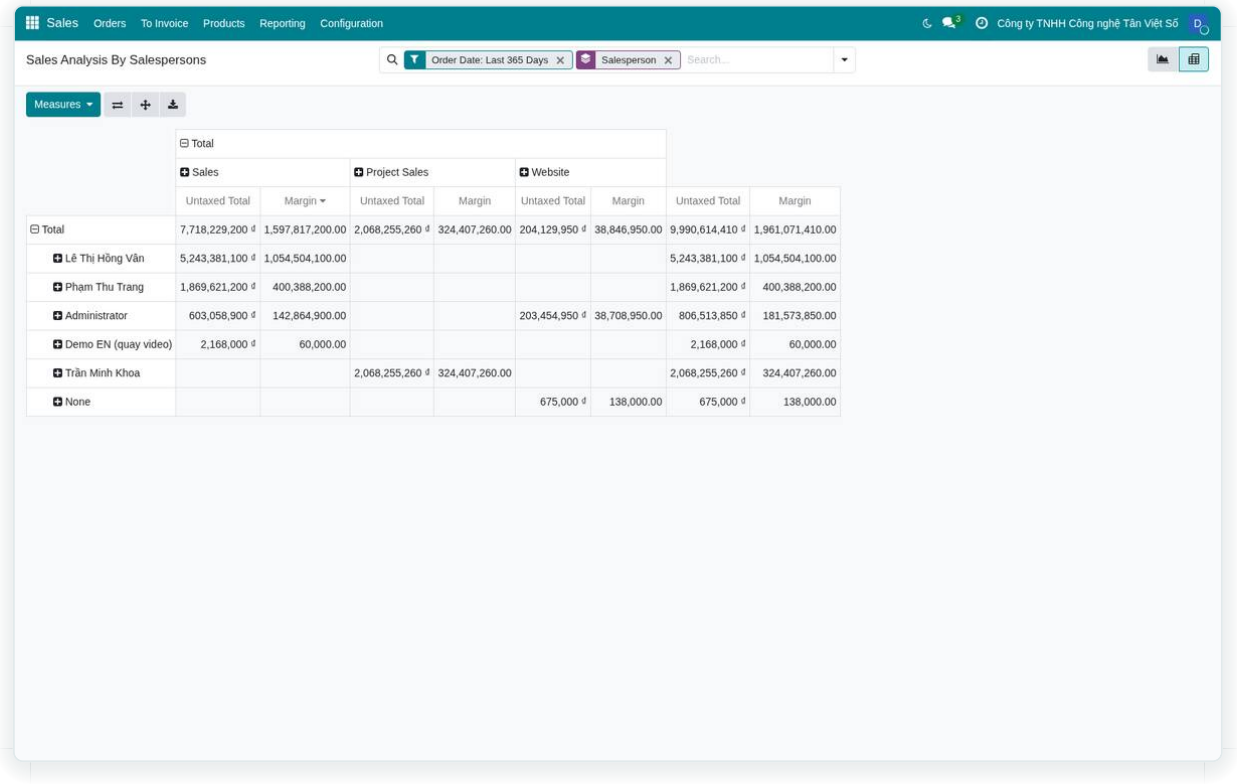
	Total							
	Sales		Project Sales		Website			
	Untaxed Total	Margin	Untaxed Total	Margin	Untaxed Total	Margin	Untaxed Total	Margin
Total	7,718,229,200 ₫	1,597,817,200.00	2,068,255,260 ₫	324,407,260.00	204,129,950 ₫	38,846,950.00	9,990,614,410 ₫	1,961,071,410.00
Công ty CP Sản xuất Cấu kiện Bê tông Tây Đô	698,434,000 ₫	141,860,000.00	65,444,930 ₫	12,734,930.00			763,878,930 ₫	154,594,930.00
Công ty CP Sản xuất Kiểm định Kỹ thuật Trung Việt	601,491,000 ₫	134,364,000.00	183,883,000 ₫	32,801,000.00			785,374,000 ₫	167,165,000.00
Công ty CP Sản xuất Gạch men Tân Hoàng Long	457,905,700 ₫	85,497,700.00	452,527,750 ₫	61,903,750.00			910,433,450 ₫	147,401,450.00
Công ty TNHH Logistics Cảng Xanh	354,157,000 ₫	83,050,000.00	136,292,000 ₫	23,654,000.00			490,449,000 ₫	106,704,000.00
Công ty TNHH MTV Hóa chất Tân Bình An	378,866,000 ₫	82,079,000.00	61,290,000 ₫	8,454,000.00			440,156,000 ₫	90,533,000.00
Nhà máy Bia Rượu Hồng Hà Mới	349,064,000 ₫	75,776,000.00					349,064,000 ₫	75,776,000.00
Công ty TNHH Vật liệu Xây dựng Hoa Lư	359,005,950 ₫	70,120,950.00					359,005,950 ₫	70,120,950.00
Công ty TNHH MTV Sữa Đồng Cỏ Việt	250,568,000 ₫	56,019,000.00					250,568,000 ₫	56,019,000.00
Nhà máy Cơ khí Chính xác Đại Nam	262,448,000 ₫	55,592,000.00					262,448,000 ₫	55,592,000.00
Công ty TNHH MTV Kho vận Đại Hưng Long	237,787,000 ₫	54,663,000.00					237,787,000 ₫	54,663,000.00
Công ty TNHH Cà phê Tây Nguyên Mới	305,371,800 ₫	54,561,800.00					305,371,800 ₫	54,561,800.00
Trung tâm Tự động hóa Vạn Xuân Số	194,821,000 ₫	53,526,000.00	145,761,900 ₫	19,484,900.00			340,582,900 ₫	73,010,900.00
Công ty CP Sản xuất Nhiệt điện Sông Cầu Mới	202,281,000 ₫	51,373,000.00					202,281,000 ₫	51,373,000.00
Công ty TNHH Điện tử Gia dụng Sao Việt	200,033,900 ₫	45,819,900.00	129,477,400 ₫	16,839,400.00			329,511,300 ₫	62,659,300.00
Nhà máy Xử lý nước Thanh Xuân Mới	161,885,000 ₫	44,417,000.00					161,885,000 ₫	44,417,000.00
Công ty CP Kính Kỹ thuật Nam Cường	227,598,000 ₫	43,541,000.00					227,598,000 ₫	43,541,000.00
Công ty TNHH Bệnh viện Đa khoa Tân An Bình	191,213,150 ₫	41,577,150.00	258,954,800 ₫	33,678,800.00			450,167,950 ₫	75,255,950.00
Công ty TNHH Cao su Kỹ thuật Nam Việt	183,607,000 ₫	40,164,000.00					183,607,000 ₫	40,164,000.00

What you should see: each row is a customer (filtered to the last 365 days), the customer with the highest margin is at the top, and the columns are split by sales team. To find Nam Cường or Kim Sơn Hà, type the customer name in the search box. Divide the **Margin** by the **Untaxed Total** of a customer to get that customer's margin percentage; resellers are usually lower than regular customers because the reseller price is 5 % off.

Step 3 - Read the margin by salesperson

Click **Sales**, open the **Reporting** menu, click **Salespersons**, switch to **Pivot**, and choose the measures as above.

> *Path:* `Sales > Reporting > Salespersons`

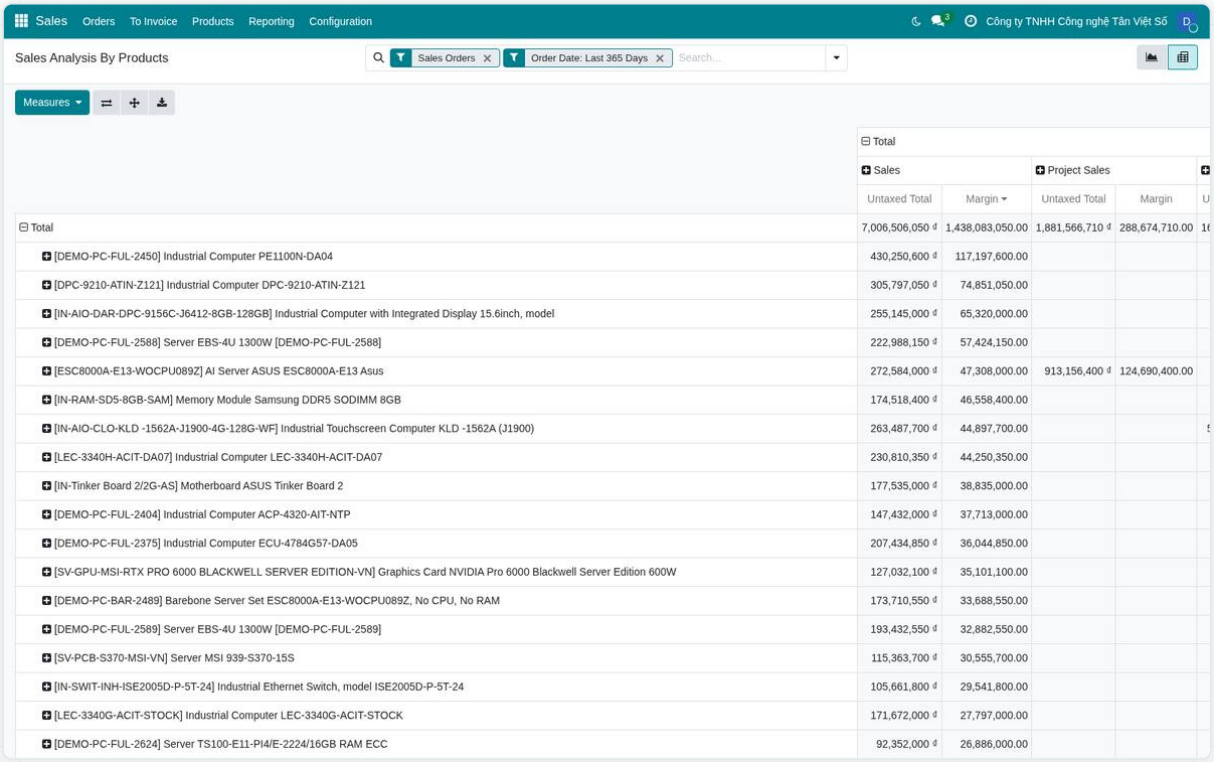


What you should see: each row is a salesperson (and a row "None" for orders with no salesperson assigned), and the columns are split by team. A quotation a salesperson creates while doing this lesson lands in that person's own row.

Step 4 - Read the margin by product

Click **Sales**, open the **Reporting** menu, click **Products**, switch to **Pivot**, and choose the measures as above.

> *Path:* `Sales > Reporting > Products`

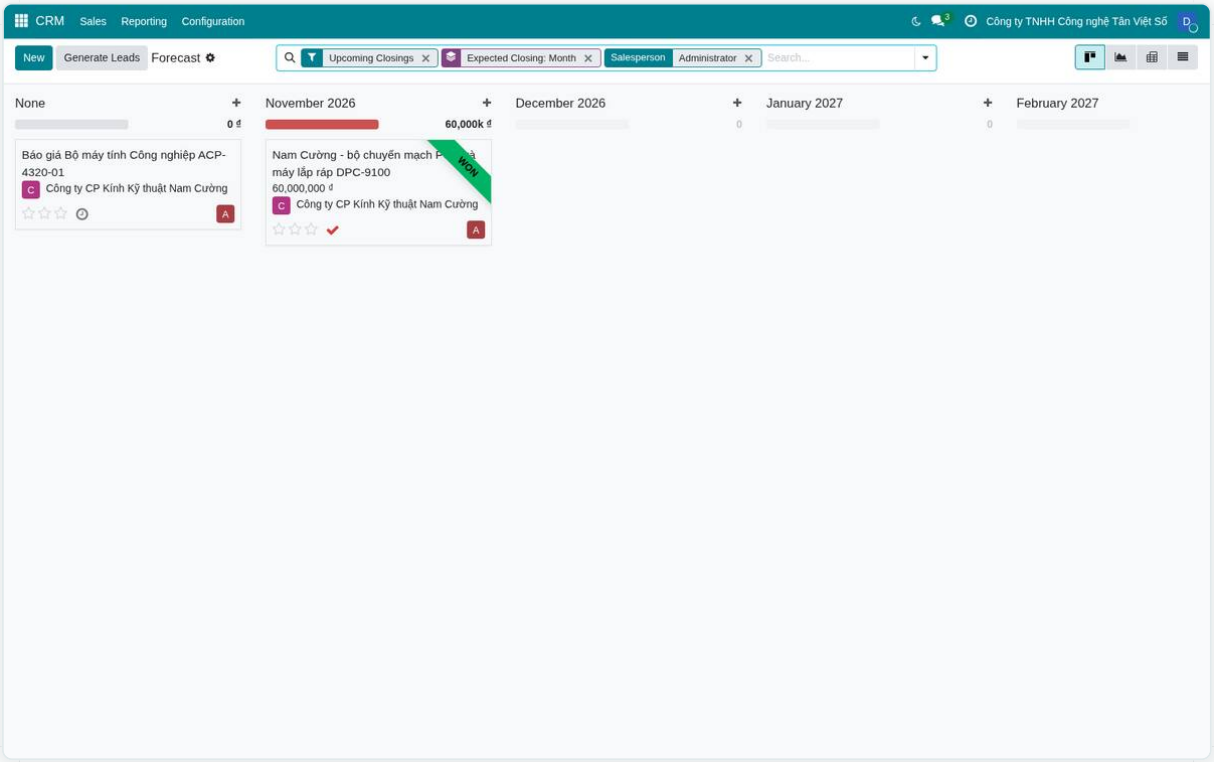


What you should see: each row is a product (with its code in square brackets), sorted by margin. The table is wide; scroll sideways to see the columns of the other teams.

Step 5 - See the CRM revenue forecast

Click **CRM**, open the **Reporting** menu, and click **Forecast**.

> *Path:* `CRM > Reporting > Forecast`

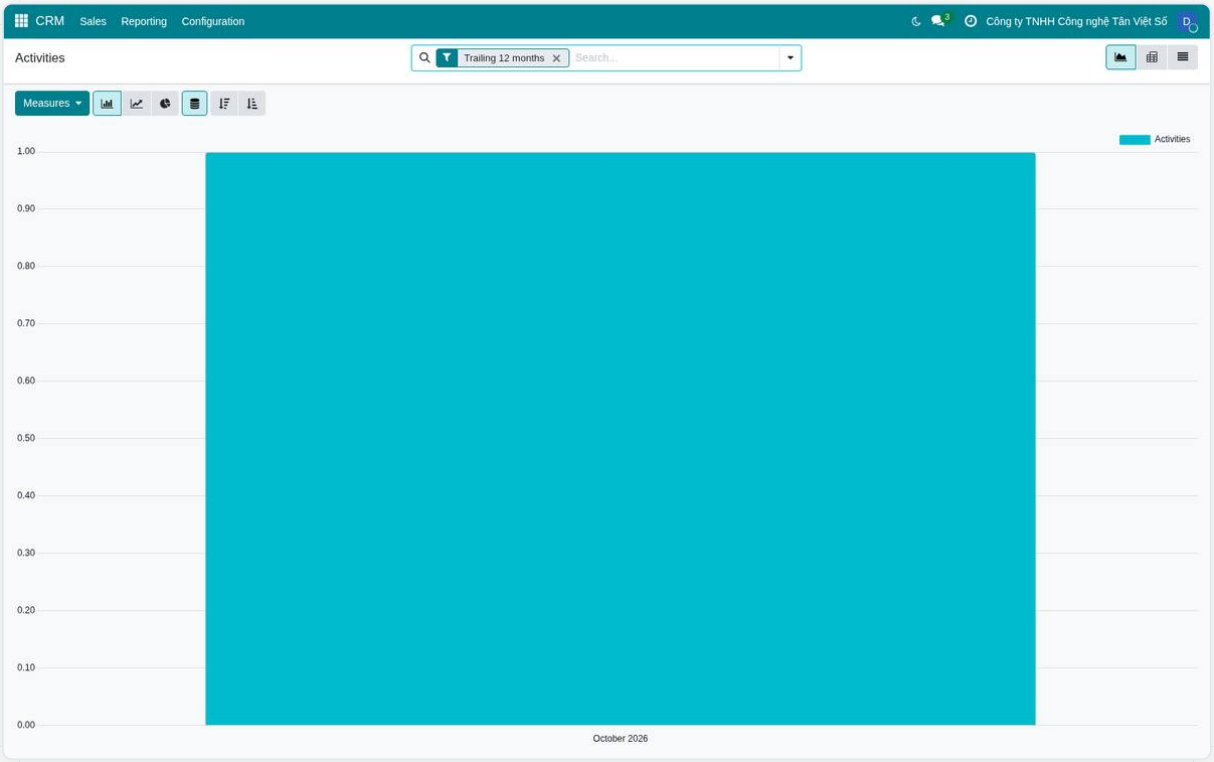


What you should see: the columns by expected closing month; the first column is "None" for opportunities without a closing date. The total at the head of a column is the expected revenue multiplied by probability: an open opportunity is counted by its current probability, and a won opportunity (a card with the **WON** stamp) is counted in full. In the screenshot, the 60,000,000 opportunity of Nam Cường has an expected closing date of 15 November, so it sits in the November 2026 column. By default only your own opportunities are shown; remove the filters to see the whole team. For an opportunity to land in the right month, fill in **Expected Closing** on the opportunity screen.

Step 6 - See the activities report

Click **CRM**, open the **Reporting** menu, and click **Activities**.

> *Path:* `CRM > Reporting > Activities`

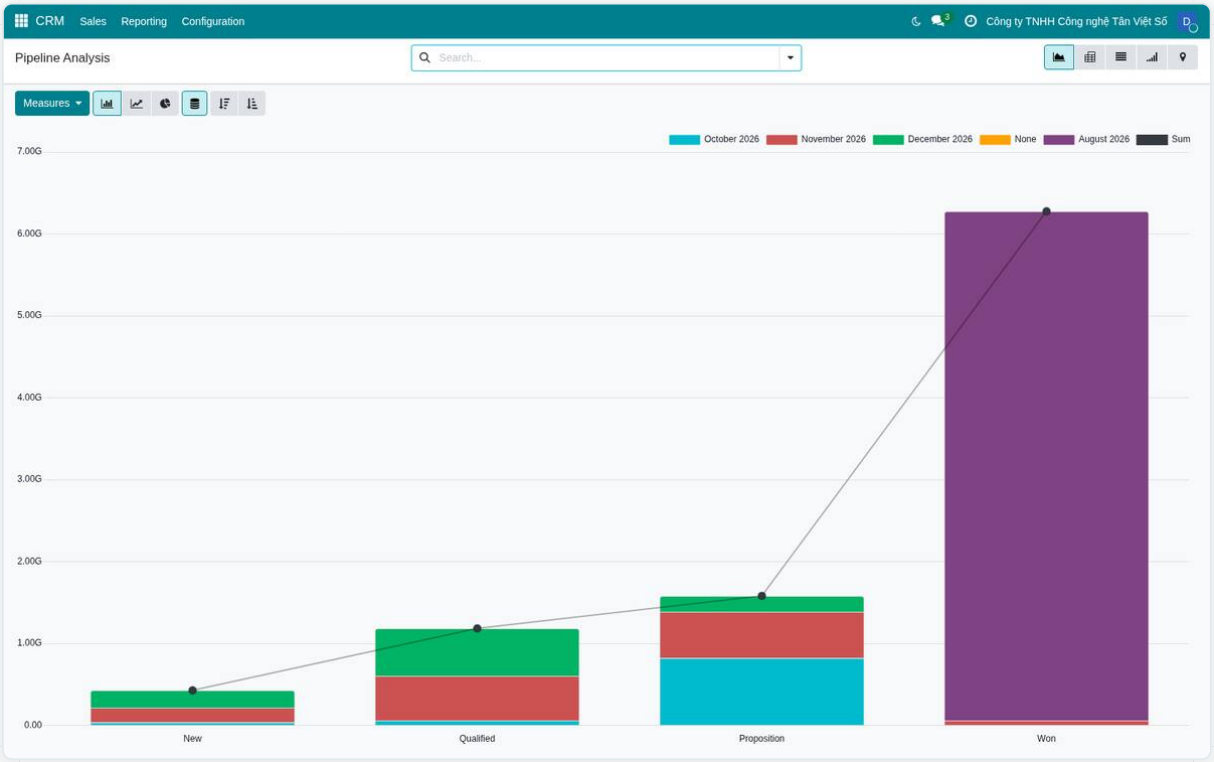


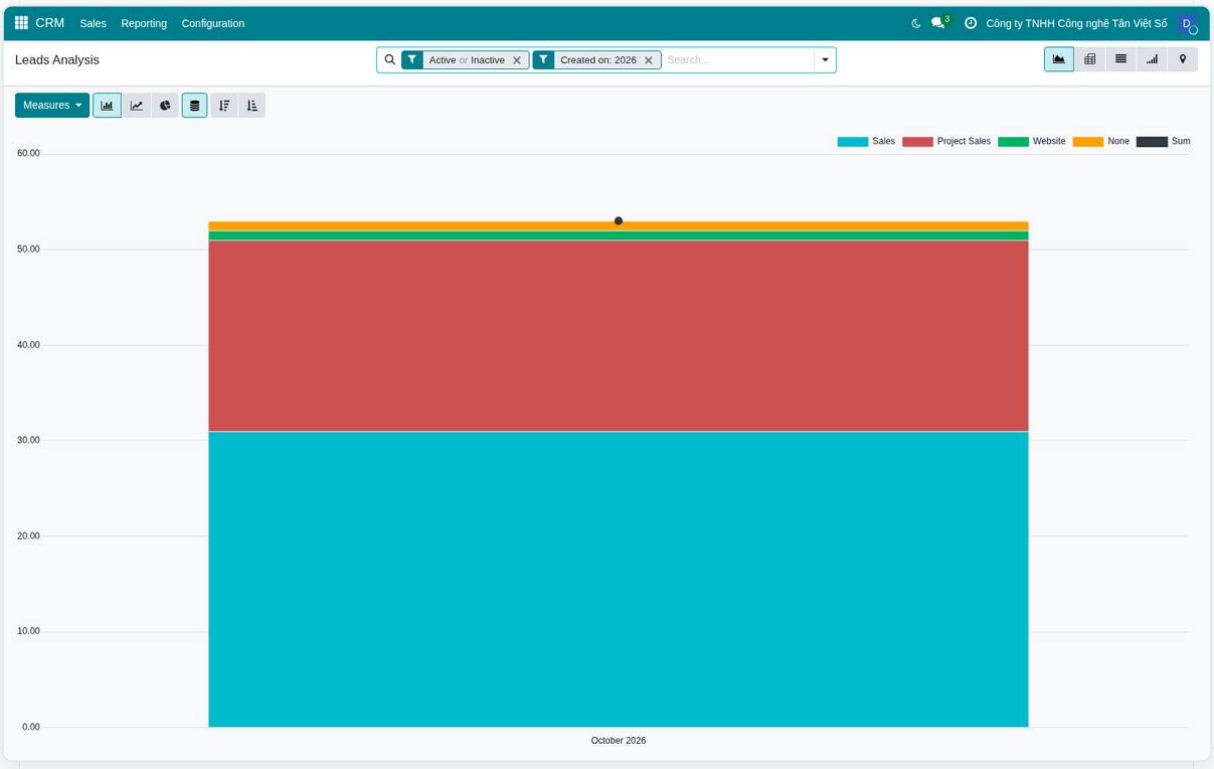
What you should see: a chart of the completed activities by month (the default filter is the trailing 12 months). The report only counts activities that were marked done with **Mark Done**; when no activity has been completed, the screen shows an empty-state message with a faded sample chart. The call completed in the previous lesson is counted in the October 2026 column.

Step 7 - See the pipeline analysis and the leads analysis

Click **CRM**, open the **Reporting** menu, and click **Pipeline**; then open **Leads**.

> *Path:* `CRM > Reporting > Pipeline` , and `CRM > Reporting > Leads`



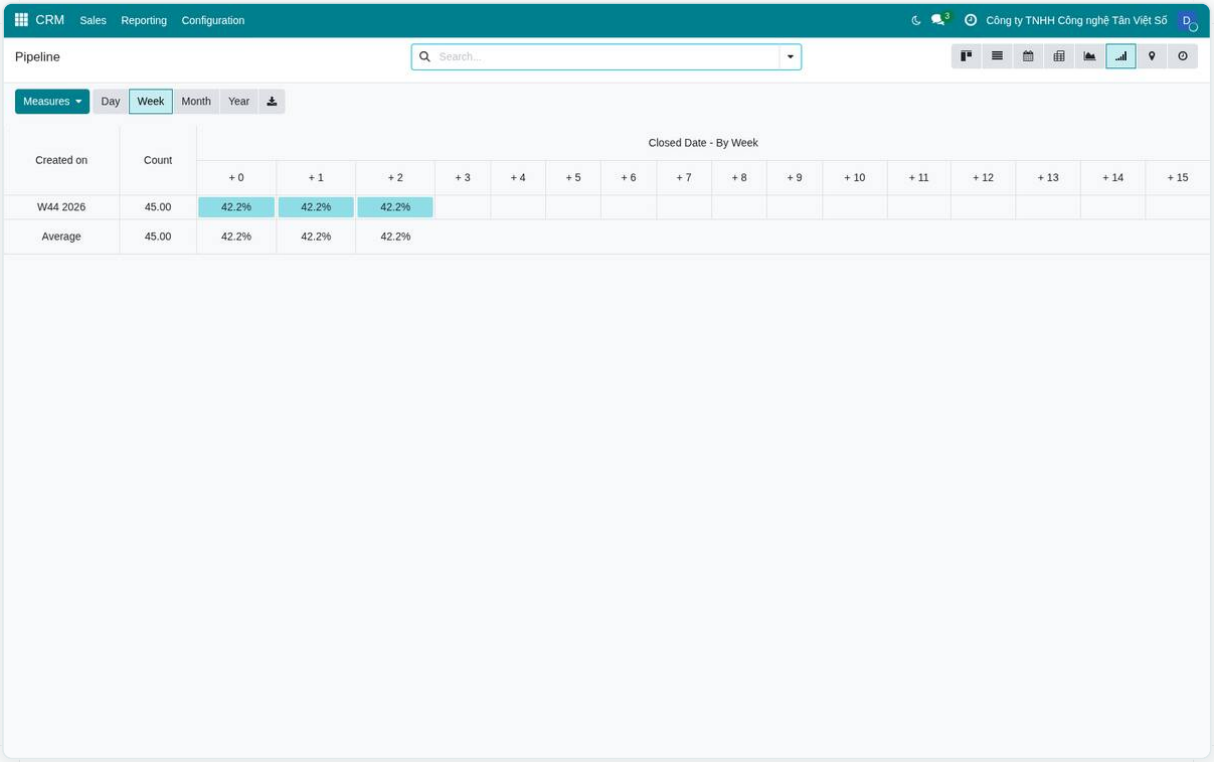


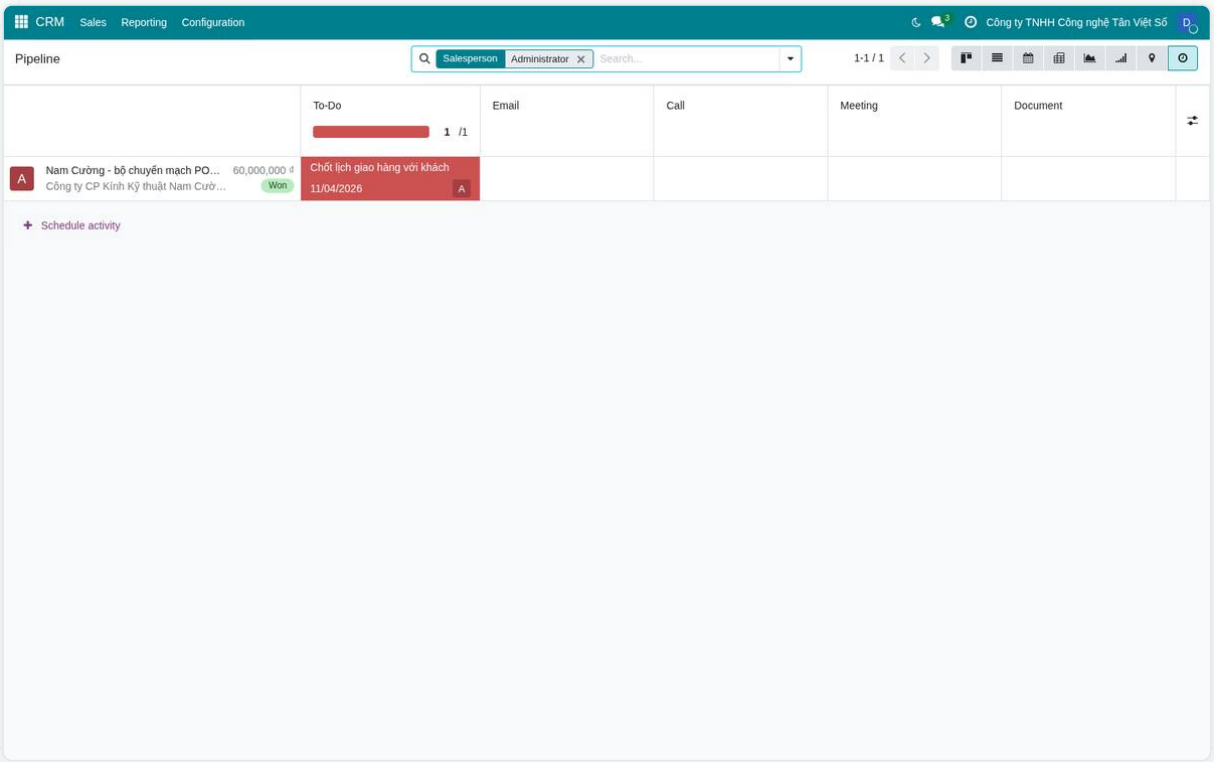
What you should see: the pipeline report draws the opportunity value for each stage (New, Qualified, Proposition, Won), each colour is an expected closing month, and the line is the cumulative total. The leads report counts records by creation month and by team. Both also have pivot, list, cohort and map views in the top right corner.

Step 8 - See the cohort view and the activity view of the pipeline

Click **CRM**, open the **Sales** menu, and click **My Pipeline**. In the top right corner click the **Cohort** icon, then the **Activity** icon (the clock).

> *Path:* `CRM > Sales > My Pipeline` , the **Cohort** and **Activity** views





What you should see: in the **Cohort** view, each row is a week in which opportunities were created, with its **Count**; the columns "+ 0", "+ 1", ... are the number of weeks from creation to the closing date, and each cell shows the percentage that has closed. When all opportunities were created in the same week (as in the sample data) there is only one row; the more weeks of creation, the more the table shows how long opportunities take to close. In the **Activity** view each opportunity has a row, and a pending activity sits in the column of its type (for example "Chốt lịch giao hàng với khách" in the **To-Do** column); the **Schedule activity** link at the bottom adds one quickly. The **Map** view (the pin icon) places the opportunities on a map by customer address and needs an internet connection to load the map background.

13 PRACTICE EXERCISE: A DAY IN THE LIFE OF A SALESPERSON

About 30 minutes, with no step-by-step screenshots; do the tasks in order, then compare with the "Self-check" section. The lesson reuses the actions of the three previous lessons, on new documents of your company.

Scenario. Nhà máy Nội thất Kim Sơn Hà and Công ty CP Kính Kỹ thuật Nam Cường both ask for the price of three TL-SG3218PE POE switches. Your company compares the prices for the two customers, tries a low-margin quotation, closes one order and sees what the system does, then loses an opportunity.

Task 1 (5 minutes). In `CRM > Sales > My Pipeline` add the opportunity `Kim Sơn Hà - ba bộ chuyển mạch POE` for Kim Sơn Hà, revenue 30,000,000. Move it to **Qualified** and **Proposition**, fill in **Expected Closing** as the 15th of next month, and schedule a **To-Do** activity "Gửi báo giá".

Task 2 (6 minutes). From the opportunity click **New Quotation**, add 3 **TL-SG3218PE** switches, switch on the three profit columns, and save. Write down **Pricelist**, **Payment Terms**, **Disc.%**, **Total** and **Margin**.

Task 3 (5 minutes). Create a second quotation for Nam Cường with exactly 3 **TL-SG3218PE** switches. Write down the same figures as in task 2 and compare the two quotations.

Task 4 (5 minutes). Create a third quotation for Nam Cường, 1 **TL-SG3218PE** switch, **Disc.%** 20. Use **Get Approved**, **Create Approval Request** and **Submit**. Then go back to the quotation and click **Confirm**.

Task 5 (4 minutes). Confirm the Kim Sơn Hà quotation (task 2). Open the delivery from the **Delivery** button. Cancel the second Nam Cường quotation.

Task 6 (3 minutes). Open the Kim Sơn Hà opportunity and click **Won**. Add a small opportunity for Nam Cường and mark it **Lost** with the reason **Not enough stock**.

Task 7 (2 minutes). Open `Sales > Reporting > Customers`, switch to **Pivot**, find the two customers, and read their **Margin** and **Untaxed Total**; open `CRM > Reporting > Forecast` and find the Kim Sơn Hà opportunity.

Self-check:

- Task 2: the Kim Sơn Hà quotation has **Pricelist** "Reseller Price (5% off) (VND)", **Payment Terms** "30 Days", **Unit Price** 2,710,000, **Disc.%** 5.00, **Untaxed Amount** 7,723,500 and, if the product cost is still 2,108,000, **Margin** 1,399,500 (18.12%).
- Task 3: the Nam Cường quotation has **Pricelist** "Standard Price List (VND)", "15 Days", **Disc.%** 0.00, **Untaxed Amount** 8,130,000 and **Margin** 1,806,000 (22.21%). Kim Sơn Hà is about 4 percentage points lower than Nam Cường on the same goods.
- Task 4: the line has only 60,000 of margin left (2.77%); the request is in **To Approve** with the next approver Nguyễn Hải Sơn; the quotation can still be confirmed and carries the stamp **WAITING FOR APPROVAL**.
- Task 5: the delivery has the form HN/OUT/xxxxx, **Source Location** "HN/Tồn kho"; the cancelled quotation has the status **Cancelled** and has no **Delivery** button.
- Task 6: the won opportunity is in the **Won** column with a probability of 100 %; the lost opportunity has the **LOST** stamp and **Lost Reason** "Not enough stock".
- Task 7: in **Forecast** the Kim Sơn Hà opportunity sits in the column of the month of **Expected Closing** and has the **WON** stamp; in the report by customer, the Kim Sơn Hà row has a **Margin** divided by **Untaxed Total** that is that customer's margin rate.

PART III. PURCHASING

This part answers the question: how do you buy components and goods from vendors, from the moment a price is available until payment to the vendor? Purchasing staff, storekeepers and accountants read this part. Both purchasing routes exist: your company creates a purchase order by hand to restock, and the system creates a request for quotation by itself when a sales order needs a machine bought to order.

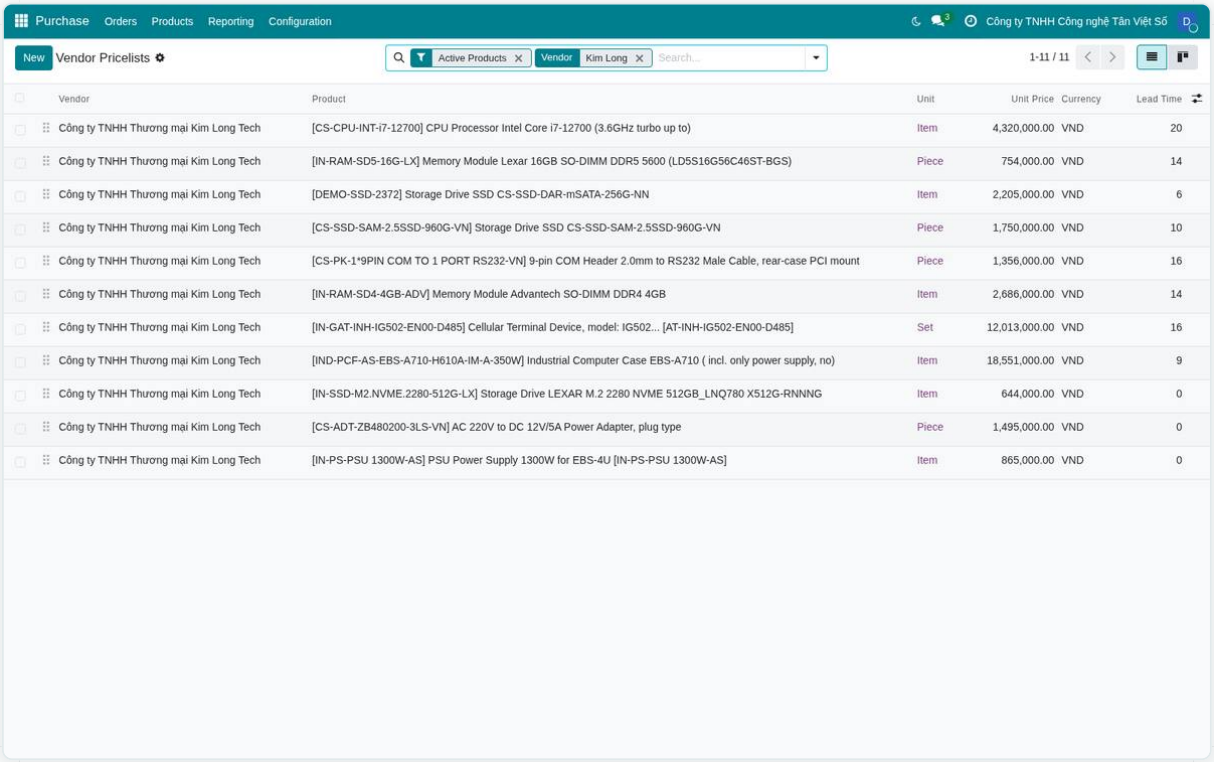
14 PURCHASING CONFIGURATION: VENDORS, PURCHASE PRICES, ORDER APPROVAL

About 10 minutes. By the end of this lesson your company knows where the purchase price of each vendor is kept and why purchase orders go through in one step.

Step 1 - Open the vendor pricelist

Open **Purchase > Configuration > Vendor Pricelists**, type `Kim Long` in the search box and choose **Vendor**.

> *Path:* `Purchase > Configuration > Vendor Pricelists`



Vendor	Product	Unit	Unit Price	Currency	Lead Time
Công ty TNHH Thương mại Kim Long Tech	[CS-CPU-INT-i7-12700] CPU Processor Intel Core i7-12700 (3.6GHz turbo up to)	Item	4,320,000.00	VND	20
Công ty TNHH Thương mại Kim Long Tech	[IN-RAM-SD5-16G-LX] Memory Module Lexar 16GB SO-DIMM DDR5 5600 (LD5S16G56C46ST-BGS)	Piece	754,000.00	VND	14
Công ty TNHH Thương mại Kim Long Tech	[DEMO-SSD-2372] Storage Drive SSD CS-SSD-DAR-mSATA-256G-NN	Item	2,205,000.00	VND	6
Công ty TNHH Thương mại Kim Long Tech	[CS-SSD-SAM-2.5SSD-960G-VN] Storage Drive SSD CS-SSD-SAM-2.5SSD-960G-VN	Piece	1,750,000.00	VND	10
Công ty TNHH Thương mại Kim Long Tech	[CS-PK-1*9PIN COM TO 1 PORT RS232-VN] 9-pin COM Header 2.0mm to RS232 Male Cable, rear-case PCI mount	Piece	1,356,000.00	VND	16
Công ty TNHH Thương mại Kim Long Tech	[IN-RAM-SD4-4GB-ADV] Memory Module Advantech SO-DIMM DDR4 4GB	Item	2,686,000.00	VND	14
Công ty TNHH Thương mại Kim Long Tech	[IN-GAT-INH-IG502-EN00-D485] Cellular Terminal Device, model: IG502... [AT-INH-IG502-EN00-D485]	Set	12,013,000.00	VND	16
Công ty TNHH Thương mại Kim Long Tech	[IND-PCF-AS-EBS-A710-H610A-IM-A-350W] Industrial Computer Case EBS-A710 (incl. only power supply, no)	Item	18,551,000.00	VND	9
Công ty TNHH Thương mại Kim Long Tech	[IN-SSD-M2.NVME.2280-512G-LX] Storage Drive LEXAR M.2 2280 NVME 512GB_LNQ780 X512G-RNNNG	Item	644,000.00	VND	0
Công ty TNHH Thương mại Kim Long Tech	[CS-ADT-ZB480200-3LS-VN] AC 220V to DC 12V/5A Power Adapter, plug type	Piece	1,495,000.00	VND	0
Công ty TNHH Thương mại Kim Long Tech	[IN-PS-PSU 1300W-AS] PSU Power Supply 1300W for EBS-4U [IN-PS-PSU 1300W-AS]	Item	865,000.00	VND	0

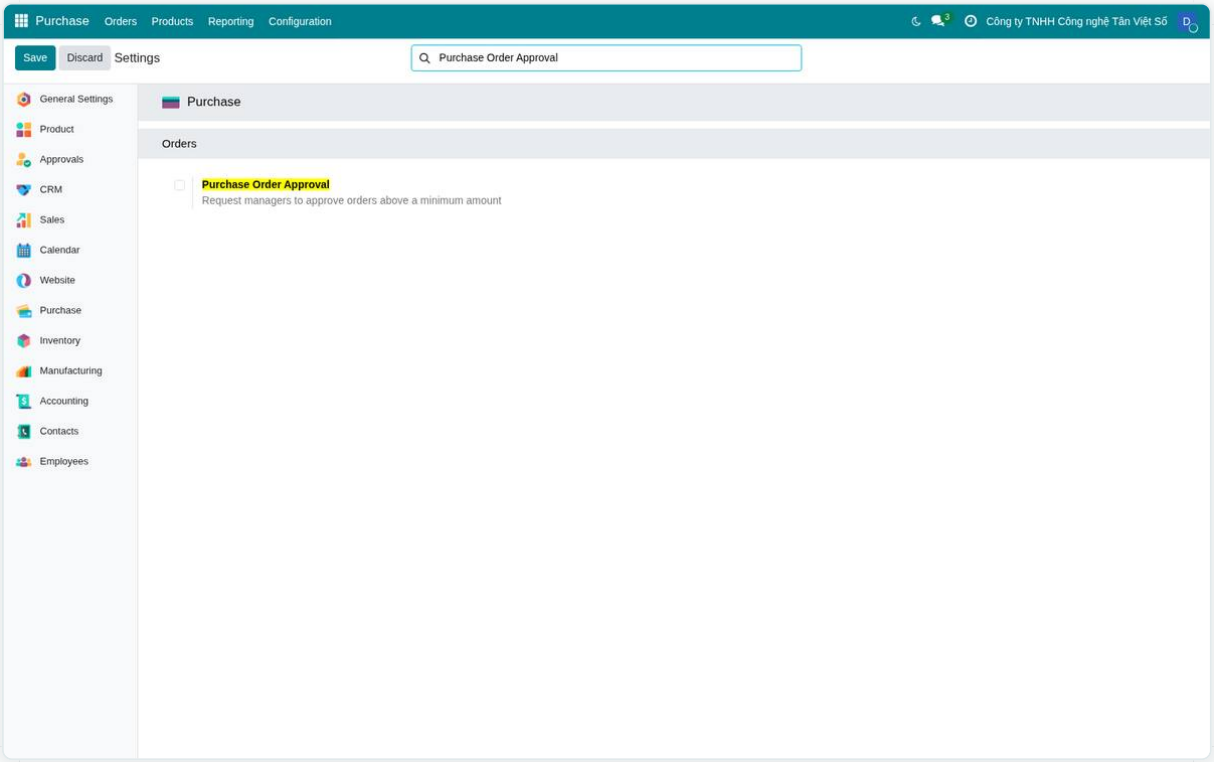
What you should see: each line is a vendor and product pair, with **Unit**, **Unit Price**, **Currency** (VND) and **Lead Time** (a number of days). The system has about 40 vendors; when your company selects a product on a request for quotation, the unit price is taken from this list.

What you lose without it: without the pricelist, a request for quotation shows the cost of the product as the unit price, and a machine bought to order does not know which vendor to buy from (see the lesson Purchase order generated from a made-to-order sales order).

Step 2 - Read how purchase orders are approved

Go back to the Purchase settings as in the lesson Enabled features and "what you lose without them" (Step 3). The **Purchase Order Approval** box is not ticked.

> *Path:* `Purchase > Configuration > Settings`



What you should see: the **Purchase Order Approval** box is not ticked, which means purchase orders go through in **one step**: the purchasing staff member clicks **Confirm Order** and the request for quotation becomes a purchase order at once, whatever its value.

If your company switches on **Purchase Order Approval** and sets a value threshold, an order from the threshold upwards moves to **To Approve** when confirmed, and becomes a purchase order (with a receipt) only after the purchasing manager clicks the approval button on the order (as described for this function; the handbook keeps the one-step setting and does not switch it on to try it, so there is no screenshot).

15 RESTOCKING PURCHASE ORDER

About 10 minutes. By the end of this lesson your company creates a request for quotation for stock items by itself, confirms it into a purchase order and sees the receipt waiting for the goods.

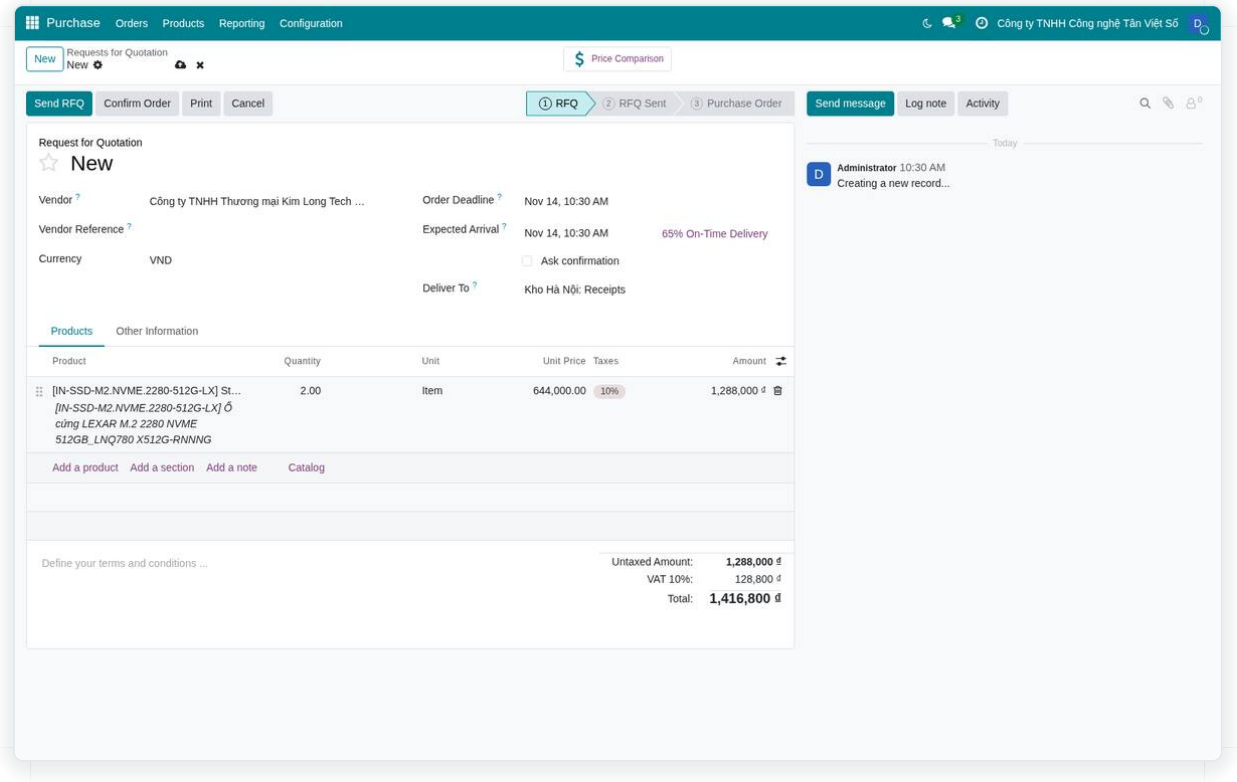
The story: Kho Hà Nội is running low on SSD drives, so it buys 2 more from its usual vendor Kim Long Tech. The document numbers of your company will differ from the screenshots (the system issues the next number); the illustrations carry the number P00264, and some screenshots of the confirmation and receipt steps may show another order of the same kind.

Step 1 - Create a request for quotation with a vendor and a product line

Open **Purchase > Orders > Requests for Quotation** and click **New**. In the **Vendor** box type `Kim Long` and choose **Công ty TNHH Thương mại Kim Long Tech**. On the **Products** tab click **Add a**

product, type `IN-SSD-M2.NVME.2280-512G-LX` and choose **Storage Drive LEXAR M.2 2280 NVME 512GB**. In the **Quantity** column type `2`. Click the save icon (the cloud) at the top of the screen.

> *Path:* `Purchase > Orders > Requests for Quotation`

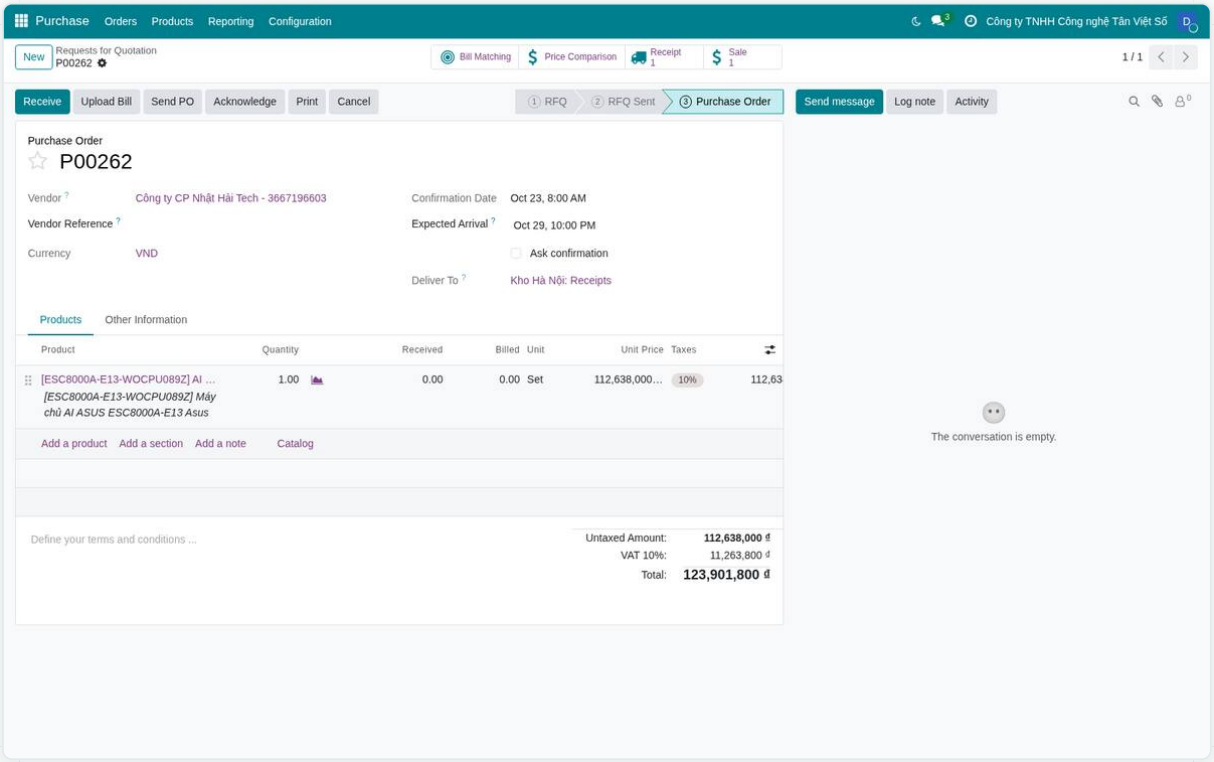


What you should see: the system names the document **P00xxx** when it is saved (this screenshot was taken just before saving, so the title still shows **New**); the status bar is at **RFQ**; **Deliver To** is filled in as **Kho Hà Nội: Receipts**; the order deadline and the expected arrival are filled in; the unit price is filled in as **644,000 VND** (from the pricelist of Kim Long Tech), tax **10%**; at the bottom **Untaxed Amount 1,288,000 VND**, **VAT 10% 128,800 VND**, **Total 1,416,800 VND**.

Step 2 - Confirm into a purchase order

Click **Confirm Order**.

> *Path:* button at the top of the **request for quotation**



What you should see: the status bar moves to **Purchase Order**; the document title changes from "Request for Quotation" to "Purchase Order"; the smart buttons **Receipt 1** and **Bill Matching** appear at the top of the screen; the **Receive** and **Upload Bill** buttons appear.

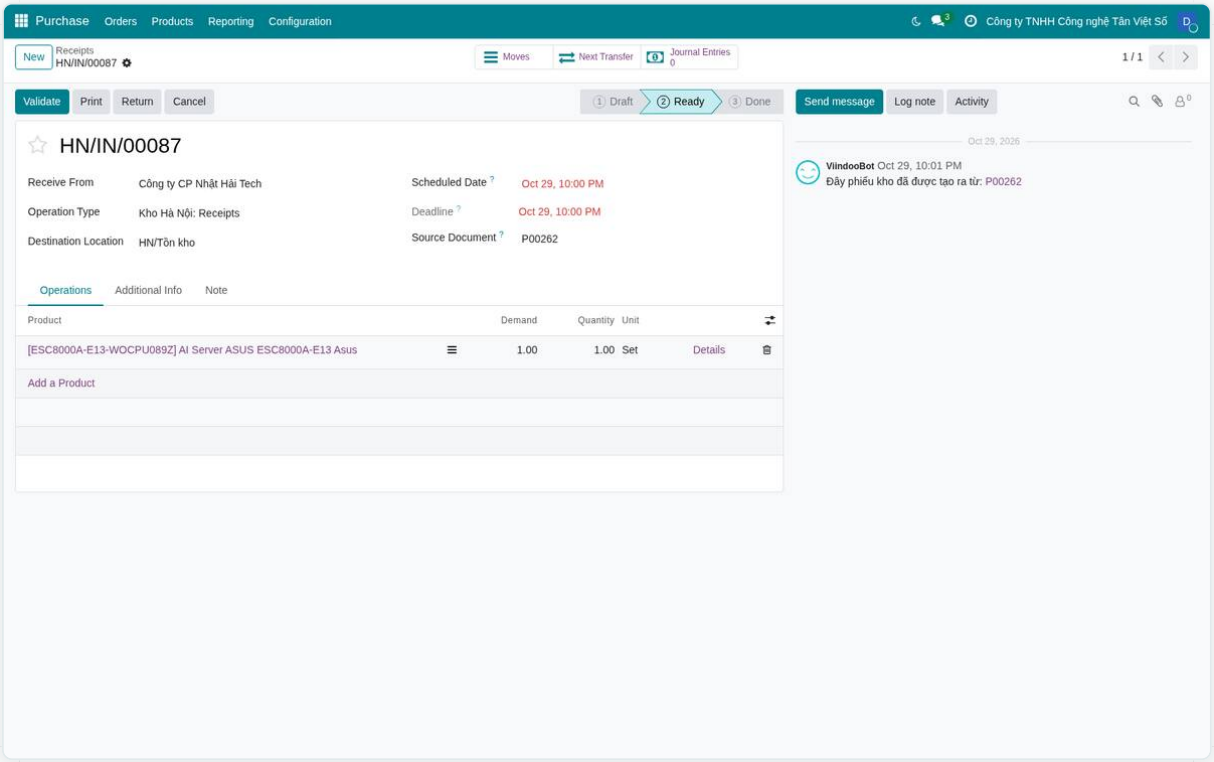
16 RECEIVING GOODS AND RECORDING SERIAL NUMBERS

About 10 minutes. By the end of this lesson your company receives goods into Kho Hà Nội, records the serial number of each unit, and knows that the system blocks the receipt when you forget.

Step 1 - Open the receipt from the purchase order

On the purchase order, click the **Receipt** smart button.

> *Path:* `Purchase > Orders > Purchase Orders` , **Receipt** smart button (or `Inventory > Operations > Transfers > Receipts`)

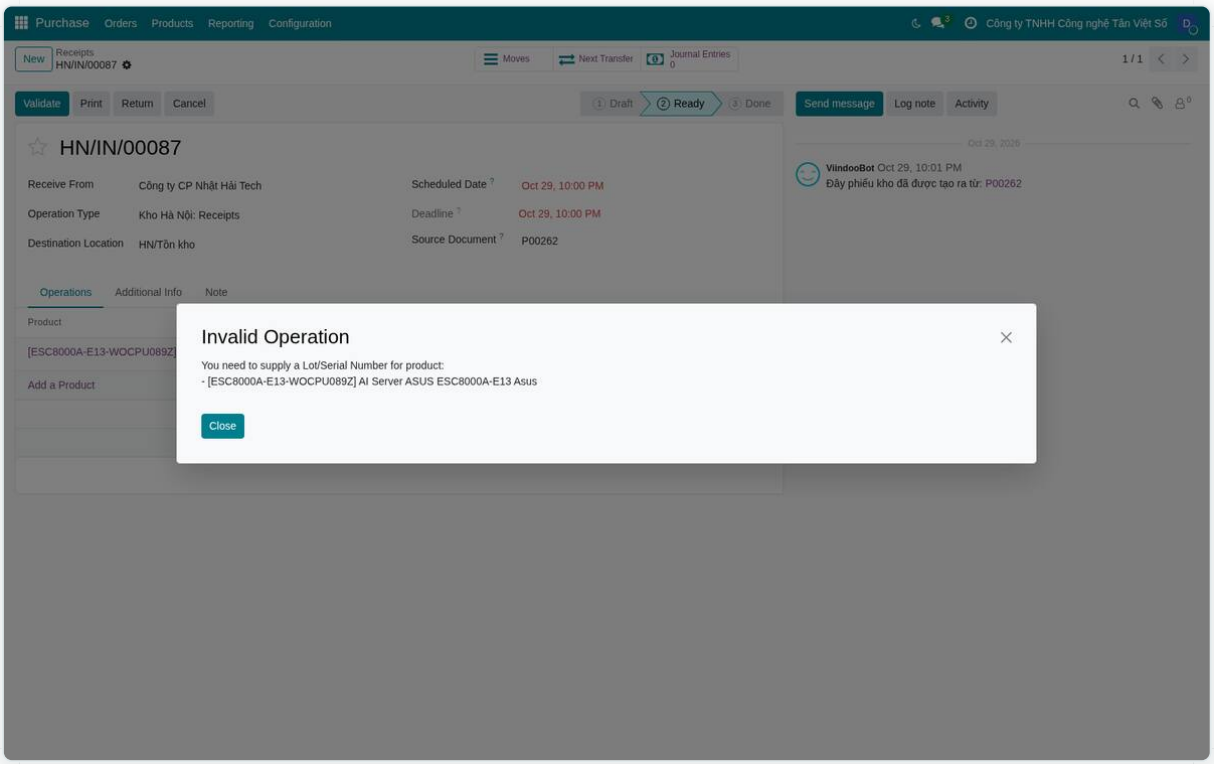


What you should see: a document of the form **HN/IN/xxxxx** in **Ready** status, **Receive From** the vendor (Kim Long Tech for the order of this story), **Destination Location** HN/Tồn kho, a product line with **Demand** equal to the ordered quantity (2 in this story) and a **Details** button; the **Journal Entries** button shows 0.

Step 2 - Try to validate before any serial number

Click **Validate** on the document right away, before any serial number is recorded.

> *Path:* **Validate** button at the top of the receipt



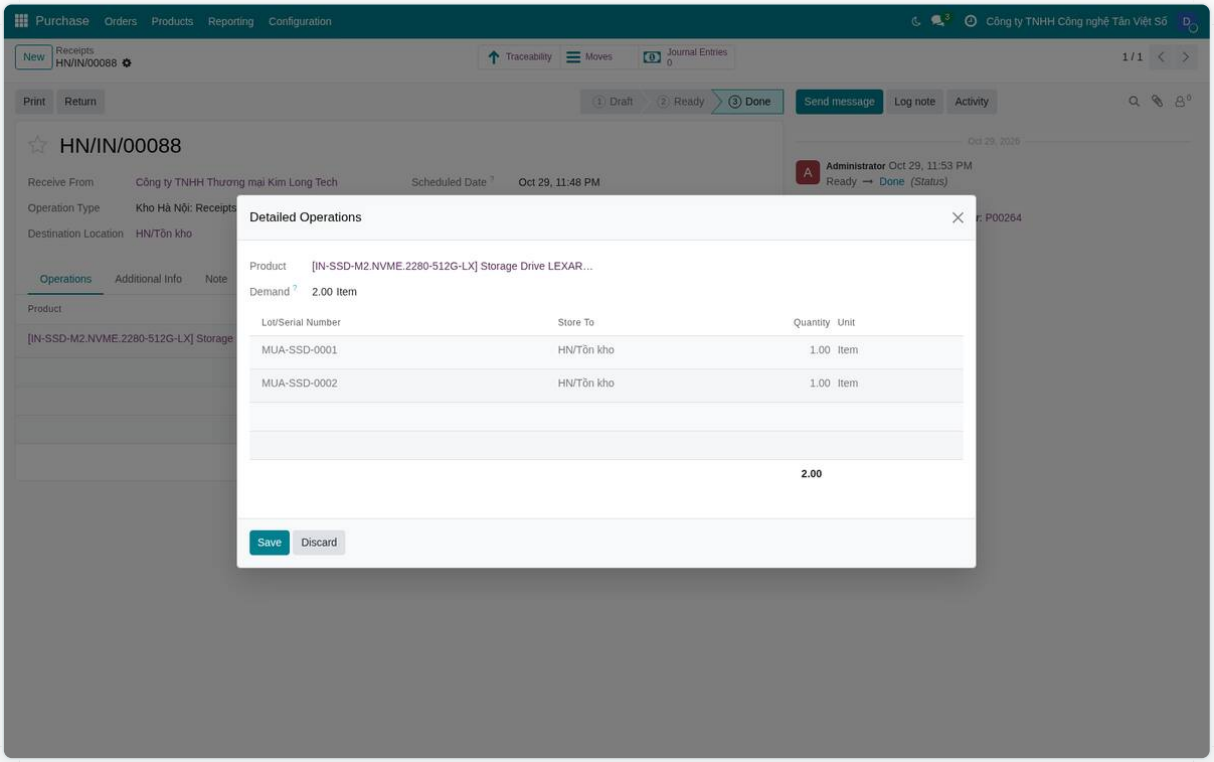
What you should see: an **Invalid Operation** box says "You need to supply a Lot/Serial Number for product" and names the product. Click **Close**. Goods tracked by serial number cannot be received without numbers.

This screenshot was taken on a different receipt (for a server, which is also tracked by serial number) so that the receipt of the lesson is not affected; nothing was validated. On the receipt of your company, if this step does not raise an error, that product has not been declared as tracked by serial number.

Step 3 - Open the details and record the serial numbers

On the product line click **Details**. The **Detailed Operations** dialog has two lines, one unit each. Click the **Lot/Serial Number** cell of the first line and type `MUA-SSD-0001`, then on the second line type `MUA-SSD-0002`. Click **Save**.

> *Path:* **Details** button on the product line of the receipt

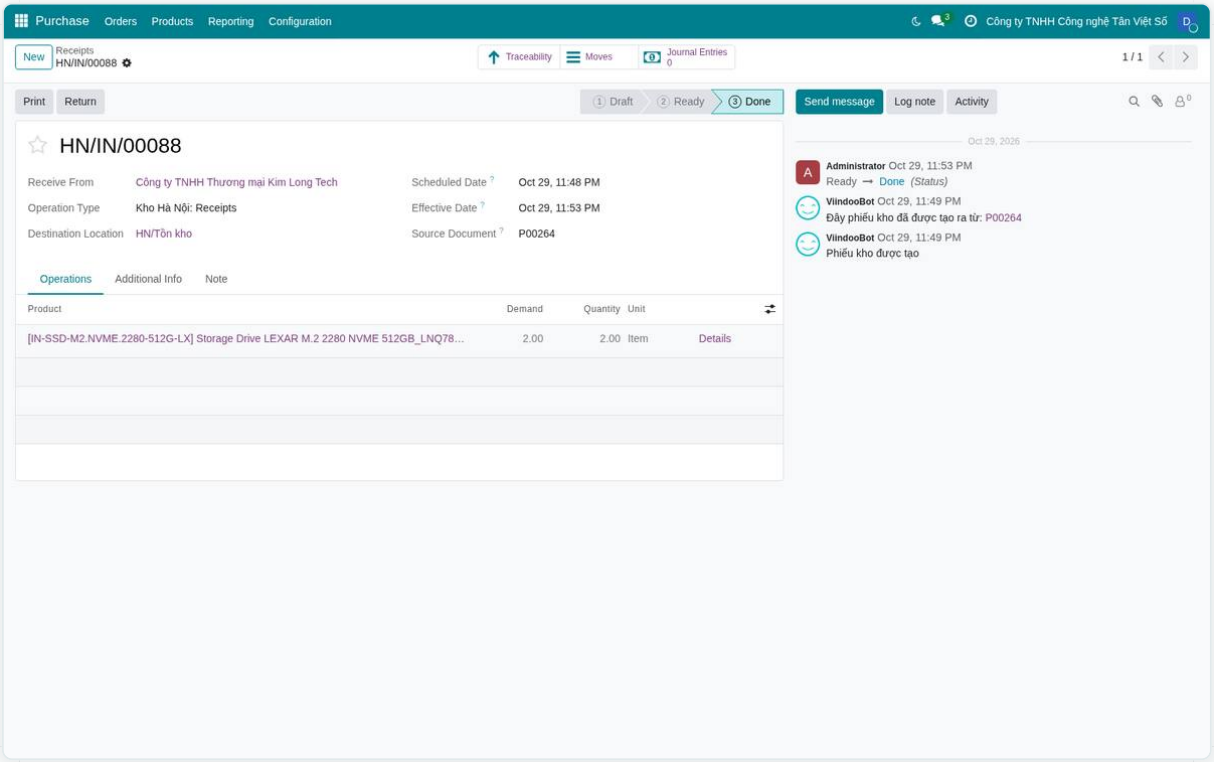


What you should see: the two lines carry the serial numbers, the **Store To** column is **HN/Tồn kho**, **Quantity** is 1.00 on each line, total 2.00. If the system says a serial number already exists (because someone else used the same number), change the last digits, for example `MUA-SSD-0011`.

Step 4 - Validate the receipt

Click **Validate** on the receipt.

> *Path:* **Validate** button at the top of the receipt



What you should see: the status is **Done**; the received **Quantity** 2.00 matches **Demand**; the **Traceability** button appears at the top of the screen (it opens the serial number traceability report, see the lesson Serial number traceability: from purchase to sale to repair); the **Journal Entries** button still shows 0 (receiving does not post to the books, see the lesson Product categories and accounting accounts (152, 155, 156)).

17 VENDOR BILLS AND PAYMENT

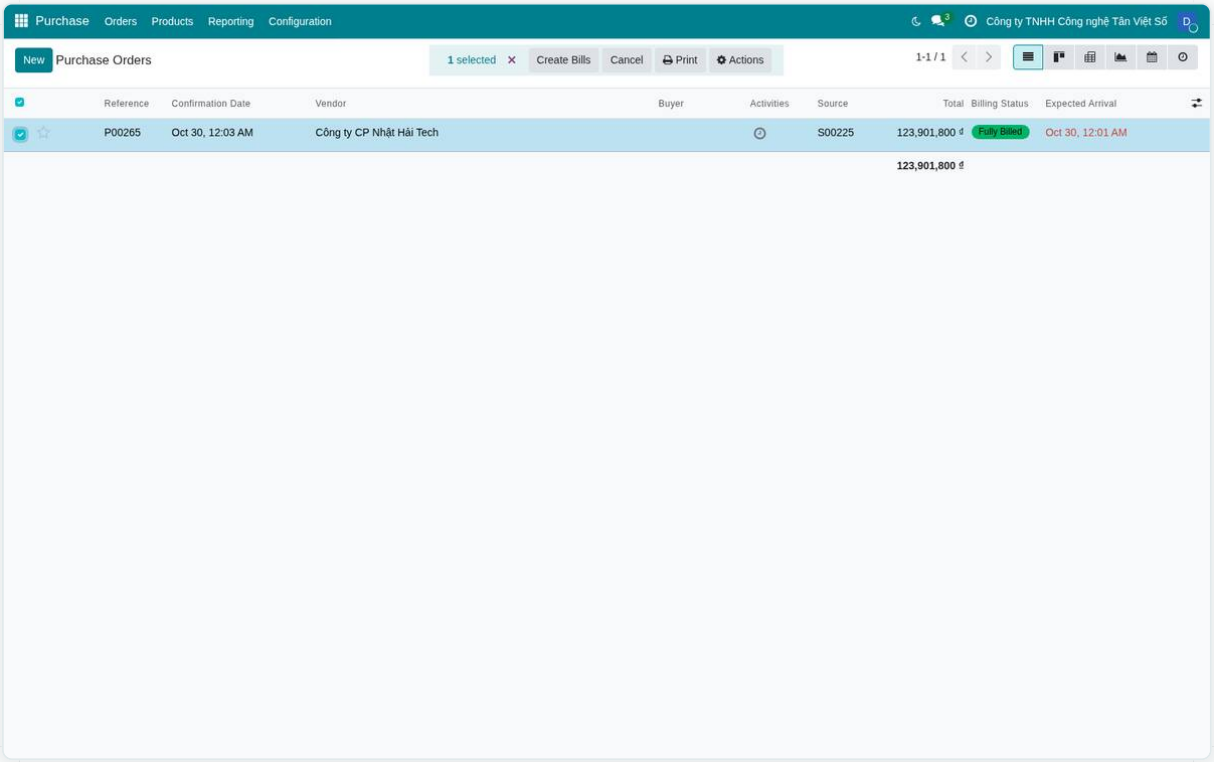
About 15 minutes. By the end of this lesson your company creates a vendor bill from a purchase order that has been received, posts it and records the payment.

An important point of this system: the purchase order screen has **no button to create a bill**. Your company creates the bill from the list of purchase orders (the way used here) or from `Accounting > Vendors > Bills`.

Step 1 - Select the order in the list and create the bill

Open **Purchase > Orders > Purchase Orders**. Tick the box at the start of the row of the order you have just received. The toolbar shows **Create Bills**. Click it.

> *Path:* `Purchase > Orders > Purchase Orders`

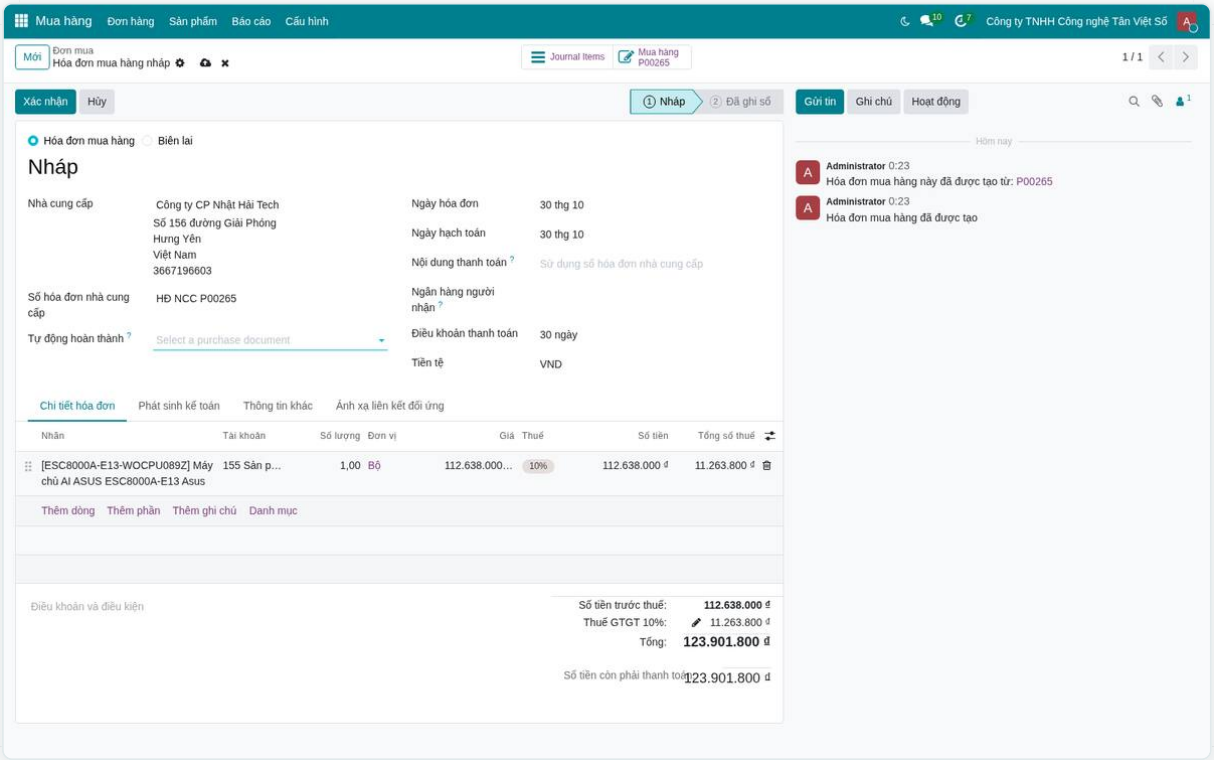


What you should see: the **Billing Status** column of the order is **Waiting Bills** (this screenshot was taken after the bill had been created, so it shows **Fully Billed**); after you click, a vendor bill opens in **Draft** status.

Step 2 - Fill in the bill date and the vendor's bill number

In the **Bill Date** box choose today's date (this box is required and is highlighted red while empty). In **Bill Reference** write the number printed on the paper bill of the vendor, for example `HĐ NCC P00265`.

> *Path:* vendor bill in Draft status

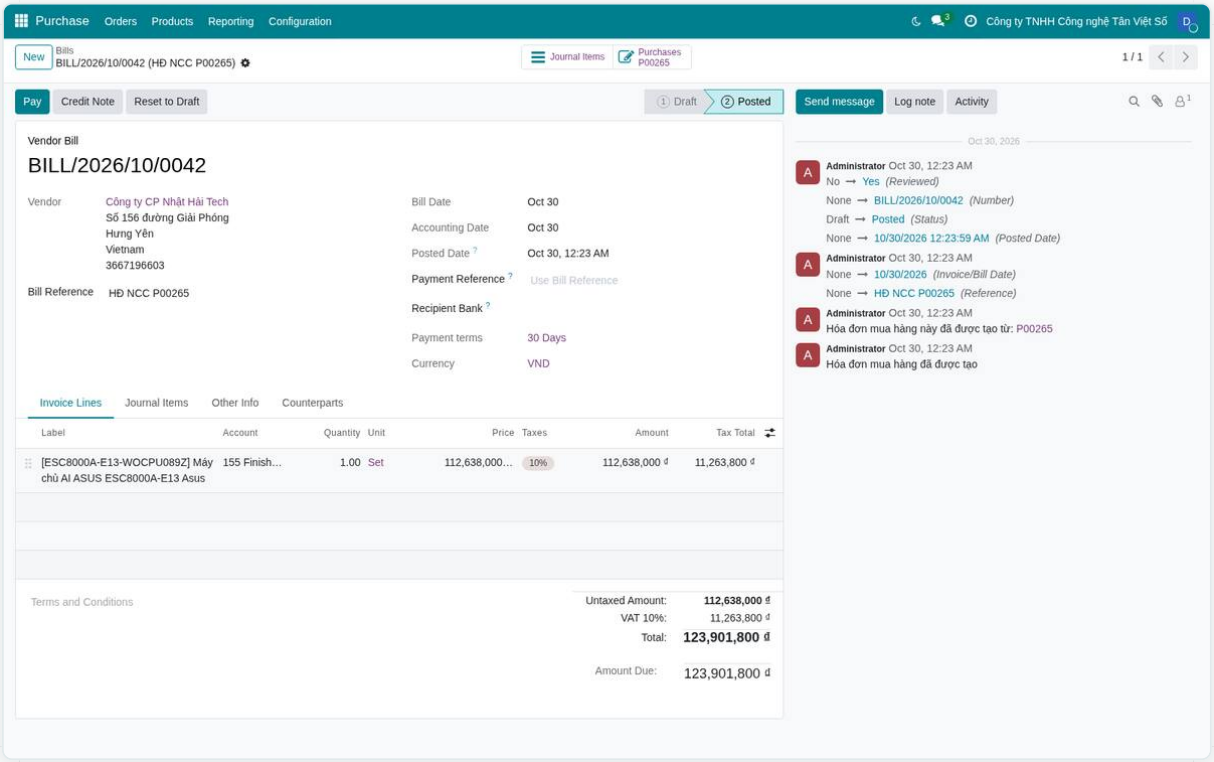


What you should see: the product line, the unit price and the tax come from the purchase order; **Payment terms** is **30 Days** (taken from the vendor); the quantity on the bill equals the quantity received.

Step 3 - Post the bill

Click **Confirm**.

> *Path:* **Confirm** button at the top of the vendor bill

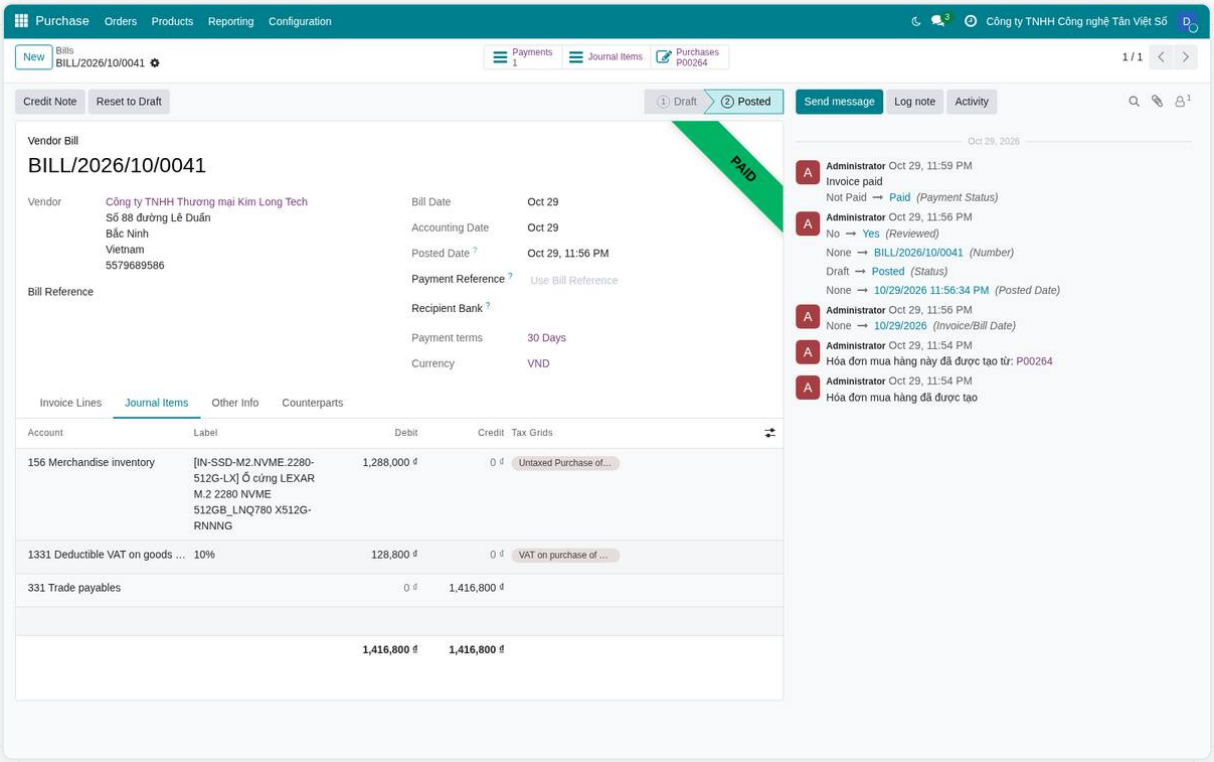


What you should see: the bill has a number of the form **BILL/2026/10/xxxx** (the number is issued by the system) and the status **Posted**; the **Pay** and **Credit Note** buttons appear; in the list of purchase orders, the billing status of the order changes to **Fully Billed**.

Step 4 - Read the entries

Click the **Journal Items** tab.

> *Path:* **Journal Items** tab on the vendor bill

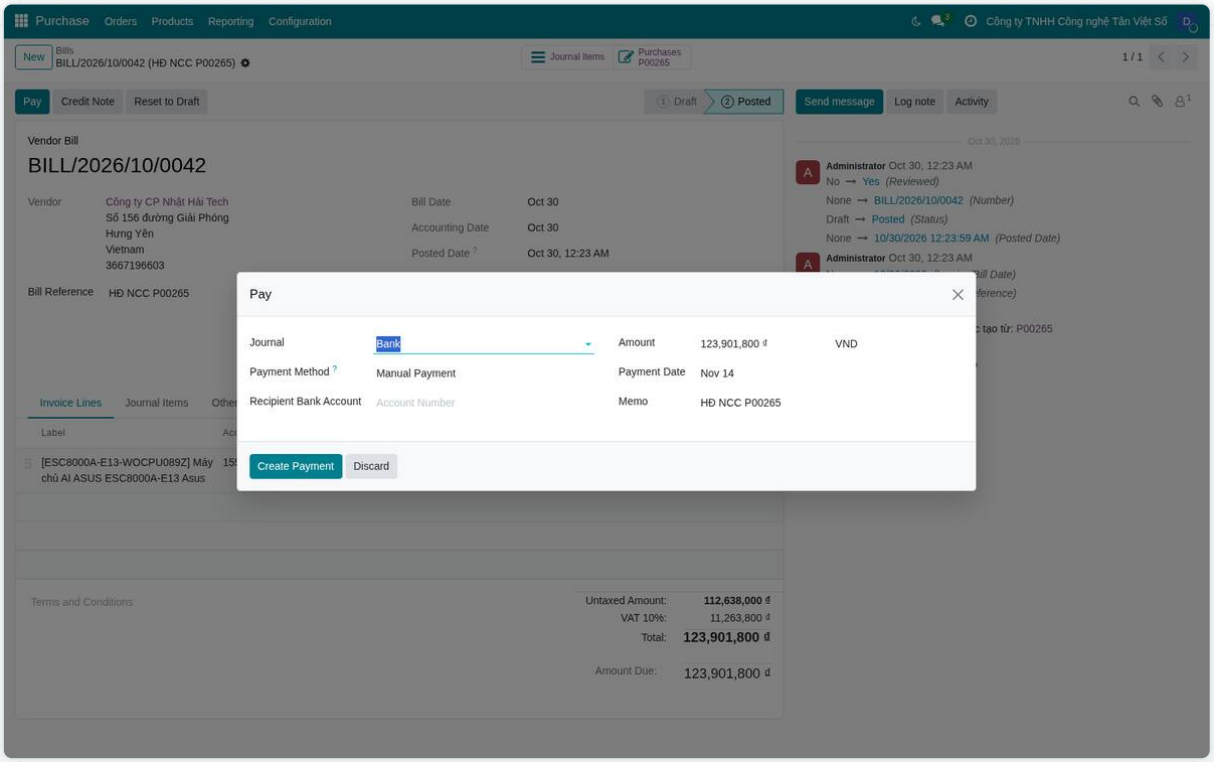


What you should see: Debit 156 Merchandise inventory (or 155 if it is a finished product) equal to the amount before tax, **Debit 1331** equal to the 10% tax, **Credit 331 Trade payables** equal to the total. The stock value rises from this point.

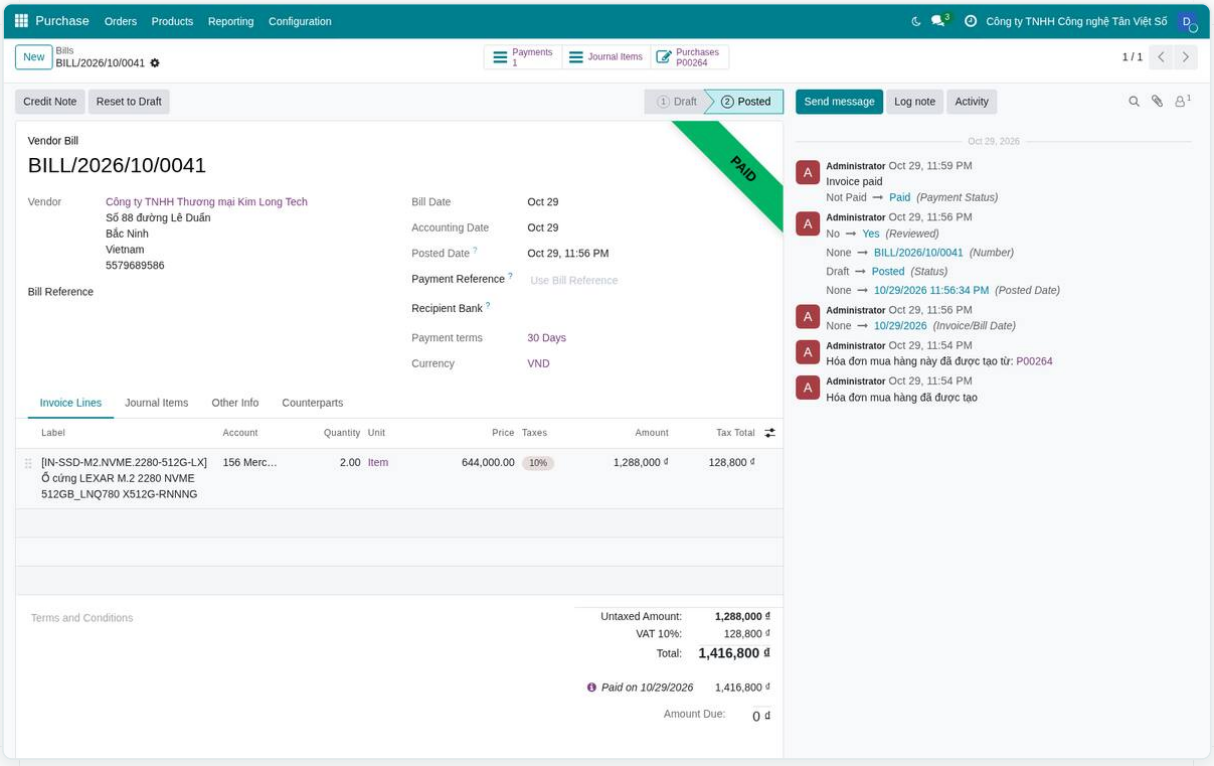
Step 5 - Record the payment to the vendor

On the bill of the SSD purchase order, click **Pay** (the screenshot shows BILL/2026/10/0042, another posted bill of the same kind). Keep **Journal** as **Bank** and click **Create Payment**.

> *Path:* **Pay** button on a posted vendor bill (or `Accounting > Vendors > Payments`)



What you should see: the **Pay** dialog has **Journal** Bank, **Amount** equal to the amount still to pay, **Payment Date**, and **Memo** taken from the bill.



What you should see: the bill has a green ribbon at the top right; the **Payments 1** smart button appears; **Amount Due** is 0; a line under the totals gives the date and the amount of the payment.

18 PURCHASE ORDER GENERATED FROM A MADE-TO-ORDER SALES ORDER

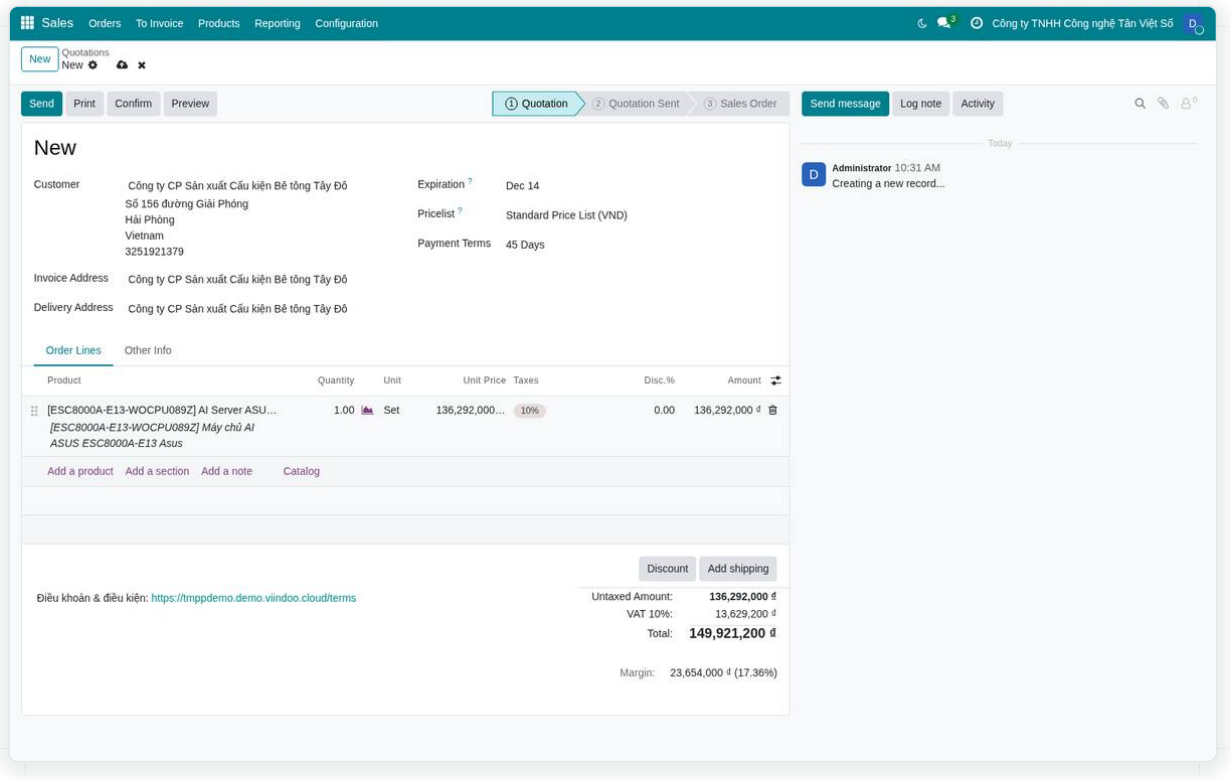
About 20 minutes. By the end of this lesson your company sees a sales order for a made-to-order server generate a request for quotation to the vendor by itself, confirms the request into a purchase order and receives the server with its serial number. This server will be delivered to the customer in the lesson Delivery with serial numbers (Part IV. Warehouse and serial numbers).

The story: the customer "Công ty CP Sản xuất Cấu kiện Bê tông Tây Đô" orders 1 AI Server ASUS. Tân Việt Số does not keep this model in stock, so it buys to order.

Step 1 - Create the quotation for the customer Tây Đô

Open **Sales > Orders > Quotations** and click **New**. In **Customer** type `Tây Đô` and choose the customer. On the **Order Lines** tab click **Add a product**, type `AI Server ASUS` and choose the line **[ESC8000A-E13-WOCPU089Z] AI Server ASUS ESC8000A-E13 Asus** (do not choose the line "Barebone Server Set", which is stock on hand). Click save.

> *Path:* `Sales > Orders > Quotations`



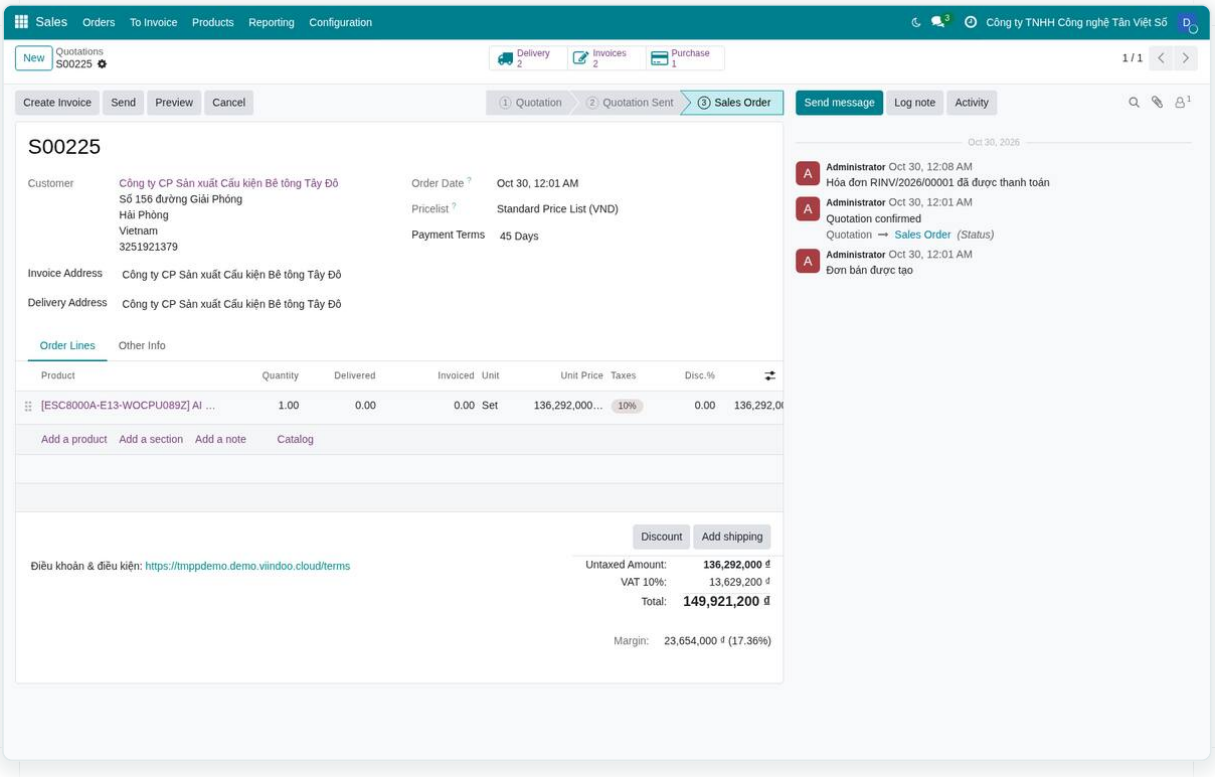
What you should see: Pricelist is **Standard Price List (VND)**; **Payment Terms 45 Days**; unit price **136,292,000 VND**, tax 10%, total **149,921,200 VND**; the **Margin** line at the bottom reads **23,654,000 VND (17.36%)**. This server has no bill of materials but has a vendor, so the system

will buy it to order. (This screenshot was taken just before saving, so the title still shows **New** instead of an **S00xxx** number.)

Step 2 - Confirm the sales order

Click **Confirm**.

> *Path:* **Confirm** button at the top of the quotation

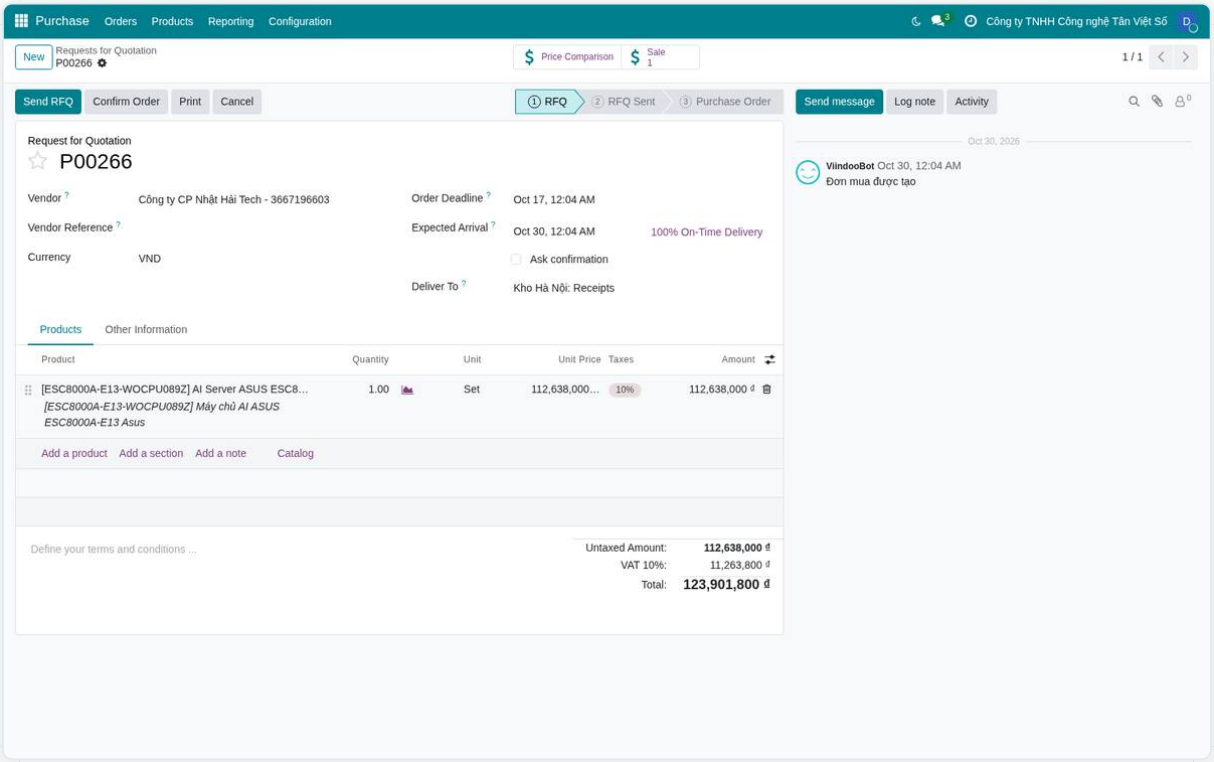


What you should see: the status is **Sales Order**; the smart buttons **Delivery** and **Purchase 1** appear (and **Invoices** once invoices exist); the **Create Invoice** button appears. The **Purchase** button is the request for quotation to the vendor that the system has just generated; nobody has to create it by hand.

Step 3 - Open the generated request for quotation

Click the **Purchase** smart button.

> *Path:* **Purchase** smart button on the sales order

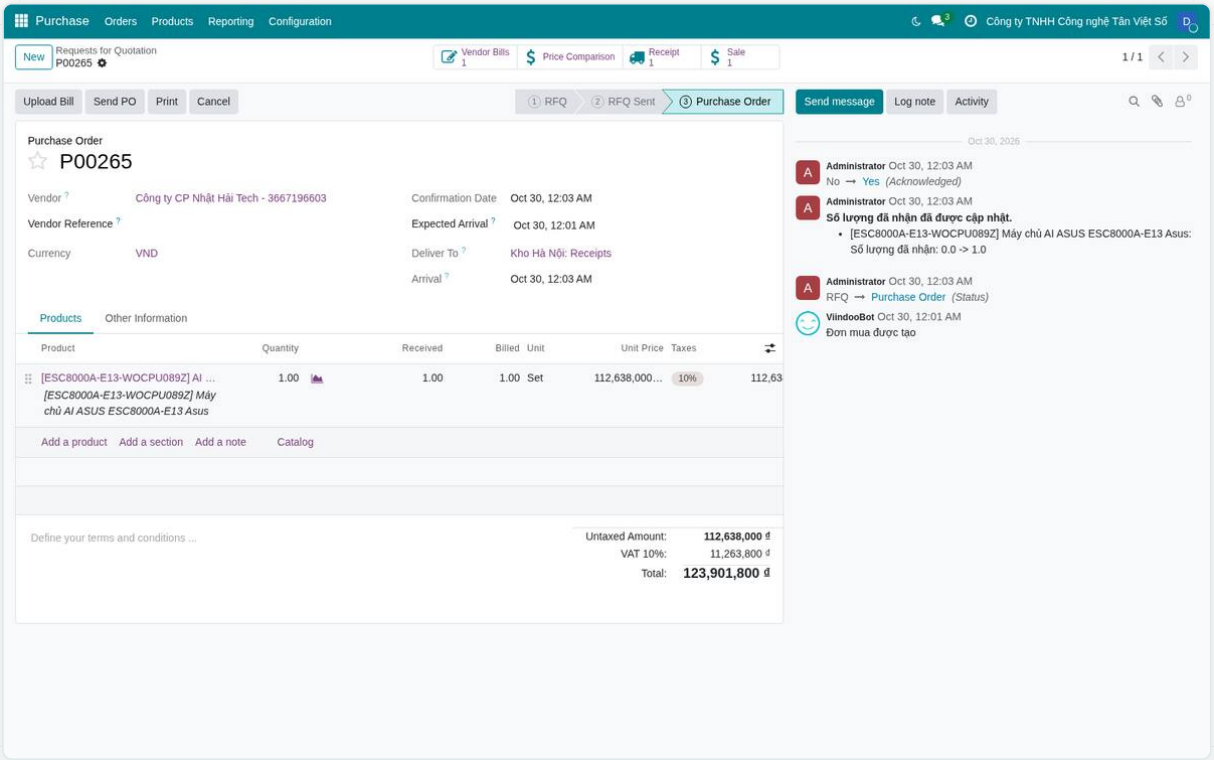


What you should see: a request for quotation of the form **P00xxx** in **RFQ** status; vendor **Công ty CP Nhật Hải Tech**; **Deliver To** is **Kho Hà Nội: Receipts**; purchase unit price **112,638,000 VND**; the **Sale 1** smart button leads back to the sales order. The margin of 23,654,000 VND on the sales order is exactly the difference 136,292,000 minus 112,638,000.

Step 4 - Confirm the request for quotation into a purchase order

Click **Confirm Order**.

> *Path:* **Confirm Order** button on the request for quotation

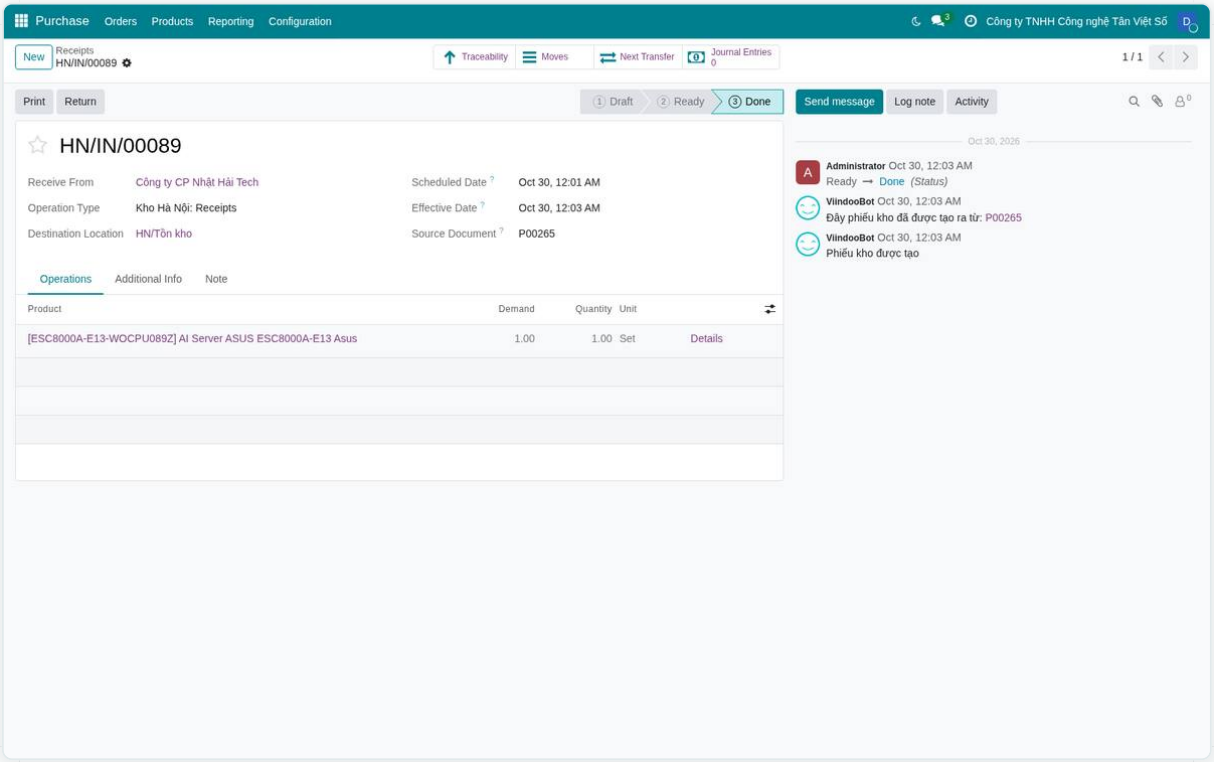


What you should see: the status is **Purchase Order**; the smart buttons **Receipt 1** and **Sale 1** are there.

Step 5 - Receive the server with its serial number

Click **Receipt**, click **Details** on the product line, record the serial number `MUA-SRV-0001` on the only line, click **Save** and then **Validate** (do the same as in the lesson Receiving goods and recording serial numbers).

> *Path:* **Receipt** smart button on the purchase order



What you should see: the receipt is **Done**; the **Next Transfer** button leads straight to the delivery slip of the sales order. From here the server is in Kho Hà Nội, ready to deliver.

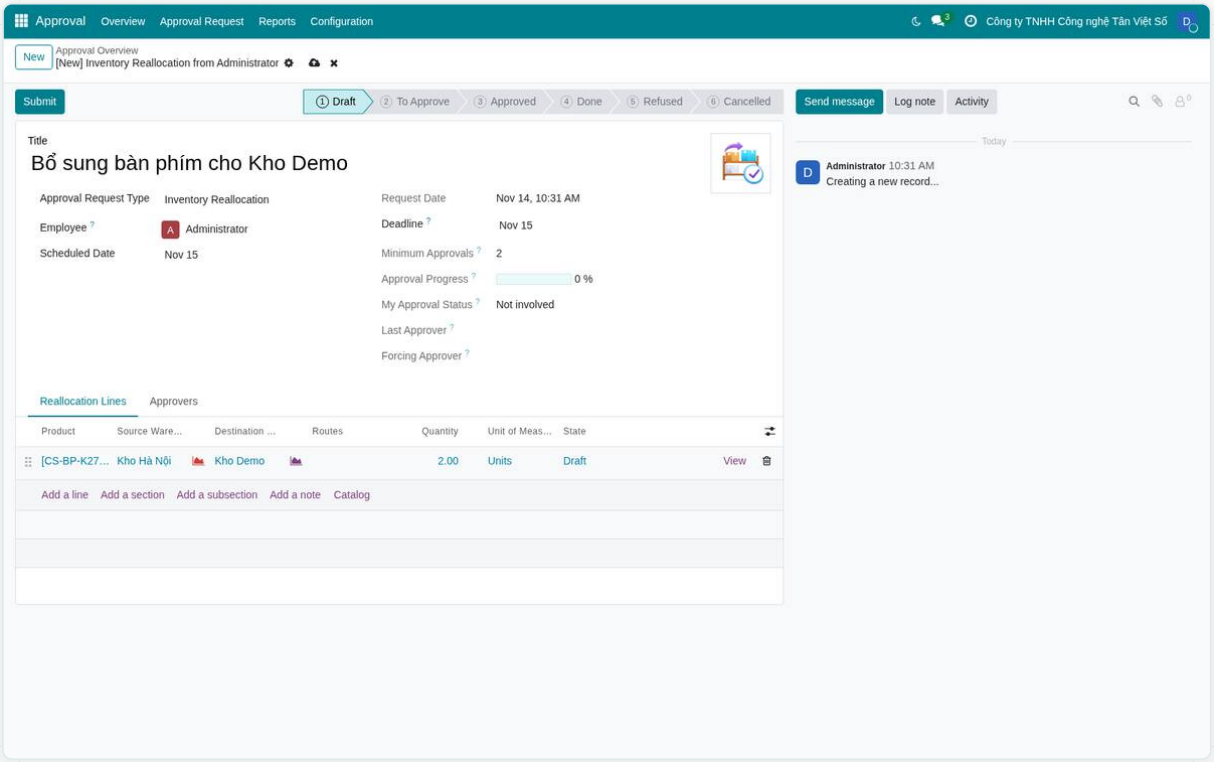
19 INTERNAL RESTOCKING REQUEST THROUGH APPROVAL (OPTIONAL)

About 15 minutes. By the end of this lesson your company asks to restock Kho Demo from Kho Hà Nội with an approval request, sees the system generate the delivery and the receipt by itself, and completes both documents.

Step 1 - Create an Inventory Reallocation request

Open **Approval > Overview**. On the **Inventory Reallocation** card click **Create Request**. Type the **Title** `Bổ sung bàn phím cho Kho Demo` (the example title used in the screenshots; any short description works). On the **Reallocation Lines** tab click **Add a line**: for **Product** type `CS-BP-K270` and choose the keyboard, **Source Warehouse** `Kho Hà Nội`, **Destination Warehouse** `Kho Demo`, **Quantity** `2`. Click save.

> *Path:* `Approval > Overview`

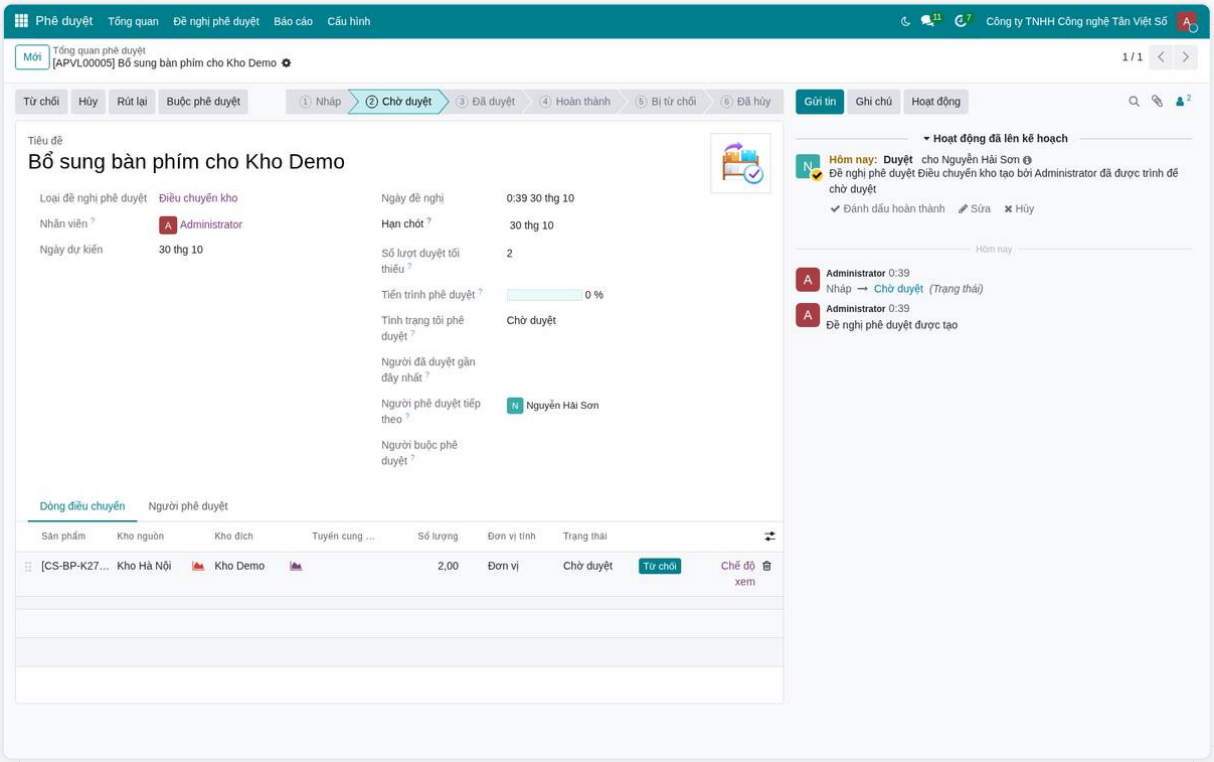


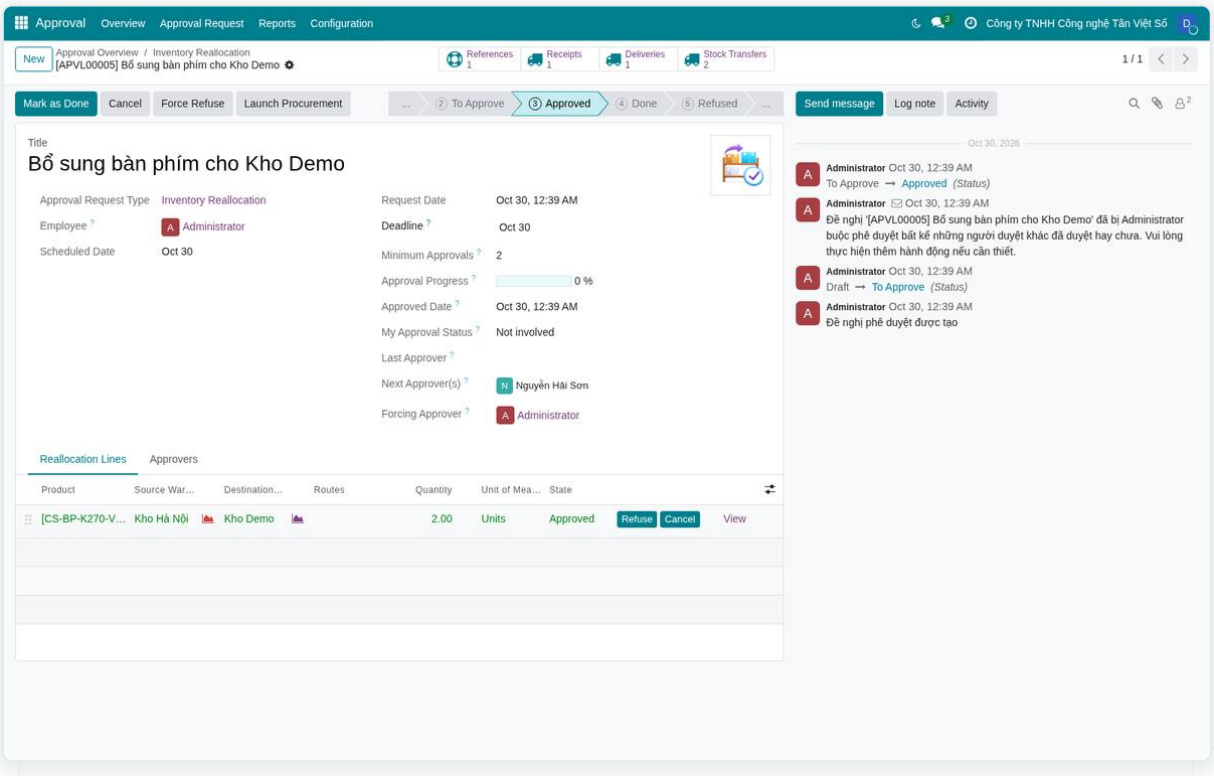
What you should see: a request of the form **APVL000xx** in **Draft** status (this screenshot was taken just before saving, so the title bar still shows **[New]**), the reallocation line from Kho Hà Nội to Kho Demo, **Minimum Approvals** 2.

Step 2 - Submit and approve

Click **Submit**. The request moves to **To Approve** and **Next Approver(s)** is the direct manager of the person who created it, Nguyễn Hải Sơn. To go on in the handbook, your company uses the administrator right: click **Force Approval** and then **OK**. (In real life the approver clicks **Approve**.)

> *Path:* button at the top of the approval **request**



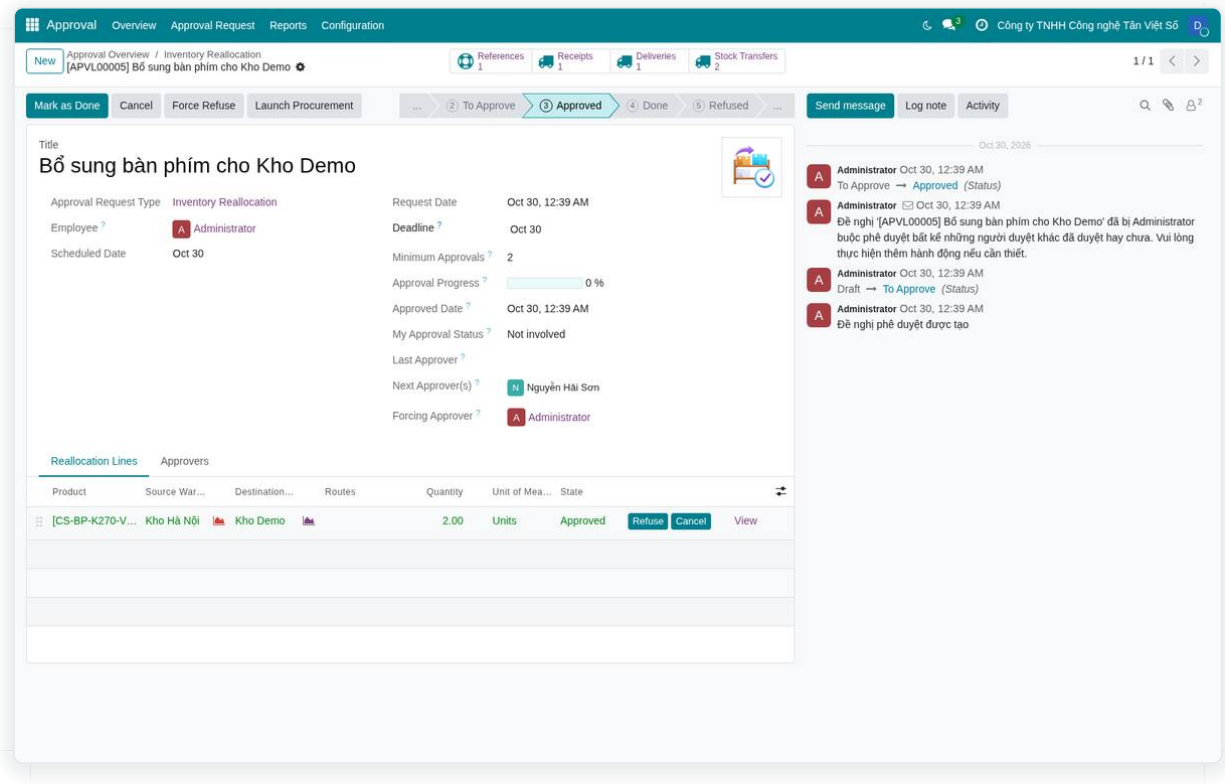


What you should see: after **Submit**, the status bar is at **To Approve**; after **Force Approval**, it moves to **Approved**, the line shows **Forcing Approver** Administrator and the system keeps a trace of the action; at the top of the screen there are the buttons **Mark as Done**, **Cancel**, **Launch Procurement** and the **References** smart button.

Step 3 - Launch the procurement

Click **Launch Procurement**, then click **OK** in the confirmation box.

> *Path:* **Launch Procurement** button on the approved request

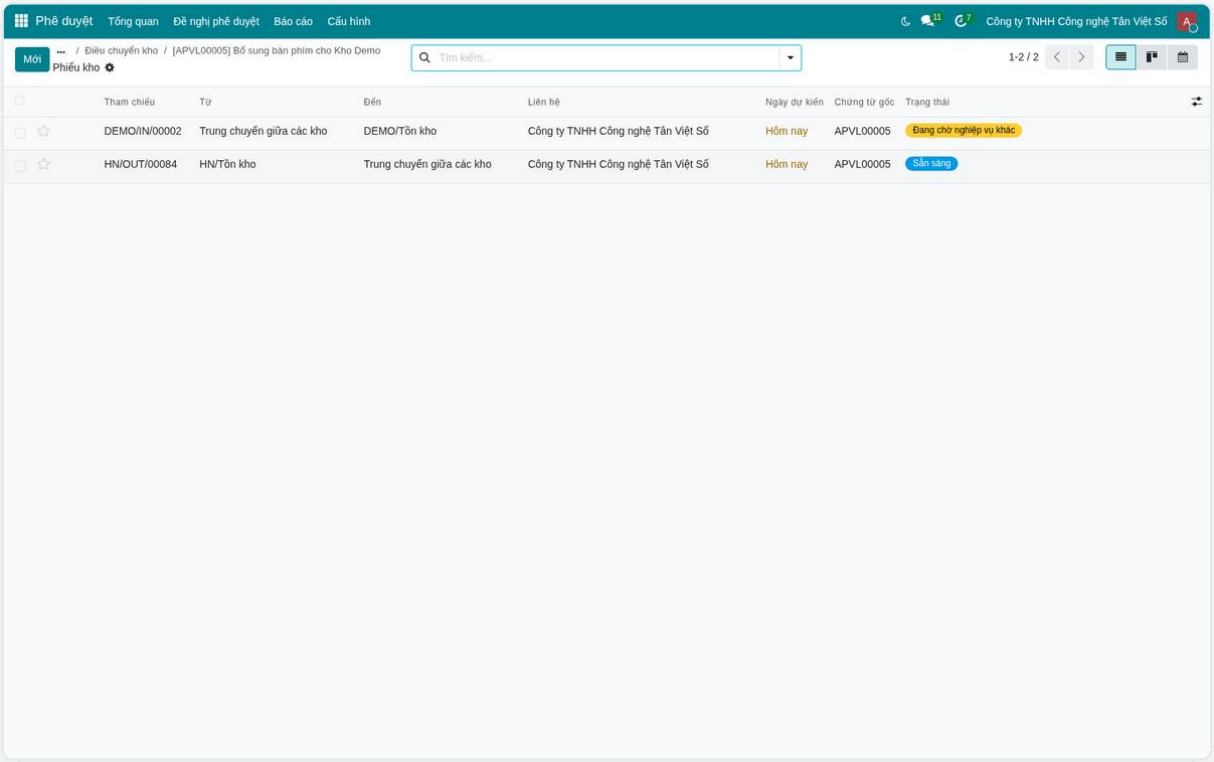


What you should see: the smart buttons **Receipts 1**, **Deliveries 1** and **Stock Transfers 2** appear at the top of the request. The system follows the route in which Kho Demo receives goods from Kho Hà Nội (through the location "Trung chuyển giữa các kho", the inter-warehouse transit).

Step 4 - See the two documents generated

Click the **Stock Transfers** smart button.

> *Path:* **Stock Transfers** smart button on the request

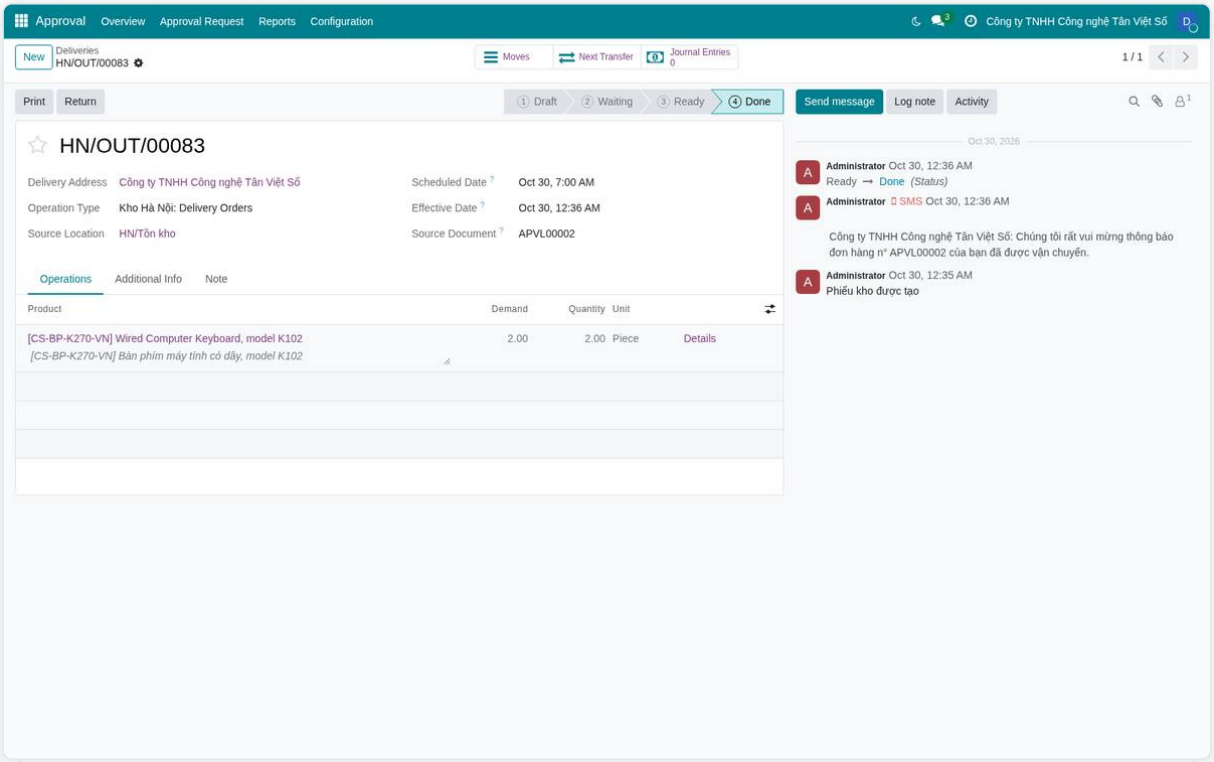


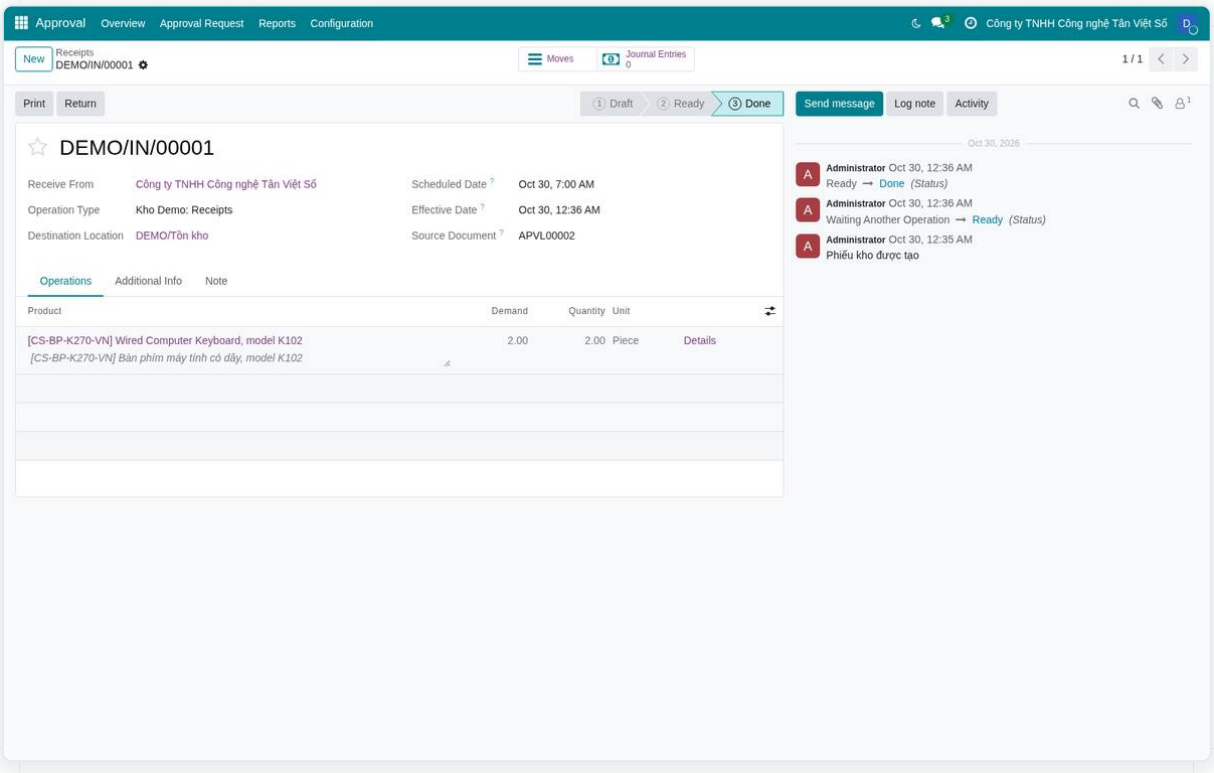
What you should see: two lines with the same **Source Document**, the number of the request: **HN/OUT/xxxxx** (from HN/Tồn kho to Trung chuyển giữa các kho) in **Ready** status, and **DEMO/IN/xxxxx** (from Trung chuyển giữa các kho to DEMO/Tồn kho) in **Waiting Another Operation** status.

Step 5 - Complete the two documents

Open the document **HN/OUT/...** and click **Validate**; then open the document **DEMO/IN/...** and click **Validate**.

> *Path:* `Inventory > Operations > Transfers > Deliveries` then `Inventory > Operations > Transfers > Receipts`





What you should see: the delivery is **Done** and shows the **Next Transfer** button; the Kho Demo receipt moves from waiting to **Ready** and then **Done**. Keyboards are not tracked by serial number, so no serial number is asked for. Both **Journal Entries** buttons show 0: moves between warehouses of the same company are not posted to the books.

20 PURCHASING REPORTS

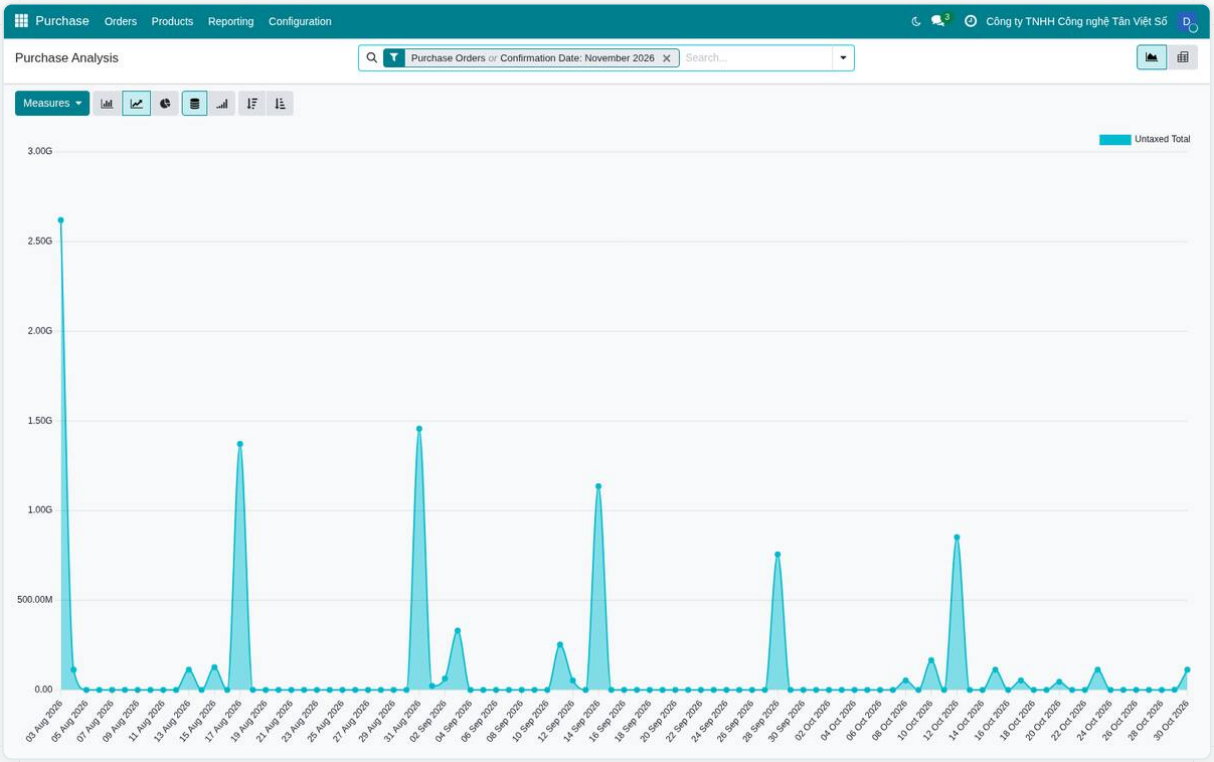
About 10 minutes. By the end of this lesson your company knows which report answers which question about purchasing.

Report name	Answers the question
`Purchase > Reporting > Purchase` (Purchase Analysis)	Which vendor, which product, how much money you bought this month; follow it in a chart or a pivot table
`Accounting > Reporting > Partner Reports > Aged Payable`	How much is still owed to which vendor, which amounts are overdue or due soon
`Accounting > Reporting > Partner Reports > Partner Ledger`	The details of the bills and payments of one vendor, for reconciliation
`Accounting > Reporting > Management > Invoice & Bill Analysis`	The total value of vendor bills by vendor, product and month
`Accounting > Reporting > Invoice Declaration > List of Invoice, Financial paper of Purchased and Services (01 -2/GTGT)`	The list of input VAT for the tax return
`Inventory > Vietnam Legal Reports > Stock-In Report`	Which goods came in, into which warehouse, in the period

Step 1 - Open the purchase analysis

Open **Purchase > Reporting > Purchase**.

> *Path:* `Purchase > Reporting > Purchase`

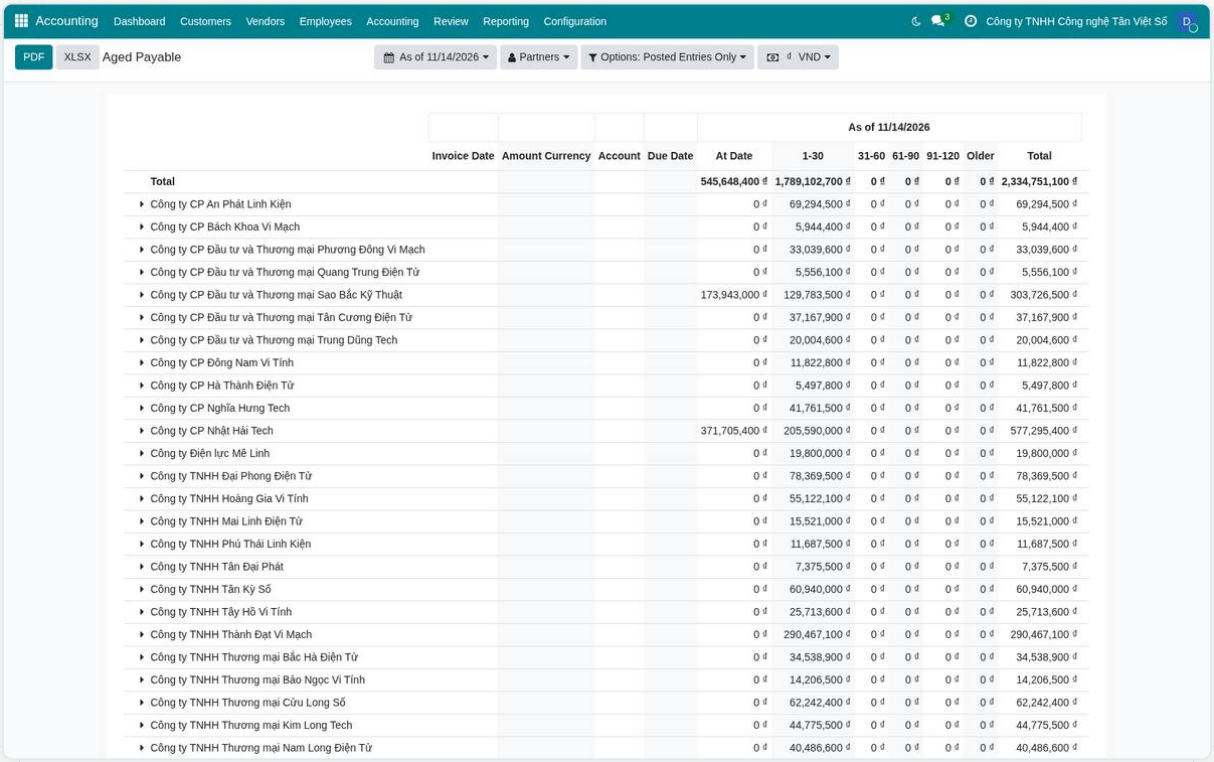


What you should see: an area chart of **Untaxed Total** by day (the filter "Purchase Orders or Confirmation Date" for the current month is on). The buttons above switch to a bar chart, a pie chart or a pivot table.

Step 2 - Open the aged payable

Open **Accounting > Reporting > Partner Reports > Aged Payable**.

> *Path:* `Accounting > Reporting > Partner Reports > Aged Payable`



	Invoice Date	Amount Currency	Account	Due Date	As of 11/14/2026 At Date	1-30	31-60	61-90	91-120	Older	Total
Total					545,648,400 ₫	1,789,102,700 ₫	0 ₫	0 ₫	0 ₫	0 ₫	2,334,751,100 ₫
Công ty CP An Phát Linh Kiện					0 ₫	69,294,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	69,294,500 ₫
Công ty CP Bách Khoa Vi Mạch					0 ₫	5,944,400 ₫	0 ₫	0 ₫	0 ₫	0 ₫	5,944,400 ₫
Công ty CP Đầu tư và Thương mại Phương Đông Vi Mạch					0 ₫	33,039,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	33,039,600 ₫
Công ty CP Đầu tư và Thương mại Quang Trung Điện Tử					0 ₫	5,556,100 ₫	0 ₫	0 ₫	0 ₫	0 ₫	5,556,100 ₫
Công ty CP Đầu tư và Thương mại Sao Bắc Kỹ Thuật					173,943,000 ₫	129,783,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	303,726,500 ₫
Công ty CP Đầu tư và Thương mại Tân Cương Điện Tử					0 ₫	37,167,900 ₫	0 ₫	0 ₫	0 ₫	0 ₫	37,167,900 ₫
Công ty CP Đầu tư và Thương mại Trung Dũng Tech					0 ₫	20,004,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	20,004,600 ₫
Công ty CP Đồng Nam Vi Tính					0 ₫	11,822,800 ₫	0 ₫	0 ₫	0 ₫	0 ₫	11,822,800 ₫
Công ty CP Hà Thành Điện Tử					0 ₫	5,497,800 ₫	0 ₫	0 ₫	0 ₫	0 ₫	5,497,800 ₫
Công ty CP Nghĩa Hưng Tech					0 ₫	41,761,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	41,761,500 ₫
Công ty CP Nhật Hải Tech					371,705,400 ₫	205,590,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	577,295,400 ₫
Công ty Điện lực Mê Linh					0 ₫	19,800,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	19,800,000 ₫
Công ty TNHH Đại Phong Điện Tử					0 ₫	78,369,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	78,369,500 ₫
Công ty TNHH Hoàng Gia Vi Tính					0 ₫	55,122,100 ₫	0 ₫	0 ₫	0 ₫	0 ₫	55,122,100 ₫
Công ty TNHH Mai Linh Điện Tử					0 ₫	15,521,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	15,521,000 ₫
Công ty TNHH Phú Thái Linh Kiện					0 ₫	11,687,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	11,687,500 ₫
Công ty TNHH Tân Đại Phát					0 ₫	7,375,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	7,375,500 ₫
Công ty TNHH Tân Kỷ Số					0 ₫	60,940,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	60,940,000 ₫
Công ty TNHH Tây Hồ Vi Tính					0 ₫	25,713,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	25,713,600 ₫
Công ty TNHH Thành Đạt Vi Mạch					0 ₫	290,467,100 ₫	0 ₫	0 ₫	0 ₫	0 ₫	290,467,100 ₫
Công ty TNHH Thương mại Bắc Hà Điện Tử					0 ₫	34,538,900 ₫	0 ₫	0 ₫	0 ₫	0 ₫	34,538,900 ₫
Công ty TNHH Thương mại Bảo Ngọc Vi Tính					0 ₫	14,206,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	14,206,500 ₫
Công ty TNHH Thương mại Cửu Long Số					0 ₫	62,242,400 ₫	0 ₫	0 ₫	0 ₫	0 ₫	62,242,400 ₫
Công ty TNHH Thương mại Kim Long Tech					0 ₫	44,775,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	44,775,500 ₫
Công ty TNHH Thương mại Nam Long Điện Tử					0 ₫	40,486,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	40,486,600 ₫

What you should see: each row is a vendor, with the columns **At Date**, **1-30**, **31-60**, **61-90**, **91-120**, **Older** and **Total**; click the triangle at the start of a row to go down to each bill. The figures change with the date you view, so the handbook quotes none.

21 EXERCISE: EXTRA PURCHASE AND PARTIAL PAYMENT

About 25 minutes. Your company does this on its own, without step-by-step screenshots.

1. Create a request for quotation for the vendor **Công ty TNHH Thương mại Kim Long Tech**, 3 units of **PSU Power Supply 1300W for EBS-4U**. Note the unit price that is filled in and the total. Check: unit price 865,000 VND, untaxed total 2,595,000 VND.
2. Confirm it into a purchase order, open the receipt, record 3 serial numbers of your own (for example `BT-PSU-0001` to `0003`) and validate the receipt. Check: the receipt is **Done**, the **Journal Entries** button shows 0.
3. From the list of purchase orders create the bill, fill in **Bill Date** and post it. Check: the entry **Debit 156 / Debit 1331 / Credit 331**, payment terms **30 Days**.
4. Click **Pay**, change **Amount** to half of the total of the bill and create the payment. Check: the bill moves to the partial-payment status and **Amount Due** equals the other half.
5. Open **Aged Payable**, find Kim Long Tech and read the amount still owed in the **At Date** column.

PART IV. WAREHOUSE AND SERIAL NUMBERS

This part answers the question: which warehouse holds the goods, which documents move goods in and out, and how do you trace one machine from purchase through sale and repair? Storekeepers, delivery staff, customer care staff and warehouse accountants read this part.

22 FIVE WAREHOUSES AND THE DOCUMENT TYPES

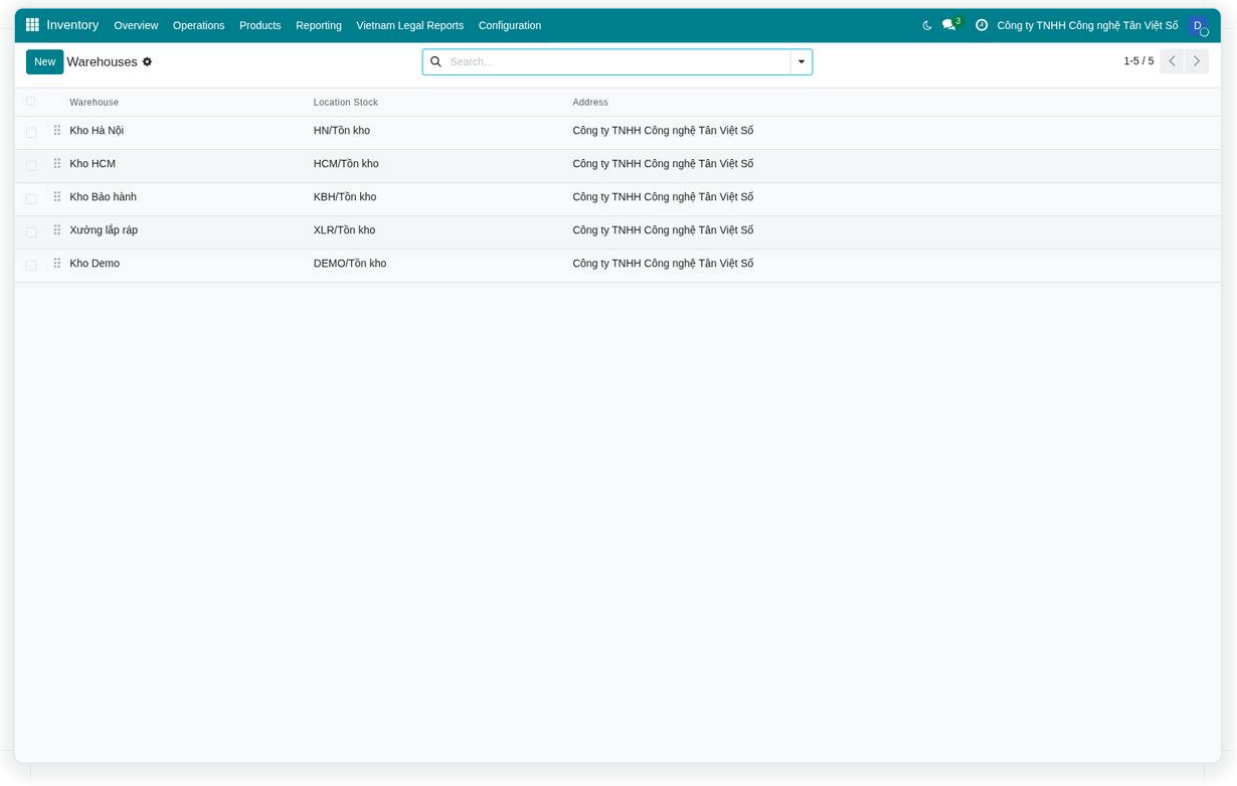
About 15 minutes. By the end of this lesson your company knows the five warehouses, in how many steps each one receives and delivers, and which operation types each warehouse has.

Warehouse	Code	Role	Stock location
Kho Hà Nội	HN	Delivers stock items to customers in the North; receives goods that were bought	HN/Tồn kho
Kho HCM	HCM	Delivers stock items to customers in the South	HCM/Tồn kho
Kho Bảo hành	KBH	Warranty repairs; repair orders numbered KBH/RO/...	KBH/Tồn kho
Xưởng lắp ráp	XLR	Assembles machines to order; assembly orders numbered XLR/MO/...	XLR/Tồn kho
Kho Demo	DEMO	Display goods and trial goods	DEMO/Tồn kho

Step 1 - Open the list of warehouses

Open **Inventory > Configuration > Warehouse Management > Warehouses**.

> *Path:* `Inventory > Configuration > Warehouse Management > Warehouses`

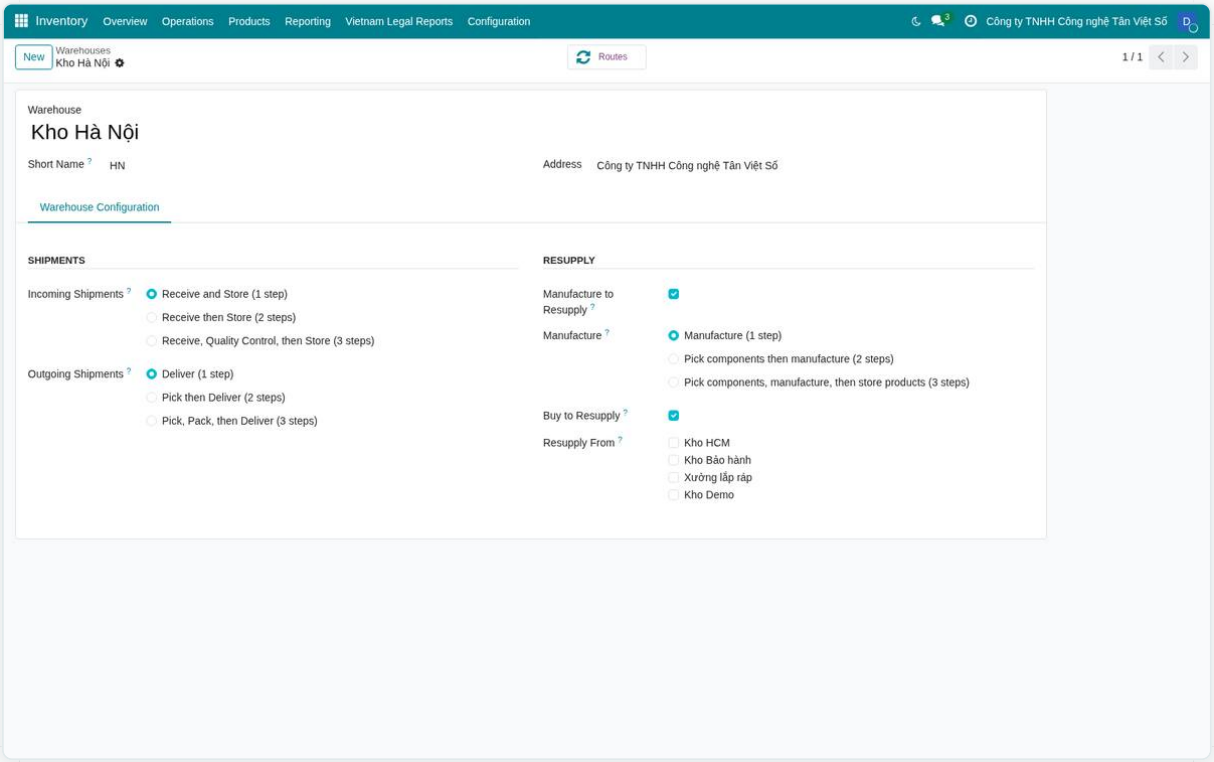


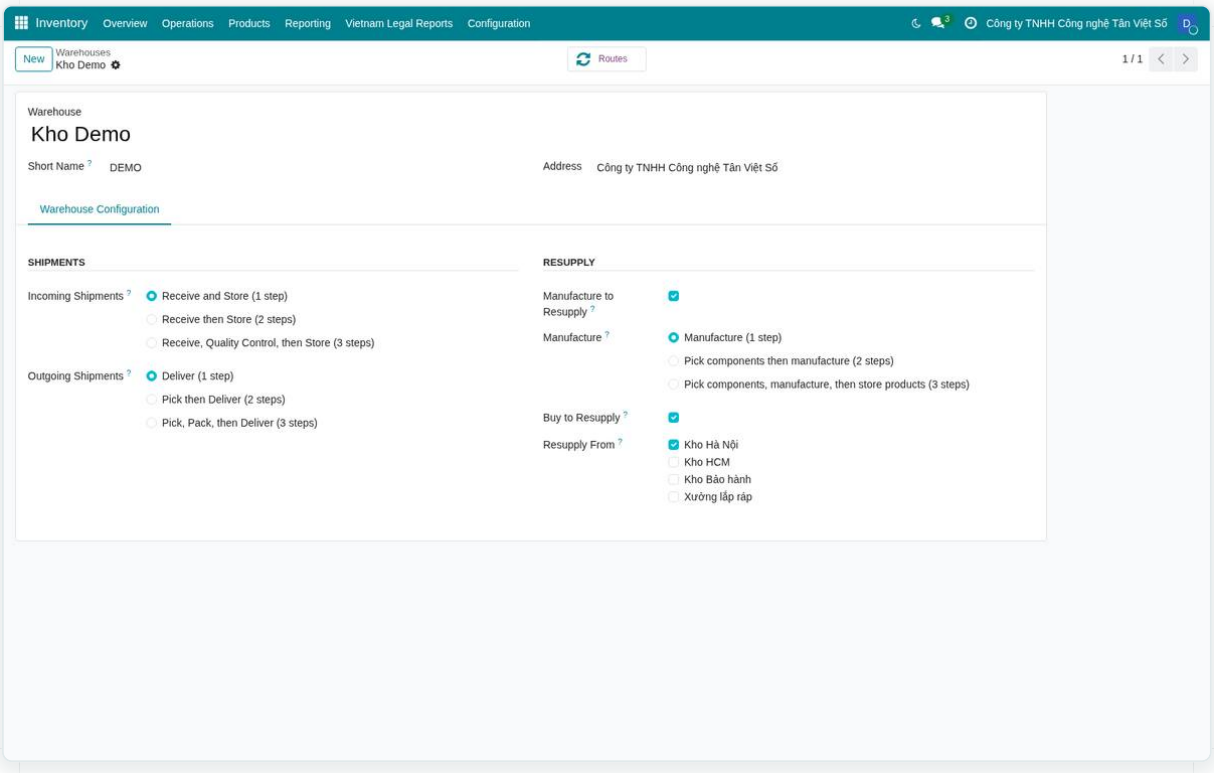
What you should see: exactly five warehouses, each with a **Location Stock** of the form `<code>/Tồn kho` and the company address.

Step 2 - Read the setup of one warehouse

Click **Kho Hà Nội**.

> *Path:* `Inventory > Configuration > Warehouse Management > Warehouses`





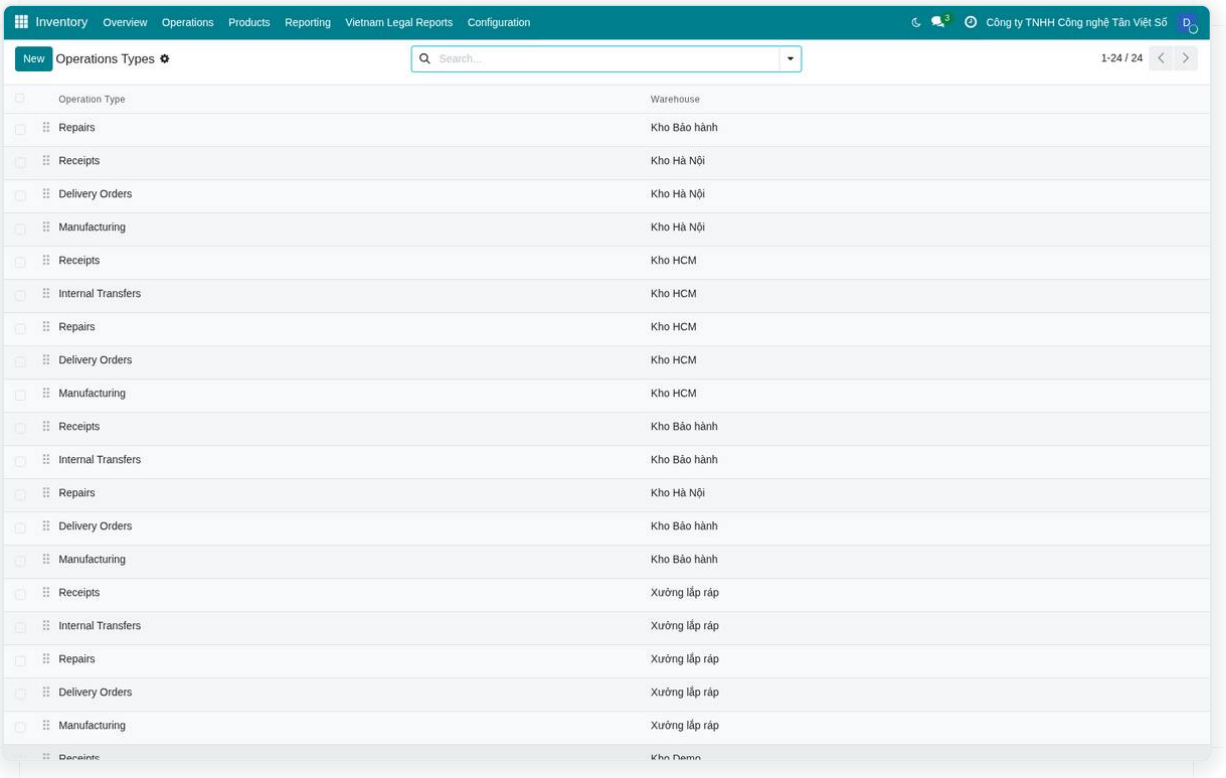
What you should see: Incoming Shipments: **Receive and Store (1 step)**; **Outgoing Shipments**: **Deliver (1 step)**; **Resupply**: **Manufacture to Resupply** and **Buy to Resupply** are ticked, **Manufacture (1 step)**; **Resupply From** lists the other four warehouses and Kho Hà Nội receives goods from none of them. By contrast **Kho Demo** is supplied from Kho Hà Nội (open Kho Demo: in **Resupply From**, Kho Hà Nội is ticked); that is the route used by the lesson Internal restocking request through Approval (optional).

What you lose without it: one step means goods are on stock the moment they enter the warehouse and leave stock the moment they are shipped. If you switch to two or three steps, goods have to go through a receiving area and a check before they are put away, or be picked and packed before they are delivered. Multi-step receiving or delivery suits large warehouses; here simple is enough. "Buy to Resupply" is the condition for a made-to-order sales order to generate a request for quotation for this warehouse.

Step 3 - Read the list of operation types

Open **Inventory > Configuration > Warehouse Management > Operations Types**.

> *Path:* `Inventory > Configuration > Warehouse Management > Operations Types`



What you should see: 24 lines, one for each operation type of a warehouse: Kho Hà Nội has **Receipts**, **Delivery Orders**, **Manufacturing** and **Repairs**; the other four warehouses also have **Internal Transfers**. Document prefixes by warehouse: HN/IN (receipt), HN/OUT (delivery), XLR/MO (assembly), KBH/RO (repair).

23 DELIVERY WITH SERIAL NUMBERS

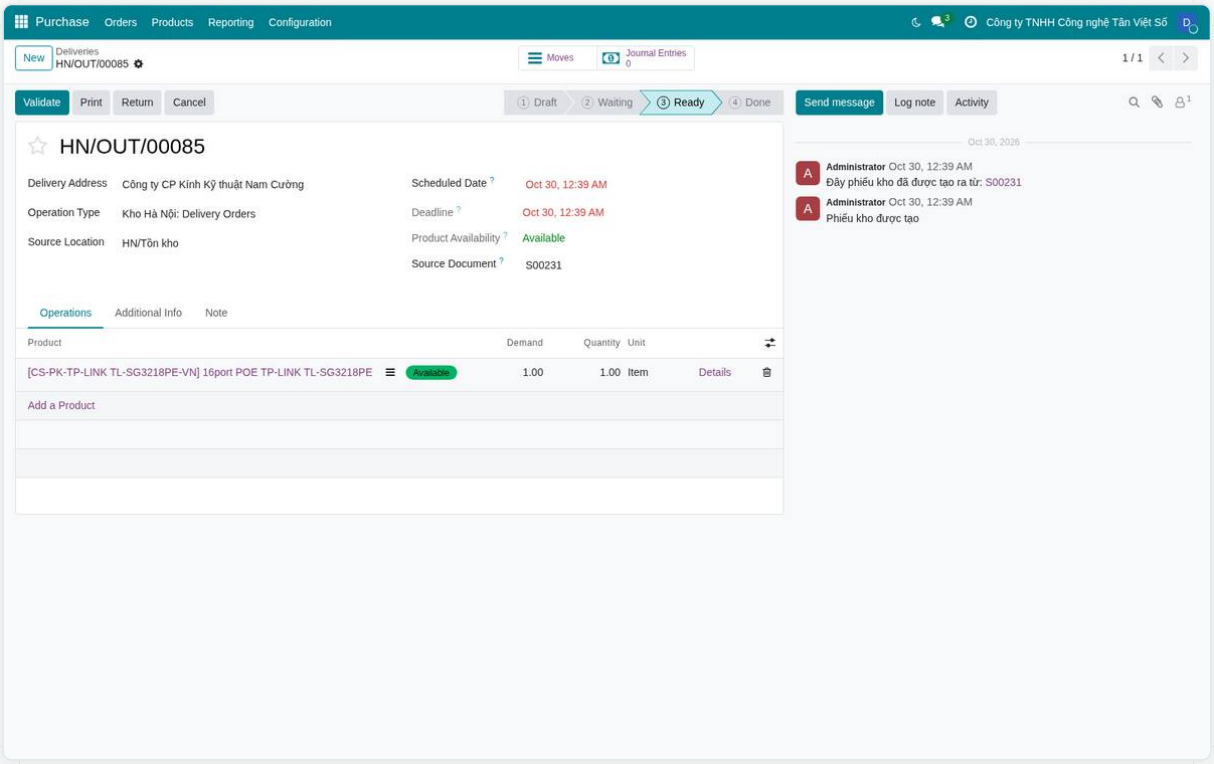
About 10 minutes. By the end of this lesson your company delivers the sales order of the server of the customer Tây Đô from Kho Hà Nội with exactly the serial number of the machine received.

The sales order and the server come from the lesson Purchase order generated from a made-to-order sales order (Part III. Purchasing). The goods have been received into the warehouse, so the delivery slip is ready.

Step 1 - Open the delivery slip

Open the sales order of the customer Tây Đô and click the **Delivery** smart button. Or go to **Inventory > Operations > Transfers > Deliveries** and find the slip.

> *Path:* `Inventory > Operations > Transfers > Deliveries`

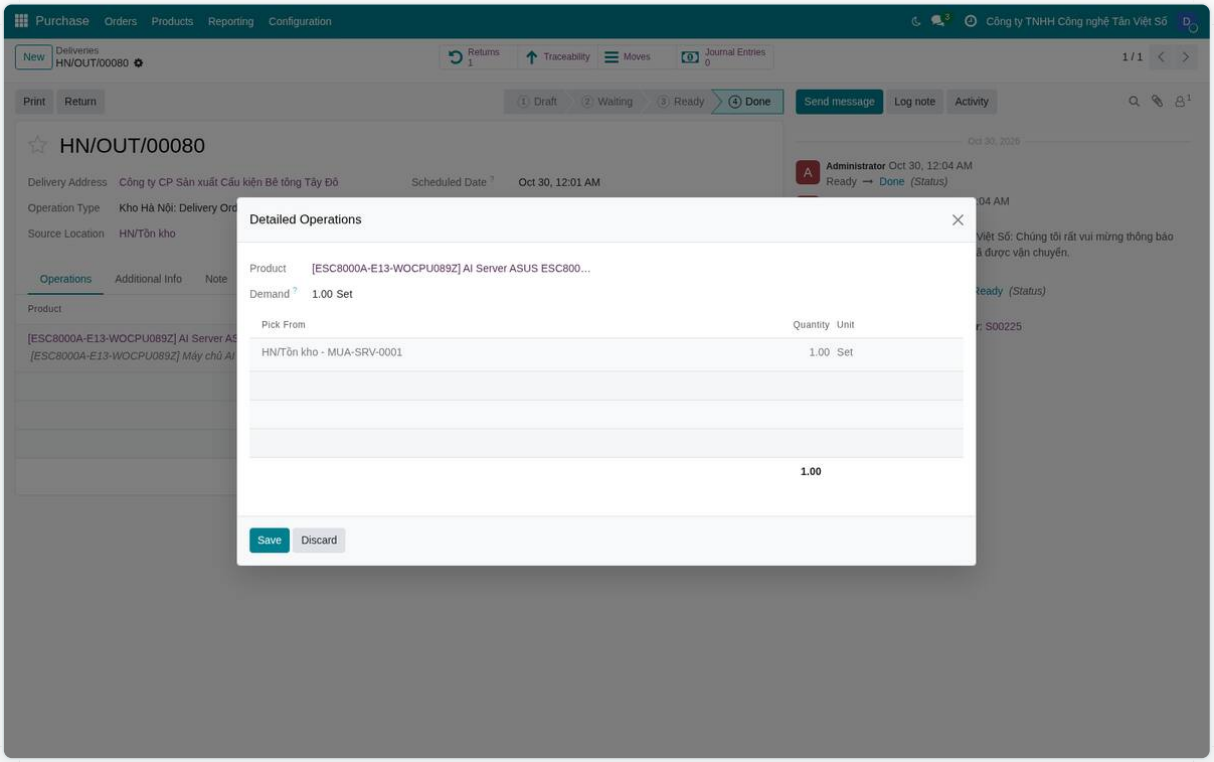


What you should see: a slip **HN/OUT/xxxxx** in **Ready** status, **Source Document** is the number of the sales order, **Product Availability: Available**, **Source Location** HN/Tồn kho.

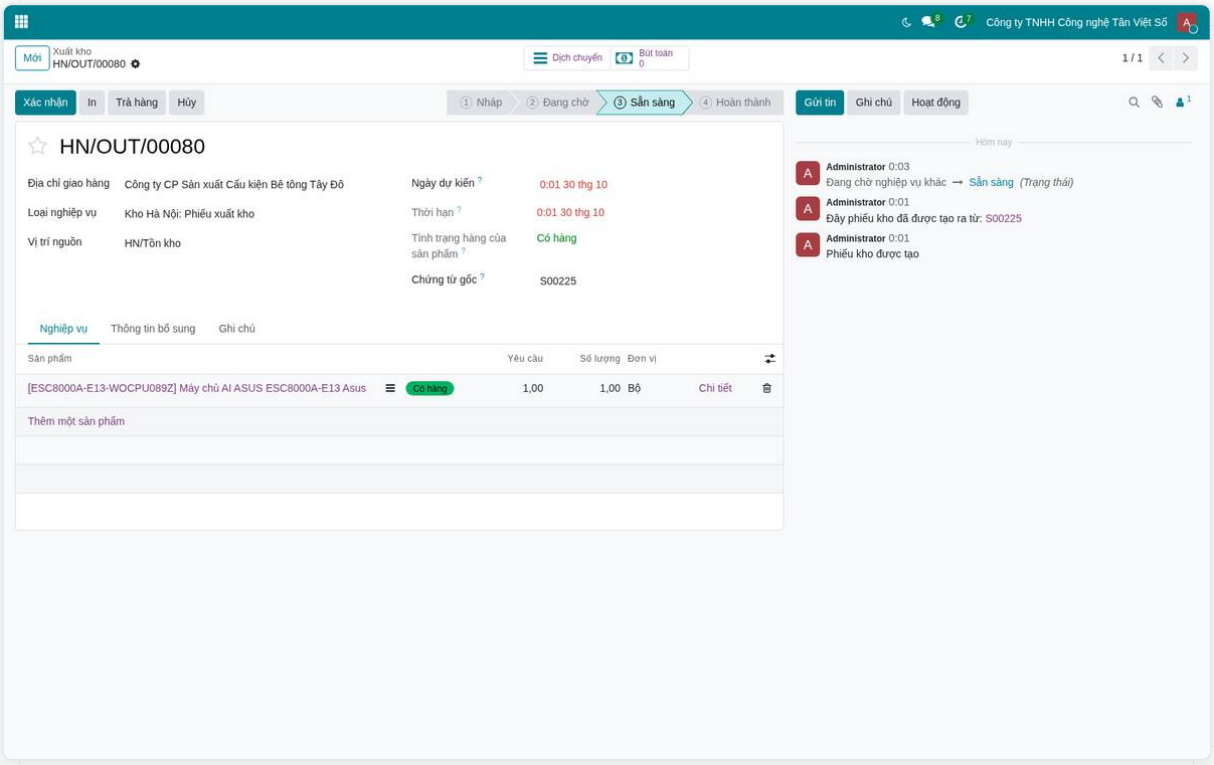
Step 2 - See the serial number reserved for the slip

On the product line click **Details**.

> *Path:* **Details** button on the product line of the delivery slip



What you should see: the **Pick From** column shows `HN/Tồn kho - MUA-SRV-0001`, quantity 1.00. The system has already reserved exactly the server that was just received; when the warehouse holds several units, the storekeeper chooses which serial number from the list. Click **Save**.

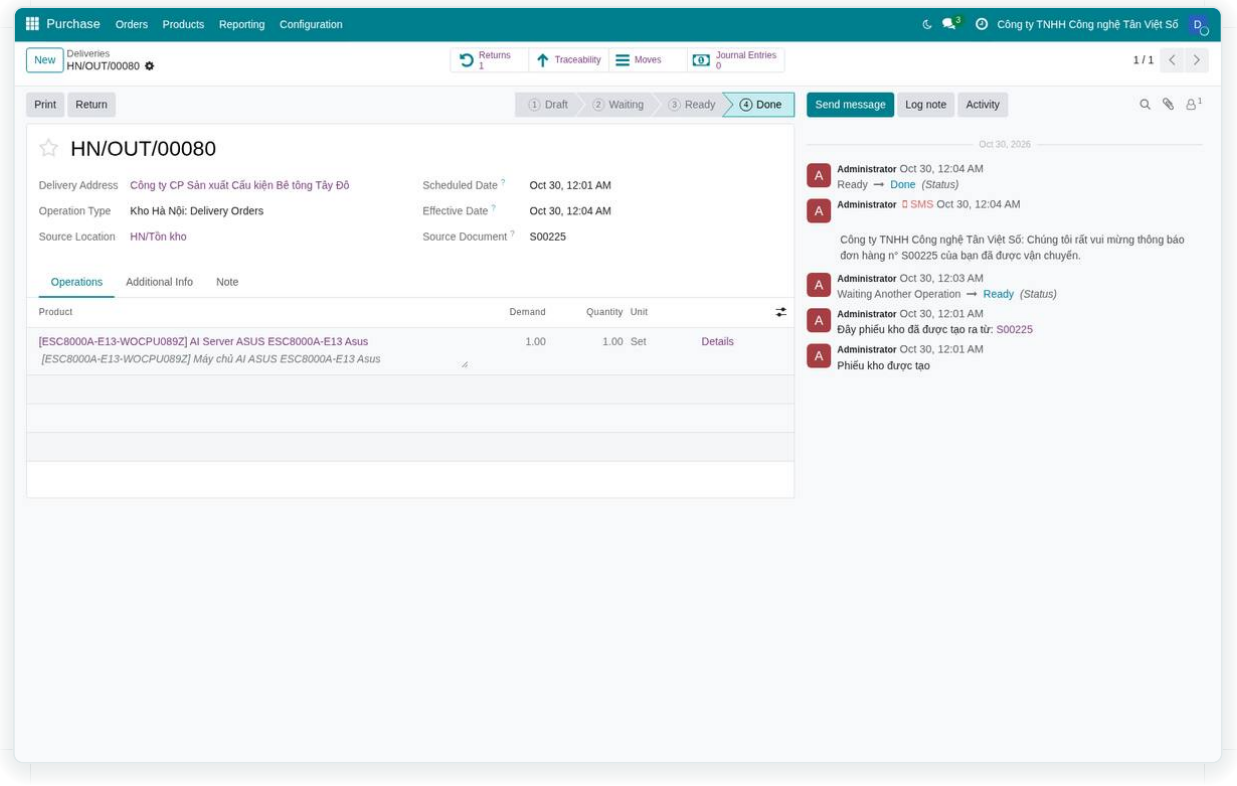


What you should see: the product line has **Quantity** 1.00 and the **Available** status; the slip is still **Ready**.

Step 3 - Validate the delivery

Click **Validate** on the slip.

> *Path:* **Validate** button at the top of the delivery slip

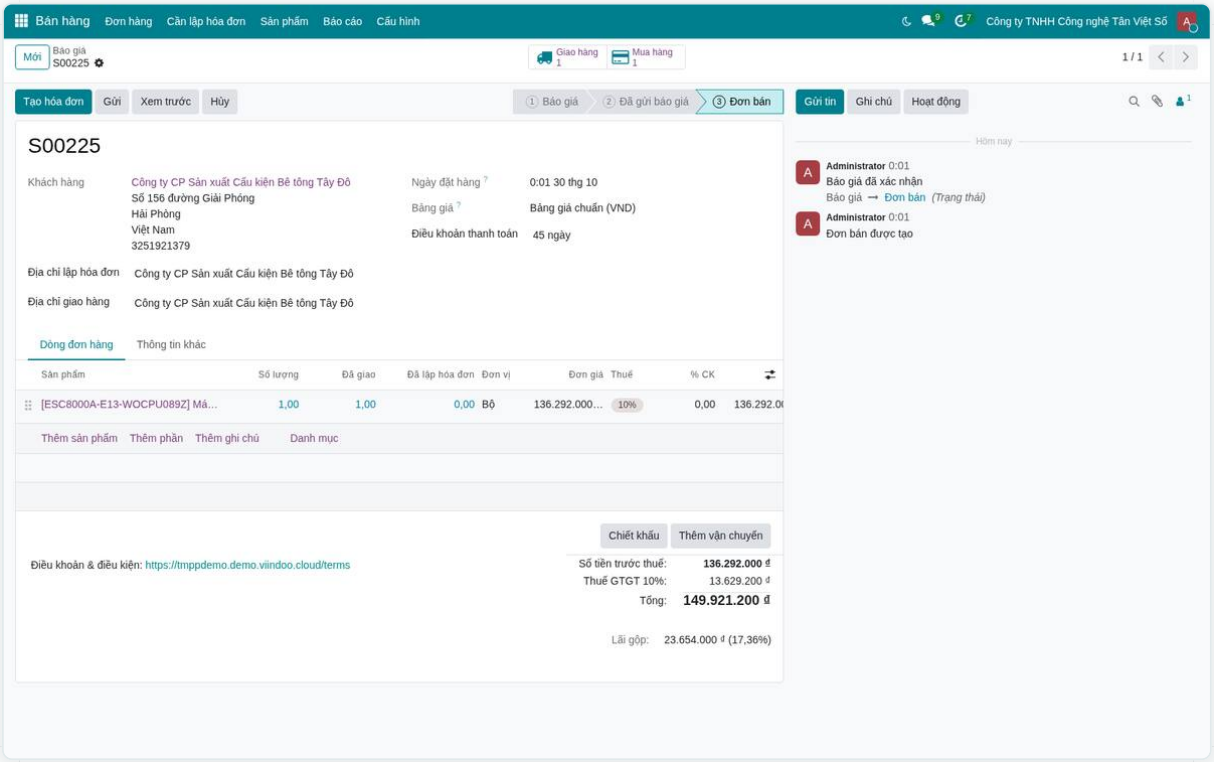


What you should see: the slip moves to **Done**; the buttons **Return**, **Traceability** and **Moves** appear; the **Journal Entries** button still shows 0 (the delivery does not post the cost of goods yet; the cost is posted together with the sales invoice).

Step 4 - See the sales order after delivery

Open the sales order again.

> *Path:* `Sales > Orders > Orders`



What you should see: the **Delivered** column of the product line is 1.00 and the **Invoiced** column is still 0.00; the **Create Invoice** button stays lit because invoices are created on the delivered quantity.

24 CUSTOMER RETURNS AND CREDIT NOTES

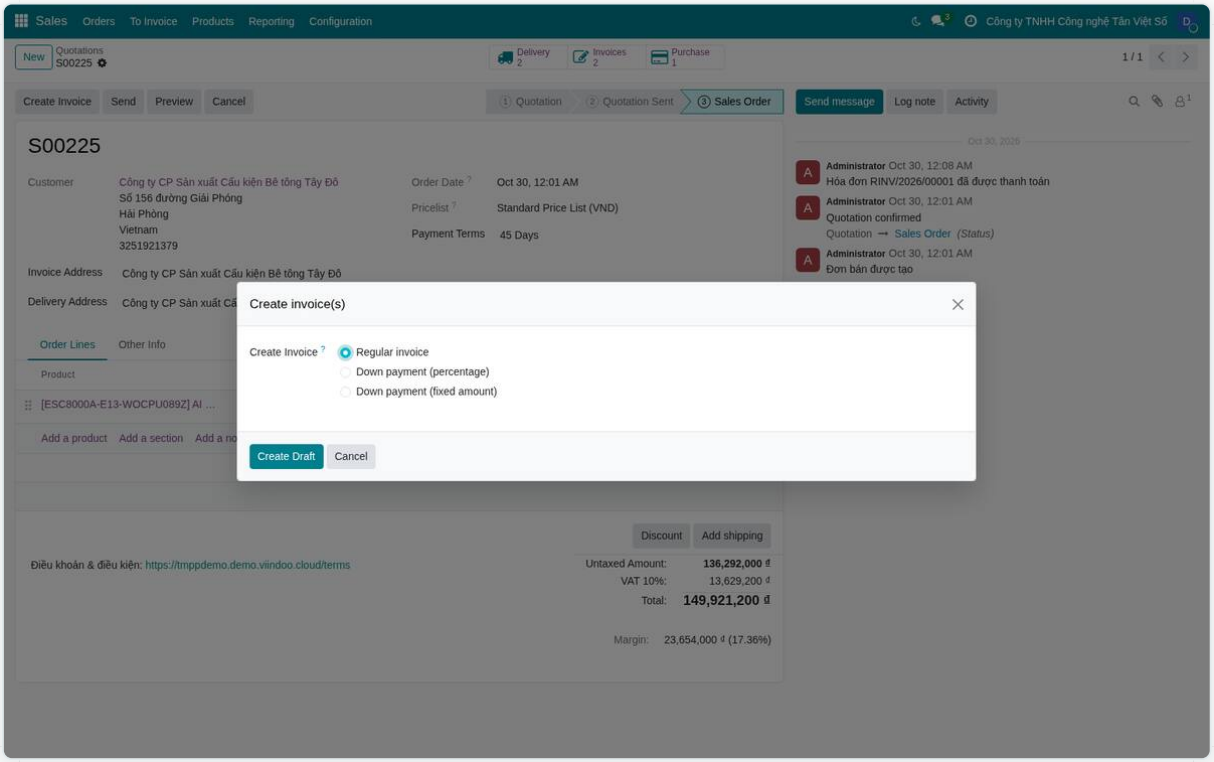
About 20 minutes. By the end of this lesson your company creates an invoice for a delivered order, receives back 1 machine returned by the customer, sees the goods go back to stock under exactly the same serial number, and creates a credit note to give the money back.

In this lesson the sales invoice is created briefly so that there is something to adjust. For the full picture of sales invoices see Part VIII. Accounting.

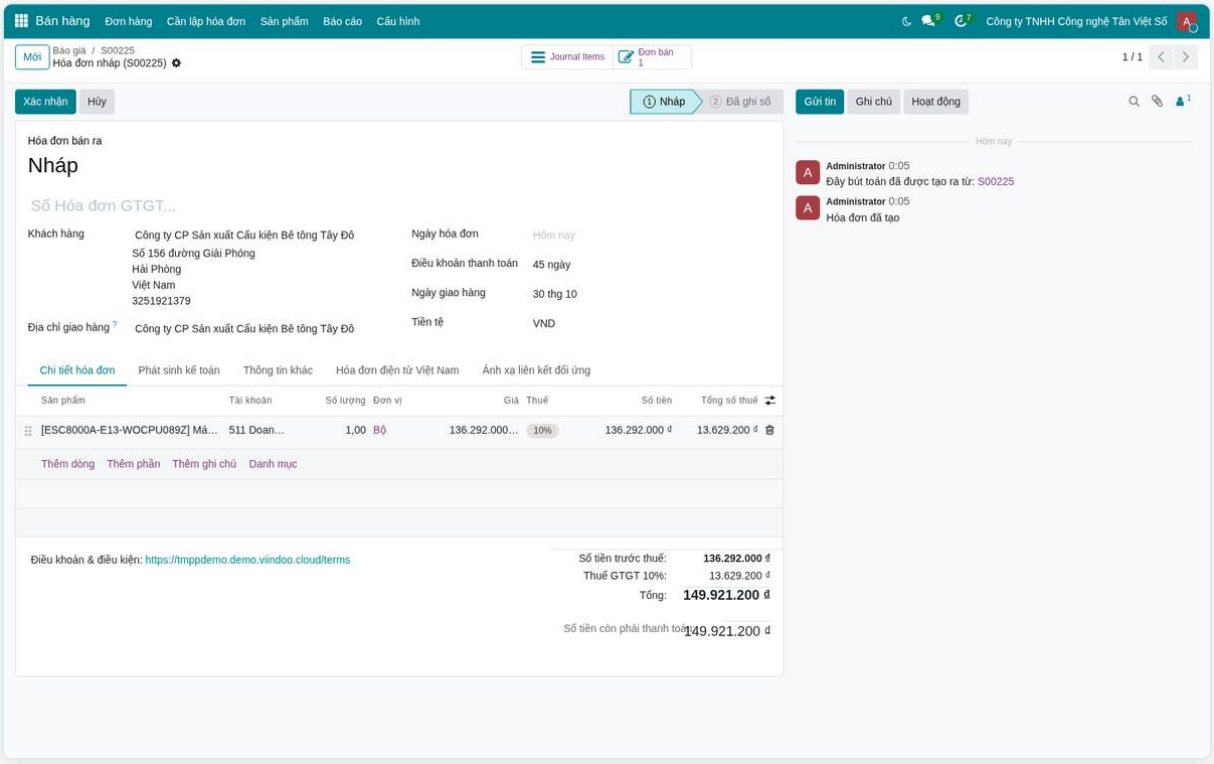
Step 1 - Create the sales invoice from the order

Open the sales order of the customer Tây Đô and click **Create Invoice**. In the **Create invoice(s)** box keep **Regular invoice** and click **Create Draft**.

> *Path:* `Sales > Orders > Orders`



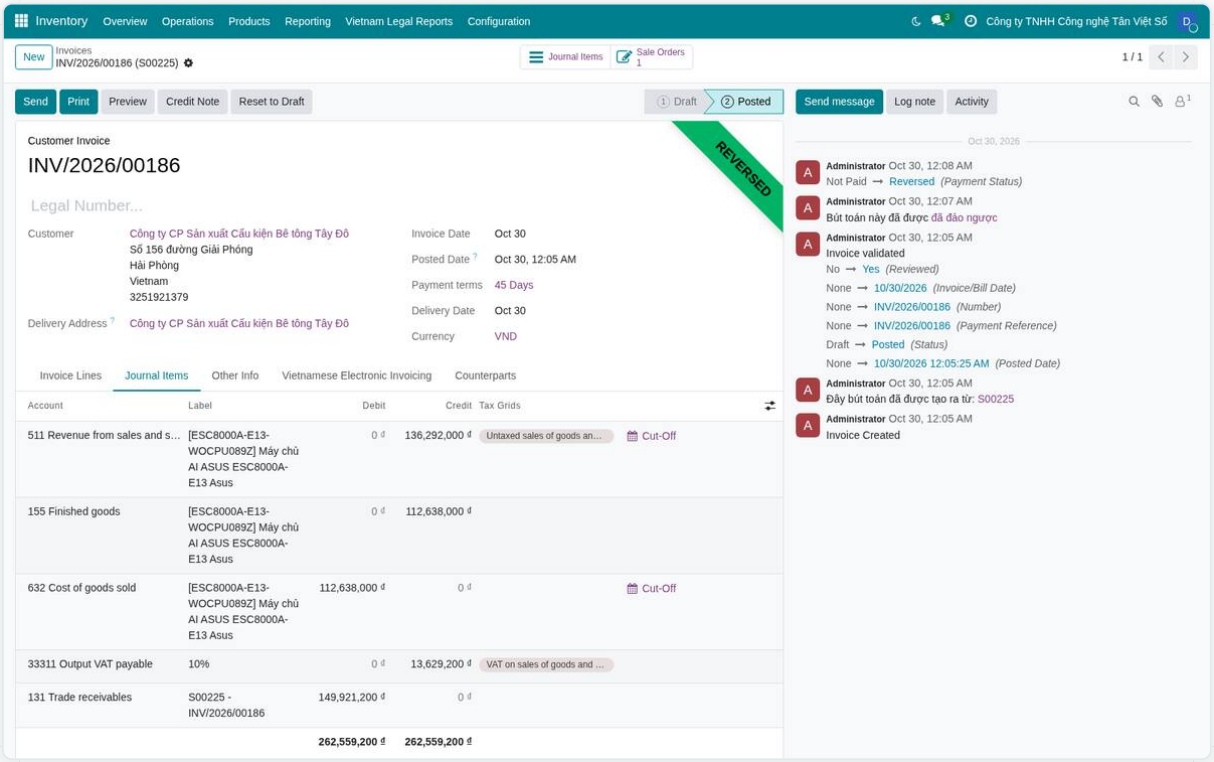
What you should see: the box has three options: **Regular invoice**, **Down payment (percentage)**, **Down payment (fixed amount)**; after you click, a **Draft** invoice opens.



Step 2 - Post the sales invoice and read the entries

Click **Confirm**, then click the **Journal Items** tab.

> *Path:* **Confirm** button at the top of the invoice

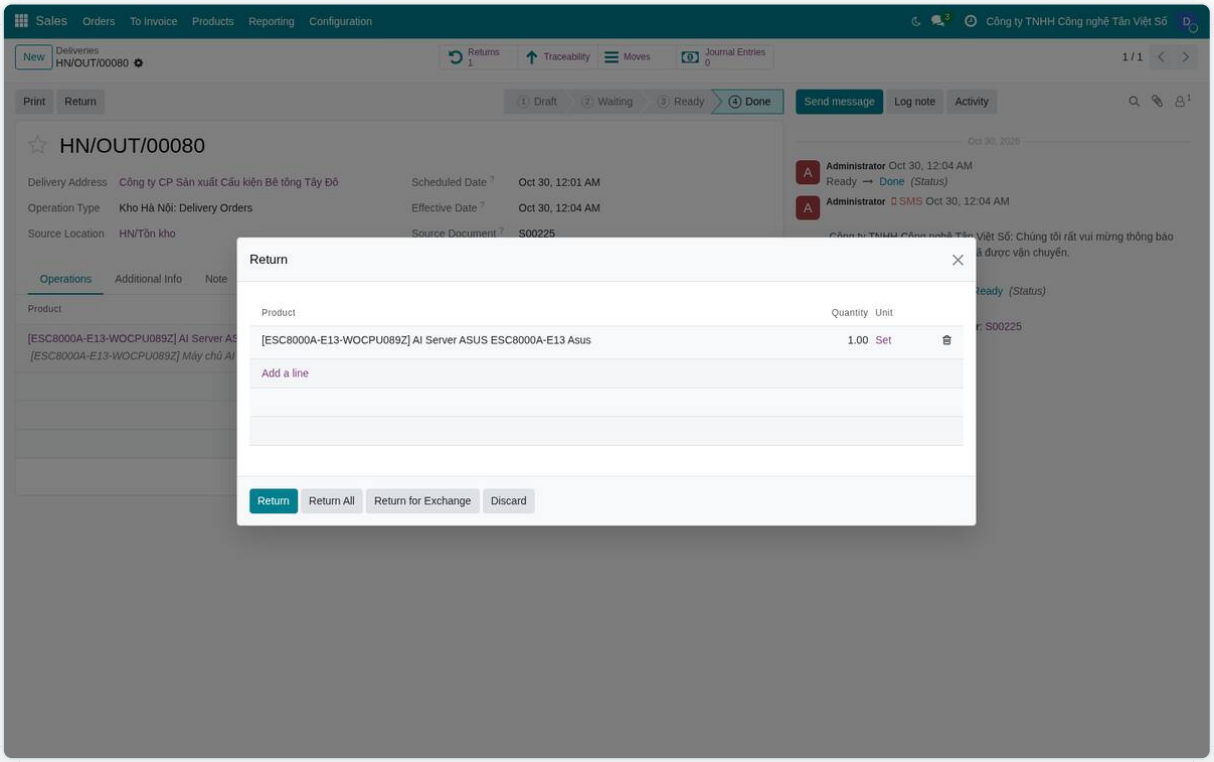


What you should see: Credit 511 equal to the revenue, **Credit 33311** for the output tax, **Debit 131** for the receivable from the customer; and the cost pair **Debit 632 / Credit 155** equal to 112,638,000 VND, exactly the purchase price of the server in the lesson Purchase order generated from a made-to-order sales order. The invoice is in **Posted** status.

Step 3 - Open the delivery slip and click Return

Open the completed delivery slip again (lesson Delivery with serial numbers) and click **Return**.

> *Path:* `Inventory > Operations > Transfers > Deliveries` , **Return** button

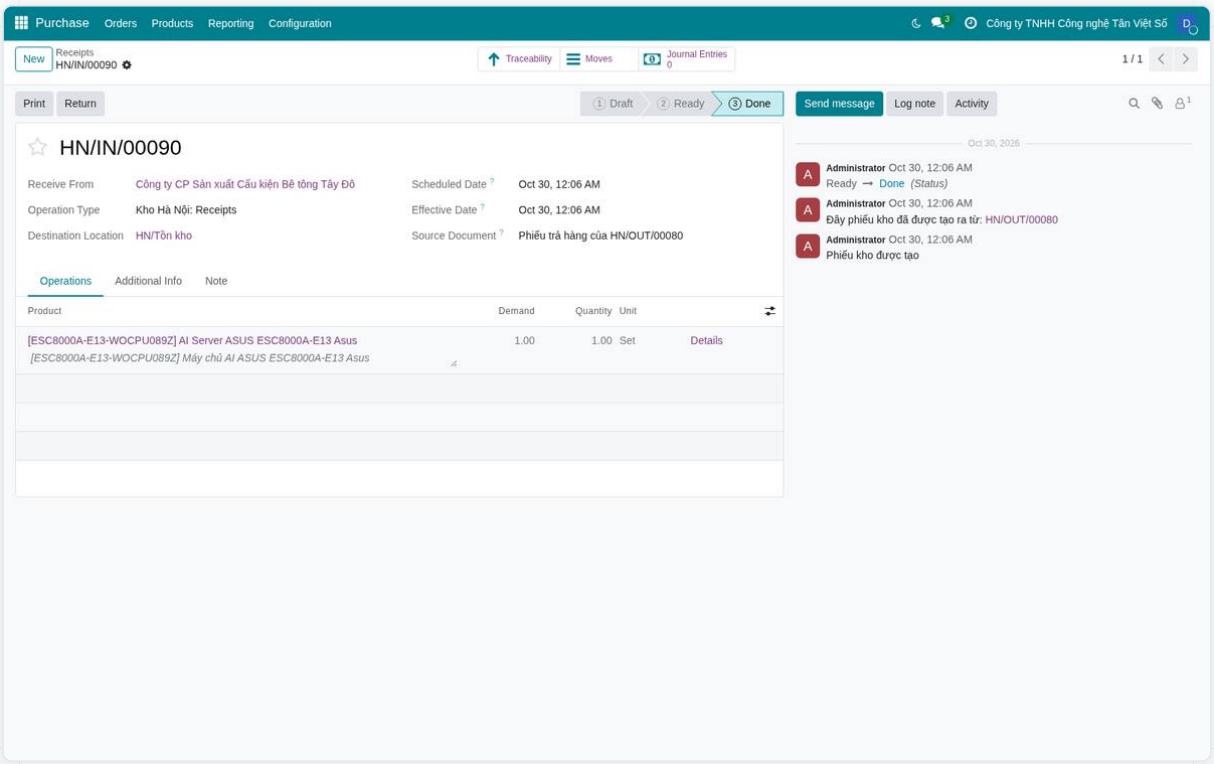


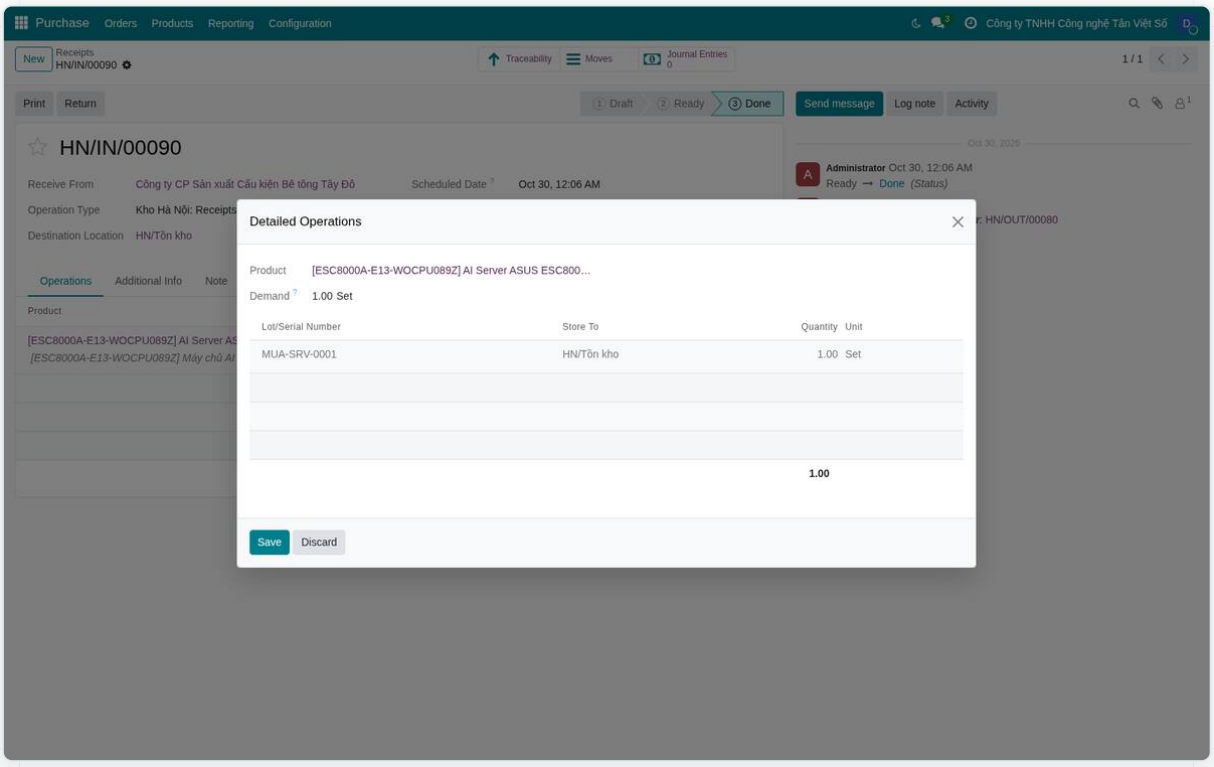
What you should see: the **Return** box lists the delivered product; the **Quantity** column defaults to 0. Type `1` in **Quantity**. There are three buttons: **Return** (returns exactly the quantity typed), **Return All** and **Return for Exchange** (with delivery of another machine).

Step 4 - Create and validate the return

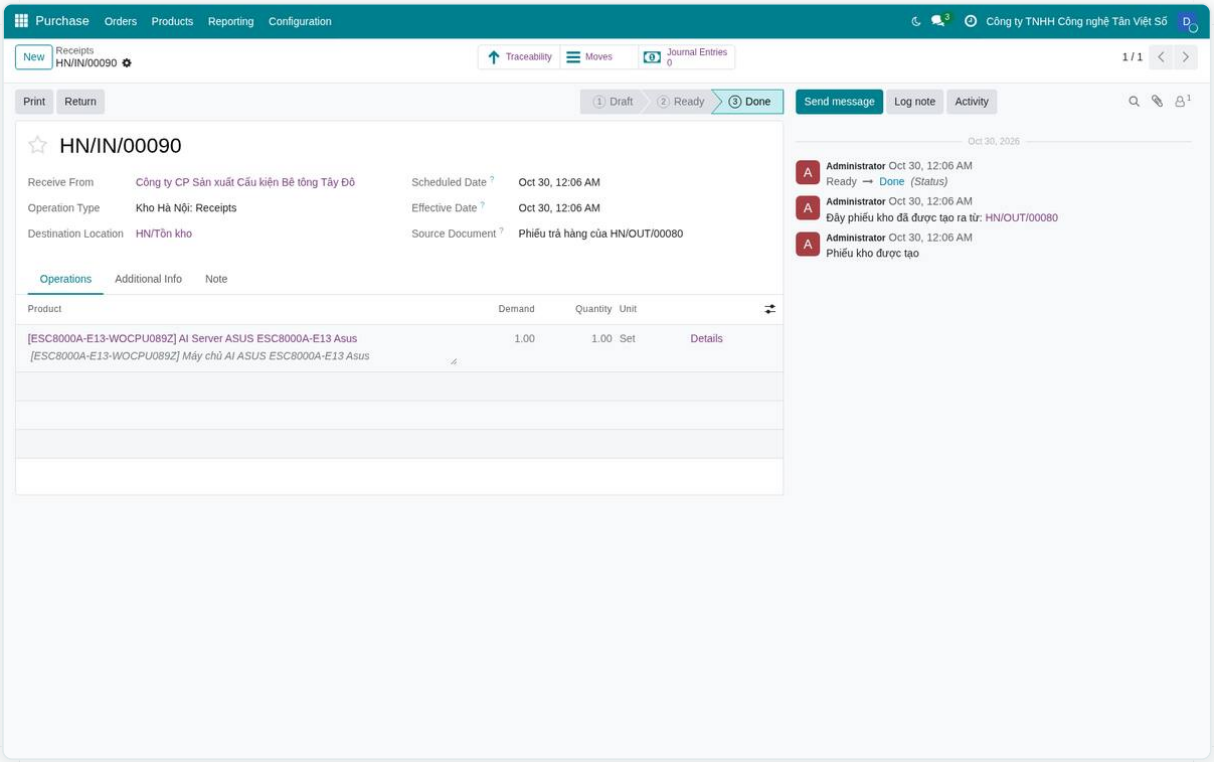
Click **Return**. The system opens a new receipt. Click **Details** to see the serial number, click **Save**, then **Validate**.

> *Path:* **Return** button on the delivery slip





What you should see: a document of the form **HN/IN/xxxxx**, **Receive From** the customer Tây Đô, **Source Document** "Phiếu trả hàng của" followed by the delivery slip; the details box is already filled in with exactly the serial number that was delivered (`MUA-SRV-0001`) and **Store To** HN/Tồn kho. There is no need to type it again.

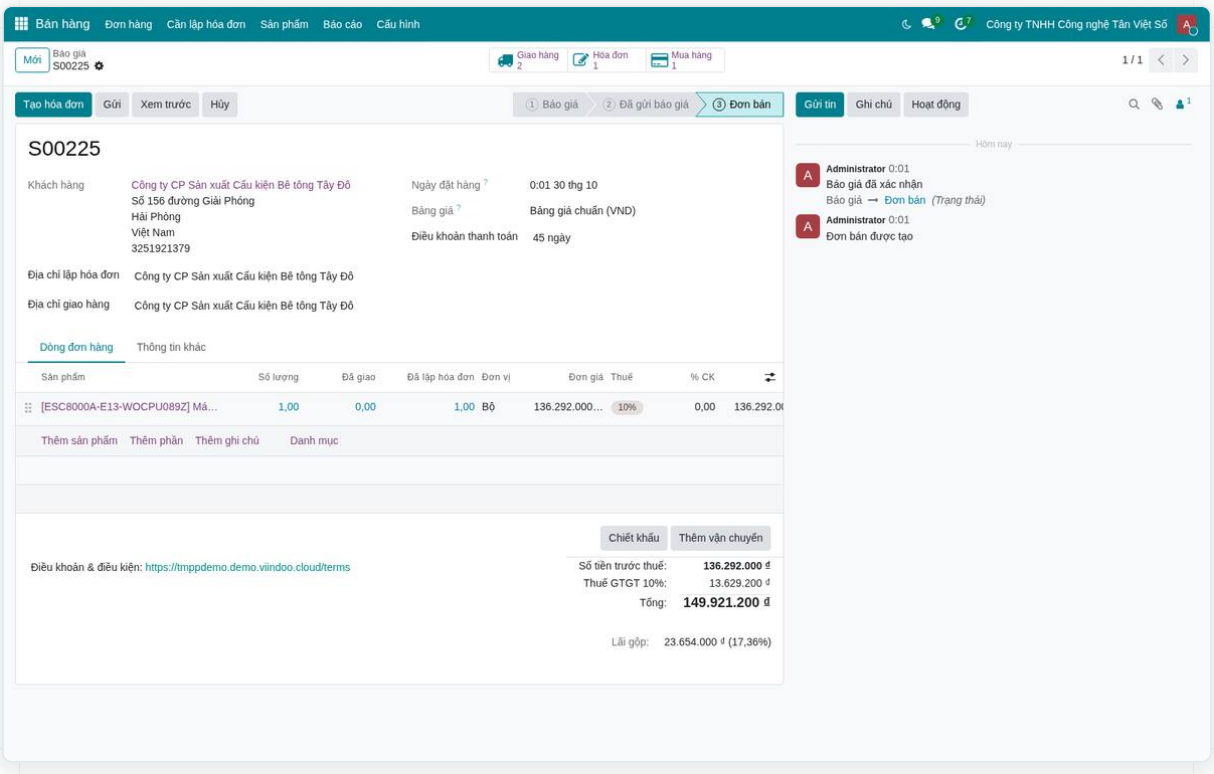


What you should see: the document is **Done**; the server is back in stock at **HN/Tồn kho**.

Step 5 - See the sales order after the return

Open the sales order again.

> *Path:* `Sales > Orders > Orders`



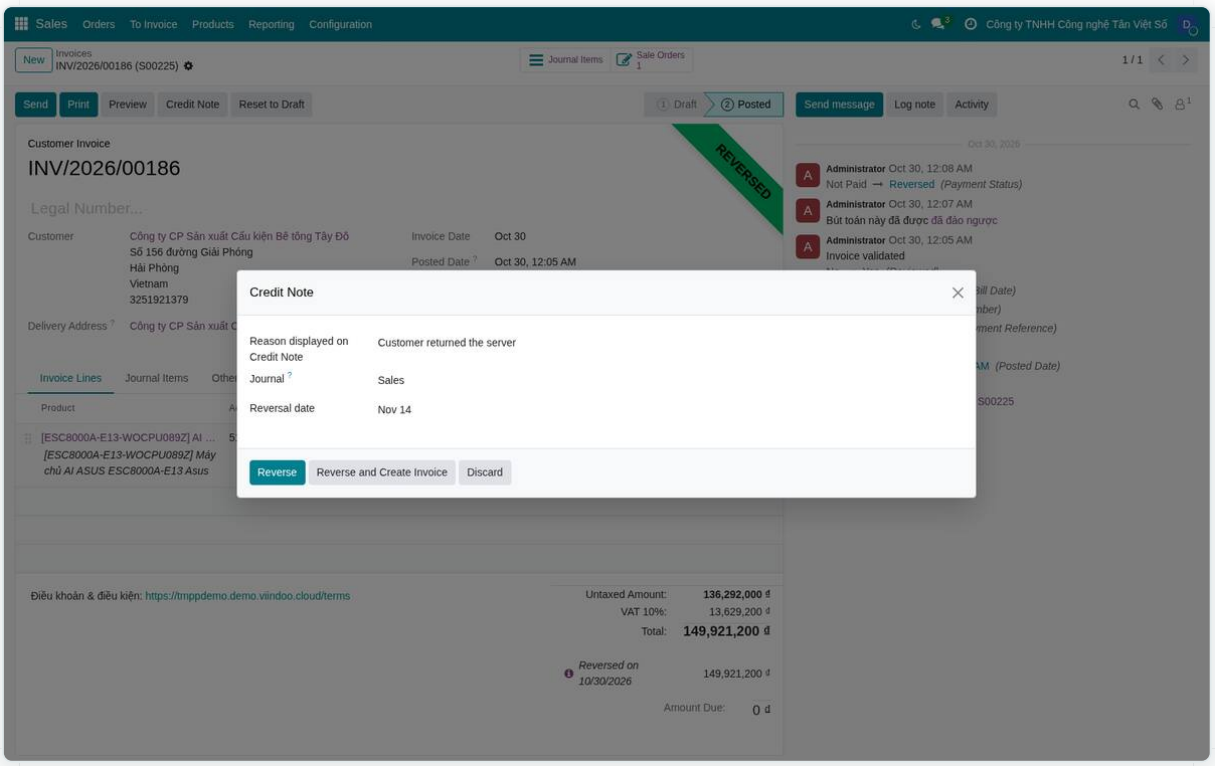
What you should see: the **Delivered** column falls back to **0.00** while **Invoiced** stays at **1.00**; the **Delivery** smart button shows **2** (the delivery slip and the return), **Invoices 1**.

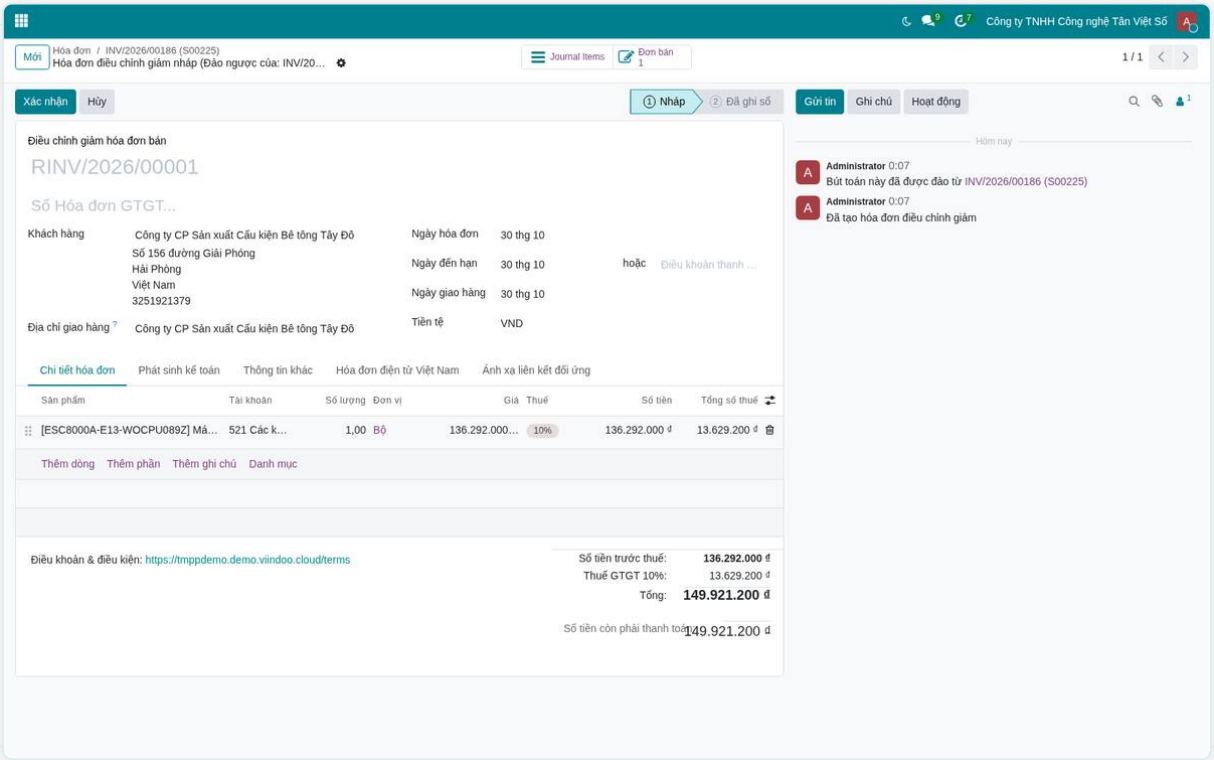
The system does not create a credit note by itself. Your company creates it from the original invoice.

Step 6 - Create the credit note

Open the sales invoice (the **Invoices** smart button on the order) and click **Credit Note**. In **Reason displayed on Credit Note** type `Customer returned the server`, keep **Journal Sales** and click **Reverse**.

> *Path:* `Accounting > Customers > Invoices` , **Credit Note** button



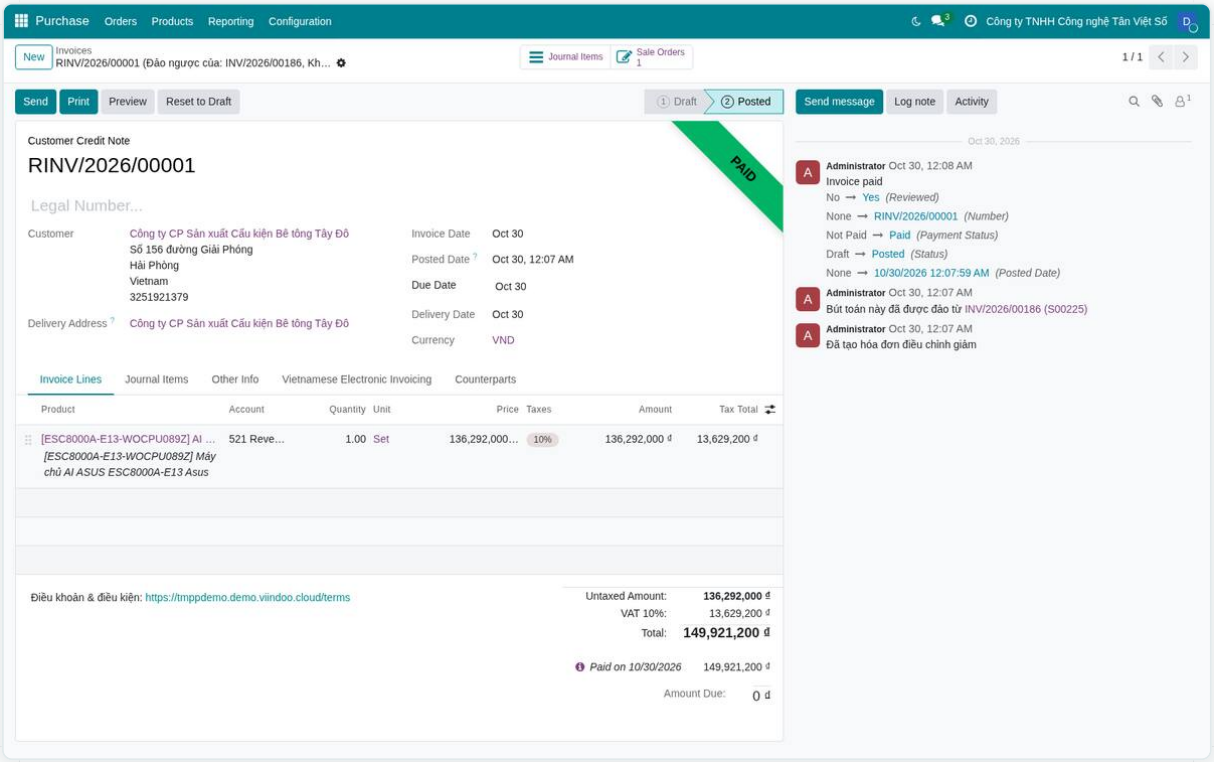


What you should see: the box has **Reason displayed on Credit Note**, **Journal**, **Reversal date** and three buttons **Reverse**, **Reverse and Create Invoice** (creates a new invoice at once) and **Discard**. The credit note opens in **Draft** status, with a number of the form **RINV/...** and a product line at the same unit price as the original invoice.

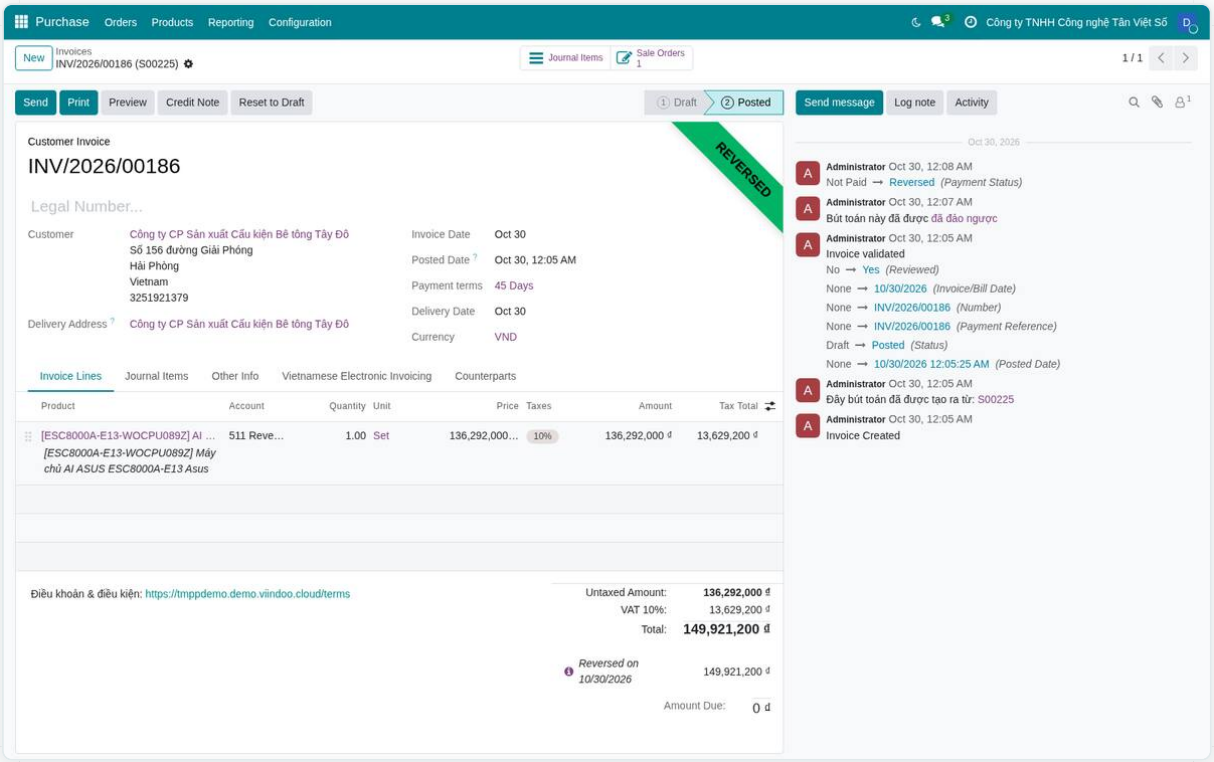
Step 7 - Post the credit note

Click **Confirm**.

> *Path:* **Confirm** button at the top of the credit note



What you should see: the credit note has a green ribbon at the top right because it is offset against exactly the original invoice; **Amount Due** is 0. The entry is **Debit 521 Revenue deductions**, **Debit 33311**, **Credit 131**, and at the same time the cost of goods is reversed, **Debit 155 / Credit 632**, at the issue price.



What you should see: the original invoice has the **REVERSED** ribbon and no **Pay** button any more; the two invoices cancel each other, so the receivable of the customer Tây Đô falls to 0 for this order.

25 SERIAL NUMBER TRACEABILITY: FROM PURCHASE TO SALE TO REPAIR

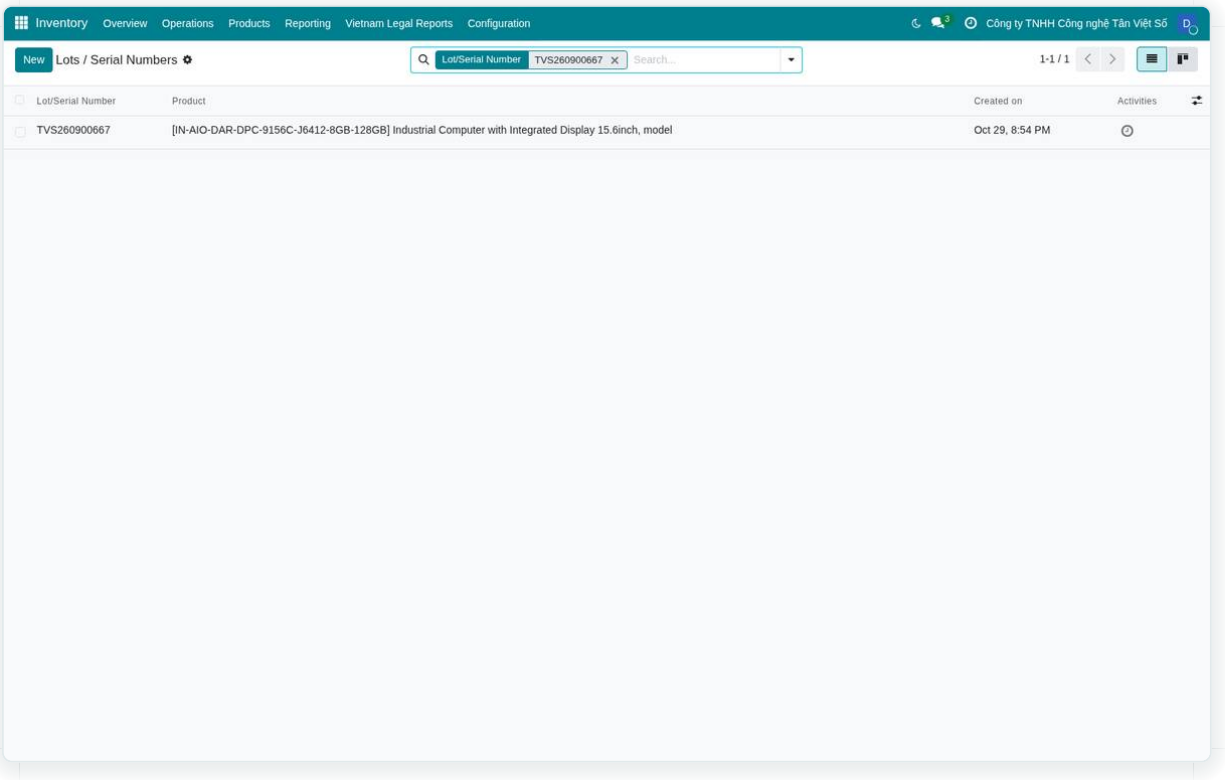
About 10 minutes. By the end of this lesson your company types in a serial number and sees the life of that machine: which vendor it was received from, which customer it was delivered to, and when it was repaired.

The lesson uses the serial number `TVS260900667`, which has gone through all three stages (receipt, delivery, warranty repair). Your company only looks and does not change anything.

Step 1 - Find the serial number

Open **Inventory > Products > Lots / Serial Numbers**, type `TVS260900667` in the search box and press Enter. If the list is grouped by location, click the x of that group.

> *Path:* `Inventory > Products > Lots / Serial Numbers`

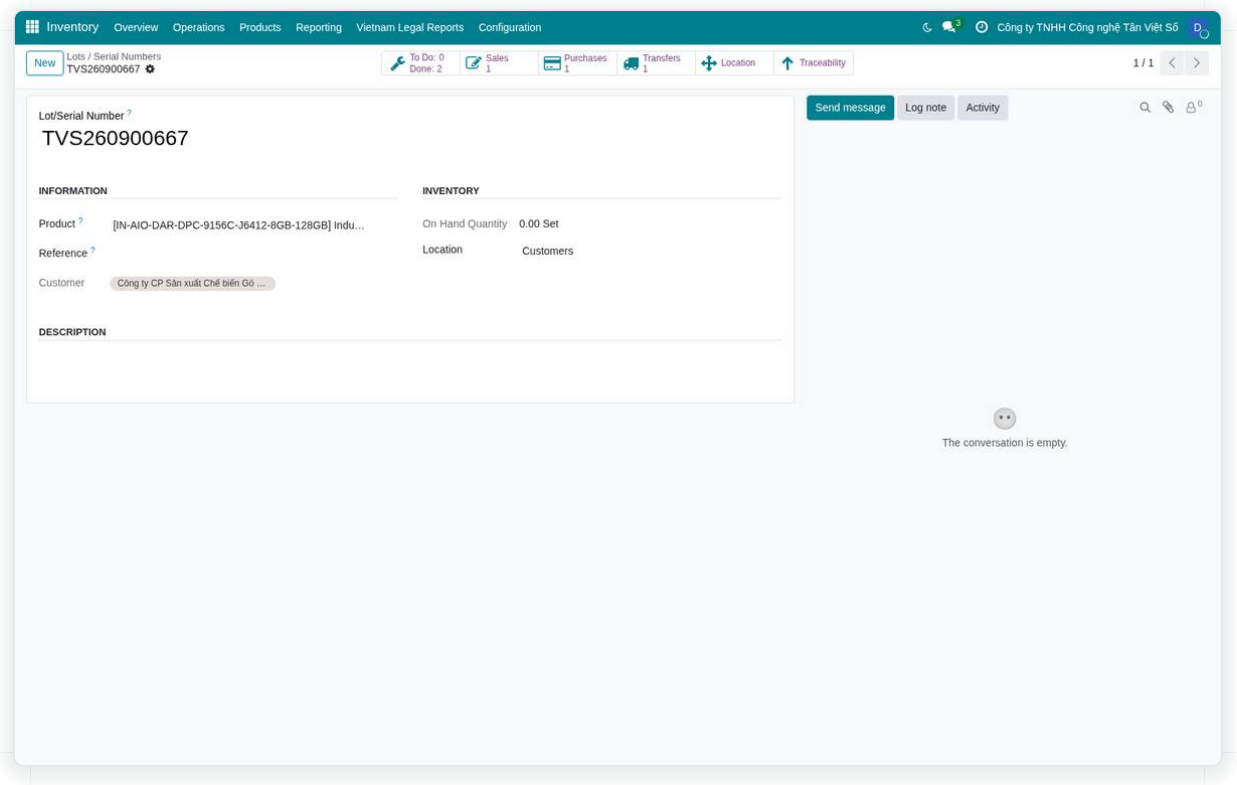


What you should see: one line with the serial number `TVS260900667`, and the product is the industrial computer with a 15.6-inch integrated display.

Step 2 - Open the serial number

Click the line.

> *Path:* `Inventory > Products > Lots / Serial Numbers`

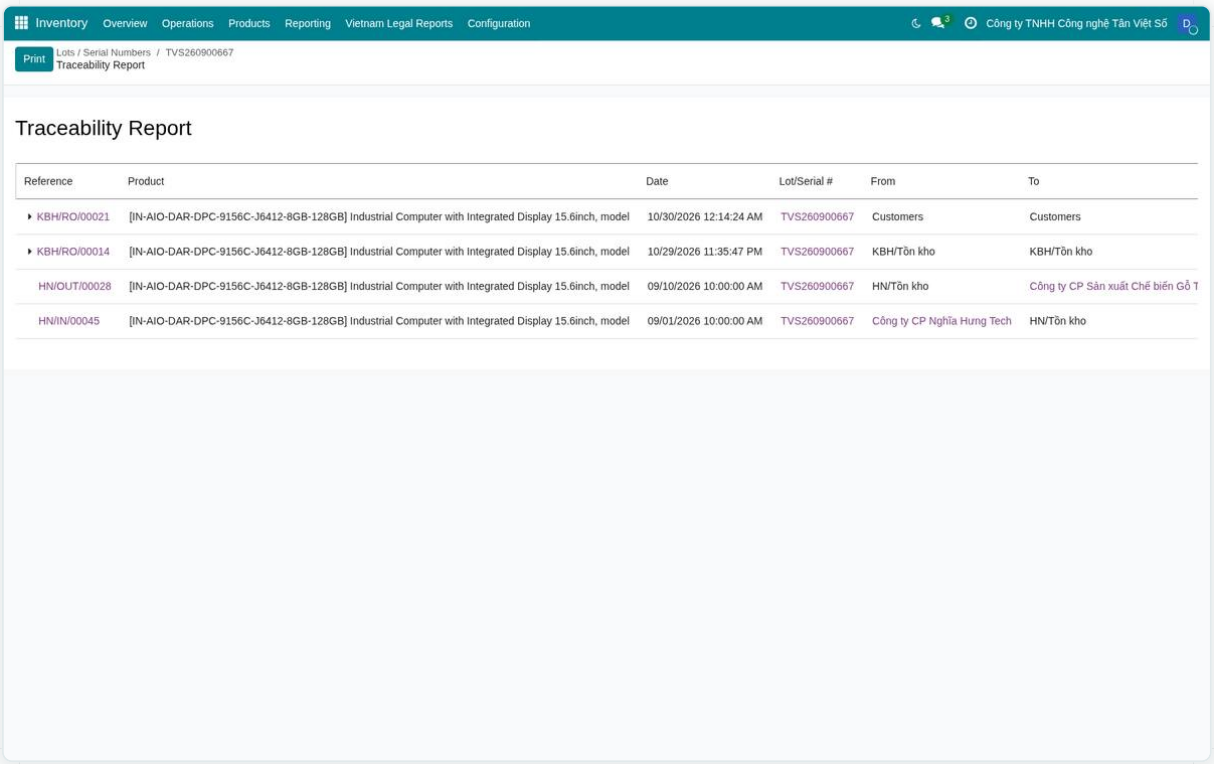


What you should see: the smart buttons count the documents tied to this serial number: **Purchases 1**, **Sales 1**, **Transfers 1**, the repair button with its **To Do** and **Done** counts, and **Location**; the system records the **Customer** that holds the machine; **On Hand Quantity** is 0 because the machine has been delivered to the customer.

Step 3 - Open the traceability report

Click **Traceability**.

> *Path:* **Traceability** button on the serial number



What you should see: four lines from newest to oldest: **KBH/RO/00021** (a repair order, from Customers to Customers), **KBH/RO/00014** (a repair order, from KBH/Tồn kho to KBH/Tồn kho), **HN/OUT/00028** (delivered from HN/Tồn kho to the customer Công ty CP Sản xuất Chế biến Gỗ Tân Phú Lâm), **HN/IN/00045** (received from Công ty CP Nghĩa Hưng Tech into HN/Tồn kho). The columns **Date**, **From**, **To** and **Quantity** tell where the goods went from and to. This is the path from vendor to customer to repair of one machine.

A machine assembled in the workshop has a different path: the first line is the assembly order **XLR/MO/...** (from the Production location into XLR/Tồn kho), followed by the delivery slip **XLR/OUT/...** and the repair order **KBH/RO/...**.

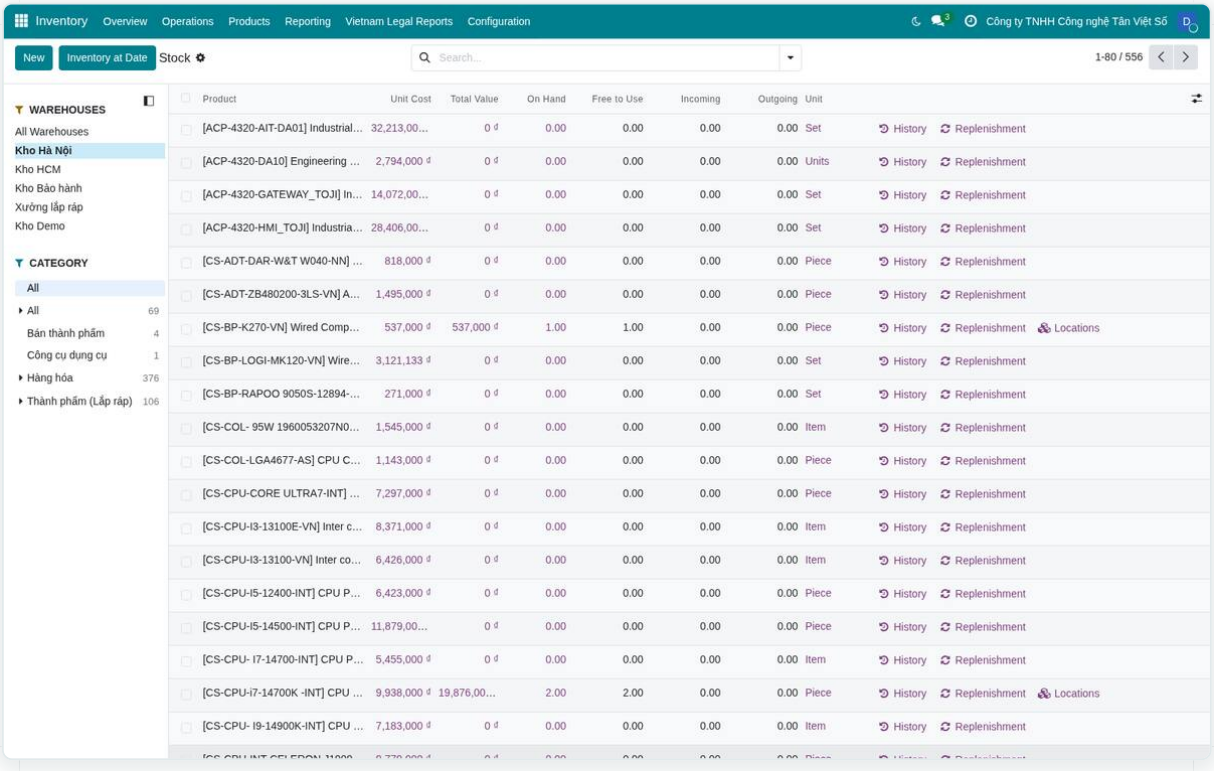
26 STOCK BY WAREHOUSE AND STOCK VALUE

About 10 minutes. By the end of this lesson your company sees the stock of each warehouse, the stock value, and where each serial number sits.

Step 1 - See the stock of the whole company and filter by warehouse

Open **Inventory > Reporting > Stock**. In the left panel, **Warehouses**, click **Kho Hà Nội**.

> *Path:* `Inventory > Reporting > Stock`



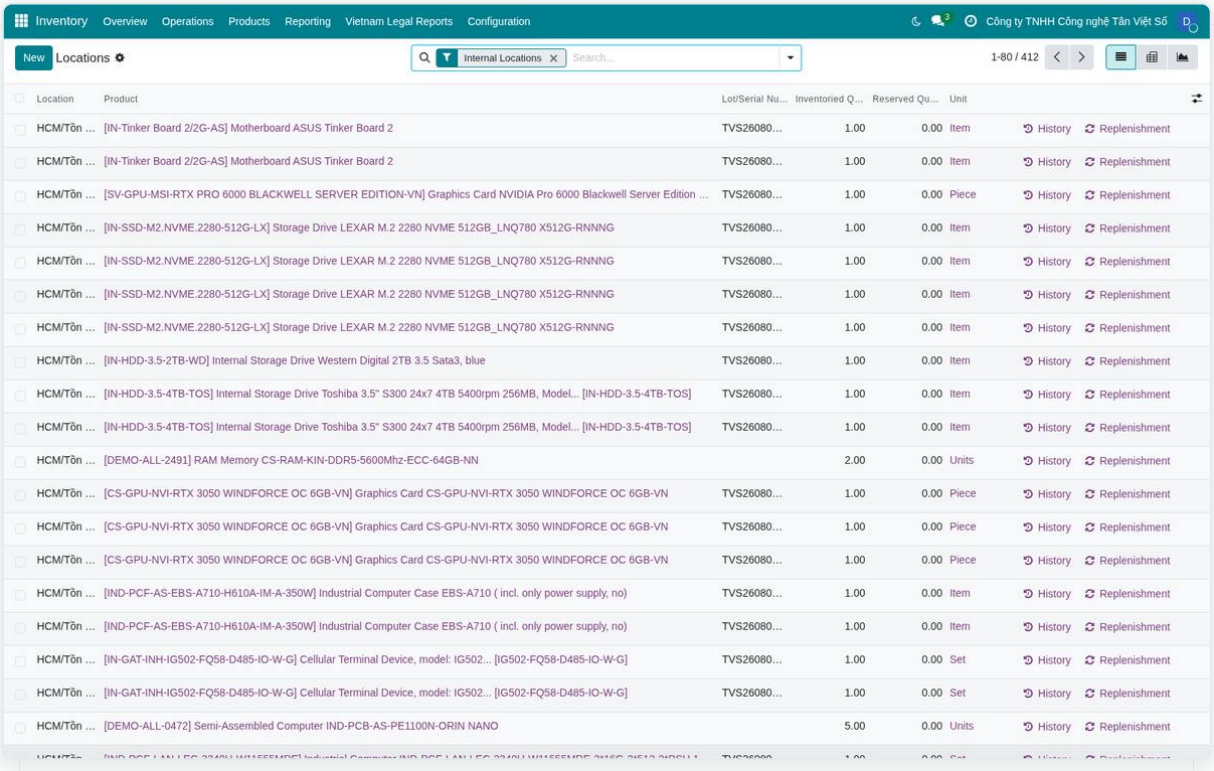
What you should see: each line is a product, with the columns **Unit Cost**, **Total Value**, **On Hand**, the column for the quantity available for use, **Incoming** and **Outgoing**. Choose **All Warehouses** and the numbers add up all five warehouses; choose **Kho Hà Nội** and only goods in HN/Tồn kho are counted. **Total Value** = quantity on hand multiplied by the average cost. Stock changes by the day, so the handbook quotes no fixed figures.

The **Inventory at Date** button at the top left opens the stock at a date in the past. Each line has the buttons **History** (see the moves in and out of the product) and **Replenishment**.

Step 2 - See where each serial number sits

Open **Inventory > Reporting > Locations**.

> *Path:* `Inventory > Reporting > Locations`

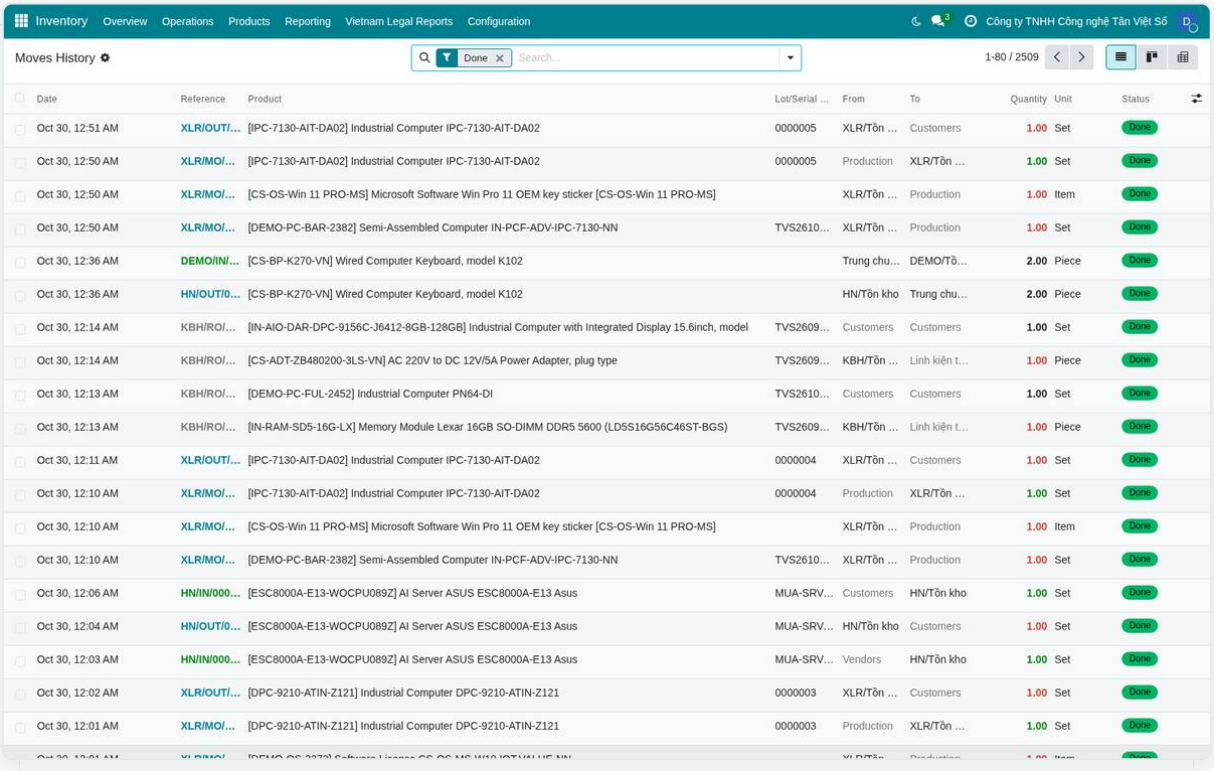


What you should see: the **Internal Locations** filter; each line is a product at one location (there is a **Lot/Serial Number** column) with the quantity sitting at that location. Use it when you need to know in which warehouse a specific serial number is.

Step 3 - See the moves history

Open **Inventory > Reporting > Moves History**.

> *Path:* `Inventory > Reporting > Moves History`



What you should see: each line is a completed move, with **Date**, **Reference**, **Product**, **Lot/Serial #**, **From**, **To** and **Quantity**. The receipts, deliveries and returns your company has just made appear at the top of the list.

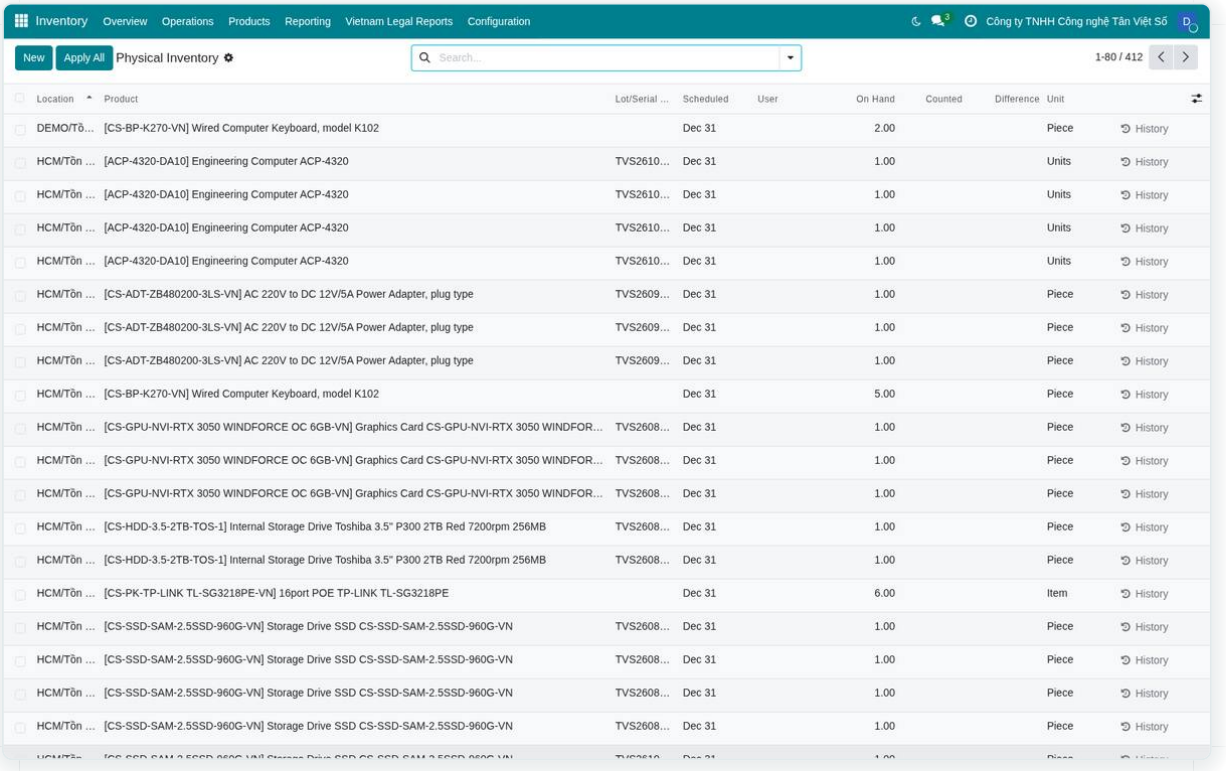
27 PHYSICAL INVENTORY (VIEW ONLY)

About 5 minutes. By the end of this lesson your company knows what the physical inventory screen looks like. The lesson is for viewing only; your company does **not click Apply**, because an adjustment would change the stock and the stock value of the story.

Step 1 - Open the physical inventory screen

Open **Inventory > Operations > Adjustments > Physical Inventory**.

> *Path:* `Inventory > Operations > Adjustments > Physical Inventory`



What you should see: a list by location and product with the columns **Location**, **Product**, **Lot/Serial Number**, **Scheduled**, **User**, **On Hand**, **Counted** and **Difference**; the **Apply All** button at the top of the screen.

By the design of this screen, in a real count the storekeeper fills in **Counted** with the actual count; the **Difference** column shows the surplus or shortage by itself; clicking **Apply** makes the system create an adjustment move so that the book stock matches the count, and records the value of the difference in accounting.

28 WAREHOUSE REPORTS

About 15 minutes. By the end of this lesson your company knows which warehouse report answers which question, including the reports in the Vietnamese accounting templates.

Report name	Answers the question
`Inventory > Reporting > Stock`	How many of each product are left, what are the unit cost and the total value, warehouse by warehouse
`Inventory > Reporting > Locations`	In which location a product or a serial number sits
`Inventory > Reporting > Moves History`	Which moves in and out a product has had, and from which document
`Inventory > Reporting > Moves Analysis`	Moves in and out by period, by product or by operation type

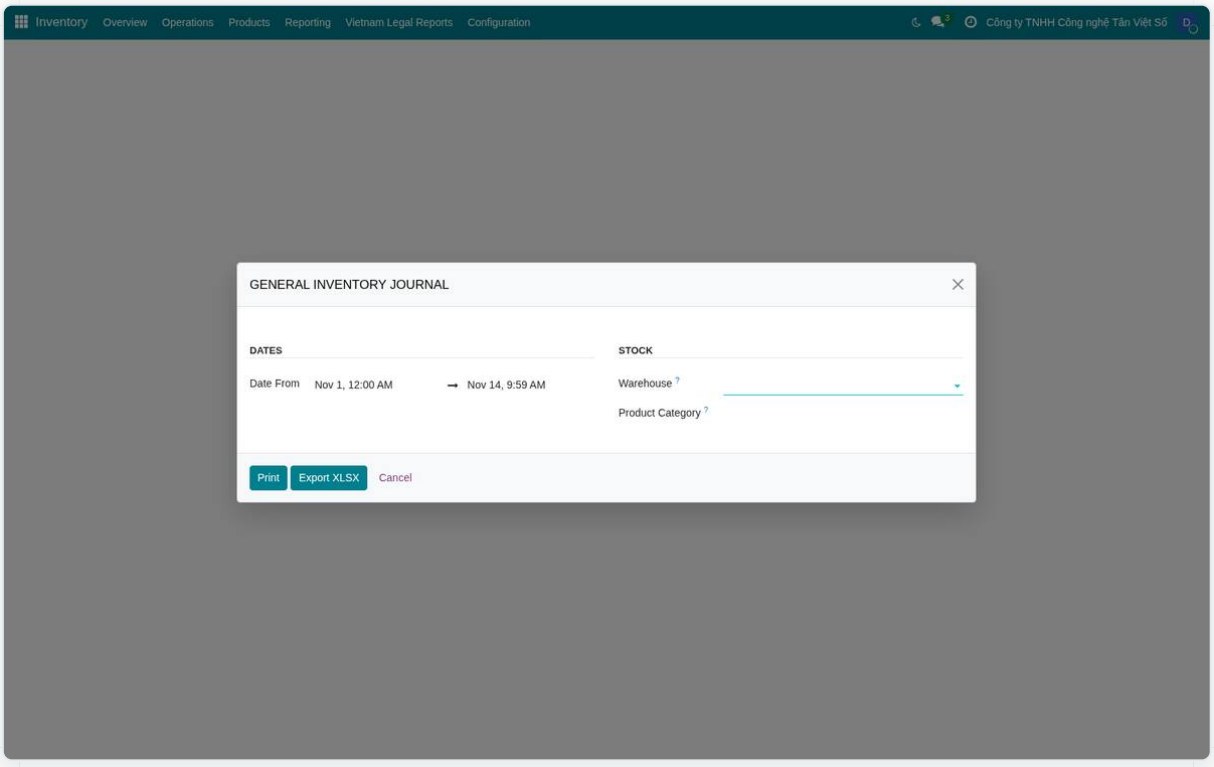
Report name	Answers the question
`Inventory > Products > Lots / Serial Numbers` (**Traceability** button)	Which documents a machine has passed through
`Inventory > Vietnam Legal Reports > General Inventory Journal (S11-DN)`	Opening stock, receipts, issues and closing stock of each good in the S11-DN template
`Inventory > Vietnam Legal Reports > Stock Card (S12-DN)`	The stock card of one product in the S12-DN template
`Inventory > Vietnam Legal Reports > Product Journal (S10-DN)`	The detailed ledger of materials and tools in the S10-DN template
`Inventory > Vietnam Legal Reports > Stock-In Report`	The stock-in moves of the period
`Inventory > Vietnam Legal Reports > Stock-Out Report`	The stock-out moves of the period

The five Vietnamese legal reports are also in **Accounting > Reporting > Stock Reports** under the same names. The inventory aging report and the print templates for receipts and issues VT-01 and VT-02 are **not yet available** on this system.

Step 1 - Open the General Inventory Journal (S11-DN)

Open **Inventory > Vietnam Legal Reports > General Inventory Journal (S11-DN)**.

> *Path:* `Inventory > Vietnam Legal Reports > General Inventory Journal (S11-DN)`

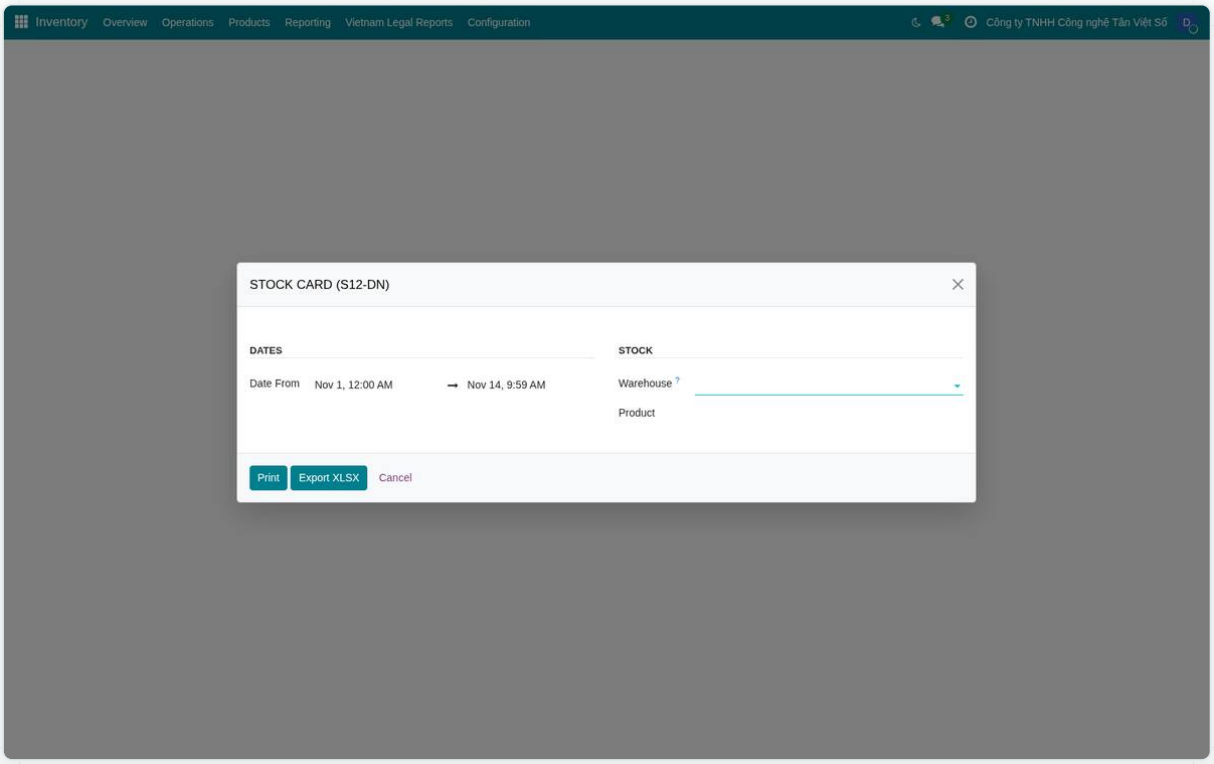


What you should see: the **GENERAL INVENTORY JOURNAL** box has **Date From** (with the end date next to it), **Warehouse** and **Product Category**; the two buttons **Print** and **Export XLSX**. Choose a warehouse and a date range, then click **Print** to produce the report.

Step 2 - Open the Stock Card (S12-DN)

Open **Inventory > Vietnam Legal Reports > Stock Card (S12-DN)**.

> *Path:* `Inventory > Vietnam Legal Reports > Stock Card (S12-DN)`



What you should see: the **STOCK CARD (S12-DN)** box has **Date From** (with the end date next to it), **Warehouse** and **Product**; the buttons **Print** and **Export XLSX**. A stock card is made per product, so a product must be chosen.

29 EXERCISE: DELIVER, RECEIVE BACK AND TRACE

About 30 minutes. Your company does this on its own, without step-by-step screenshots.

1. Open the sales order of the Tây Đô server (lesson Purchase order generated from a made-to-order sales order), open the delivery slip and state the serial number the system reserved. Check: `HN/Tồn kho - MUA-SRV-0001` or the number of your company.
2. From **Inventory > Reporting > Stock**, filter on **Kho Hà Nội**, find **Storage Drive LEXAR M.2 2280 NVME 512GB** and read **On Hand** and **Total Value**. Check: the unit cost is a weighted average, so it may differ from 644,000 VND if the warehouse holds a lot at another price.

3. From the serial number `MUA-SSD-0001` (or the number of your company) open **Traceability**. Check: one line received from Kim Long Tech into HN/Tồn kho.
4. Open the **General Inventory Journal (S11-DN)**, choose **Kho Hà Nội**, a date range from the start of the month to today, click **Export XLSX** and find the line of the SSD drive you have just received. Check: the receipts column shows 2 units.
5. Suppose a customer returns 1 of the 2 SSD drives that were sold: state the four documents your company has to create, in order. Check: the return, the validation of the return, the credit note, the posting of the credit note.

PART V. ASSEMBLY TO ORDER

This part answers one question: when a customer orders an industrial computer that your company has not assembled in advance, what does the system do so that the machine is assembled, gets a serial number, is costed from the exact components used and is delivered to the customer? The readers are assembly technicians, workshop managers, storekeepers, salespeople and cost accountants.

This part has nine lessons, in this order: read the configuration, sell and assemble a machine, read the cost, deliver the machine, build a new configuration, understand what happens when components are missing, view the reports, and then do the exercises on your own. The two customers used in this part are Công ty CP Sản xuất Khuôn mẫu Chính xác Thanh Bình (orders a machine that already has a bill of materials) and Công ty CP Sản xuất Chiếu sáng Đô thị Bình An (orders a new configuration that has no bill of materials yet).

> Your company logs in and follows the steps on its own. The document codes (S00214, XLR/MO/00067...) and the serial numbers in the screenshots belong to the demonstration run; your company's documents will carry the next codes.

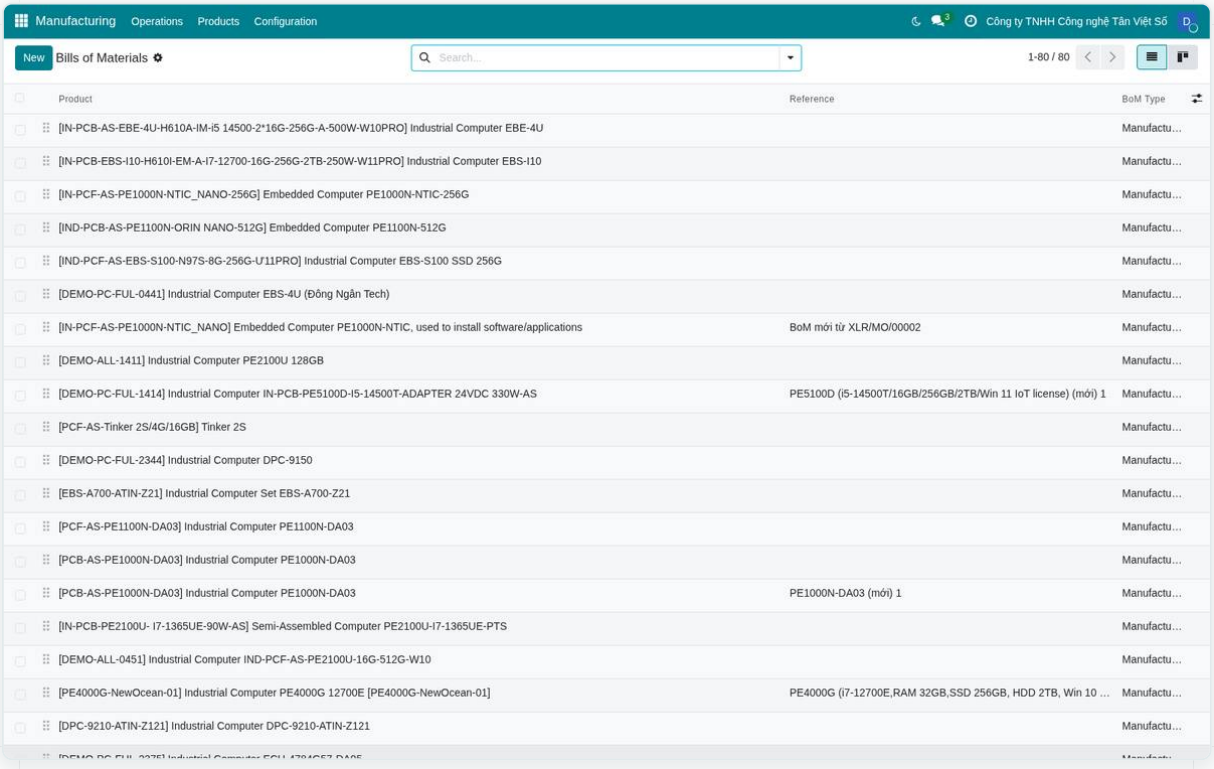
30 READ THE ASSEMBLY CONFIGURATION

About 12 minutes. By the end of this lesson your company knows what the bill of materials of a machine contains, why the assembly order is generated automatically in the "Xưởng lắp ráp" warehouse (the assembly workshop), how machines and components are tracked by serial number, and which account receives the assembly cost. This lesson is for viewing only; nothing is changed.

Step 1 - Open the list of bills of materials

Click the **Manufacturing** menu, choose **Products**, then **Bills of Materials**.

> *Path:* `Manufacturing > Products > Bills of Materials`

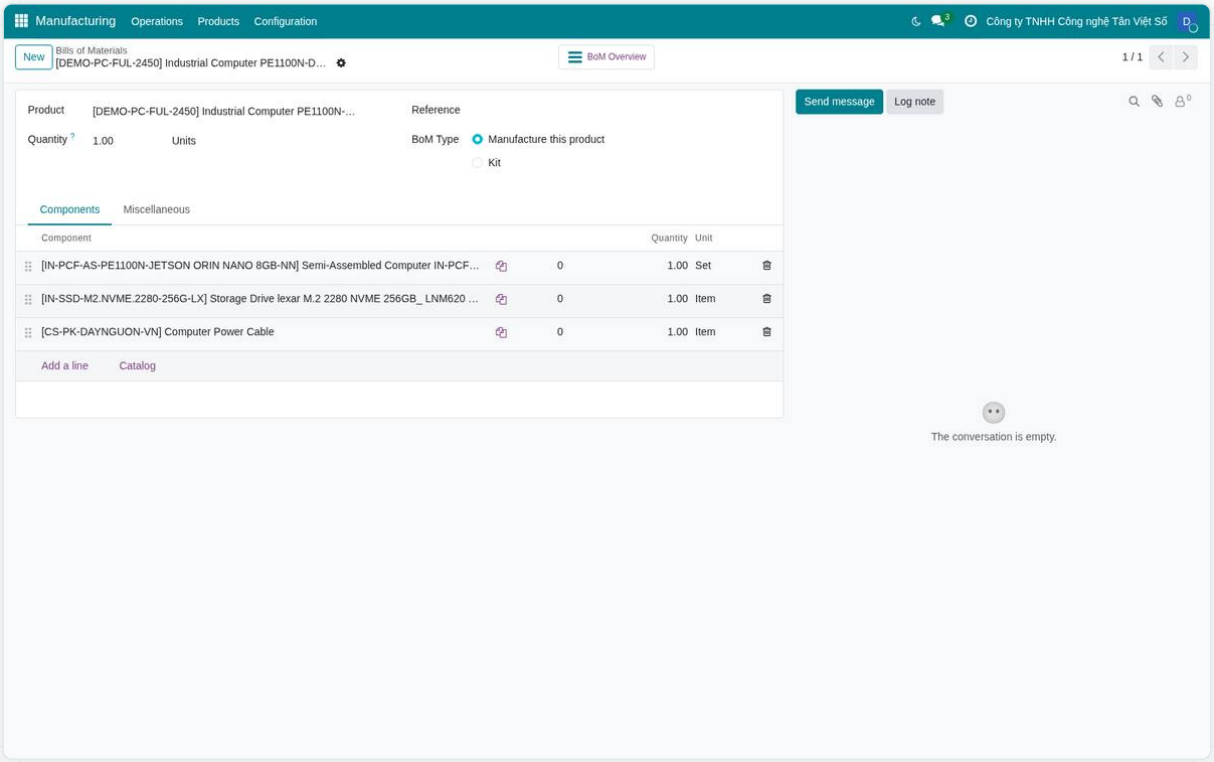


What you should see: each row is an assembled machine, and the **BoM Type** column reads "Manufacture this product". A machine has exactly one bill of materials; a machine with no row here is one the system does not yet know how to assemble (see the lesson "A new configuration without a bill of materials").

Step 2 - Open the bill of materials of machine PE1100N-DA04

Type **PE1100N-DA04** in the search box, then click the row "Industrial Computer PE1100N-DA04".

> *Path:* `Manufacturing > Products > Bills of Materials`

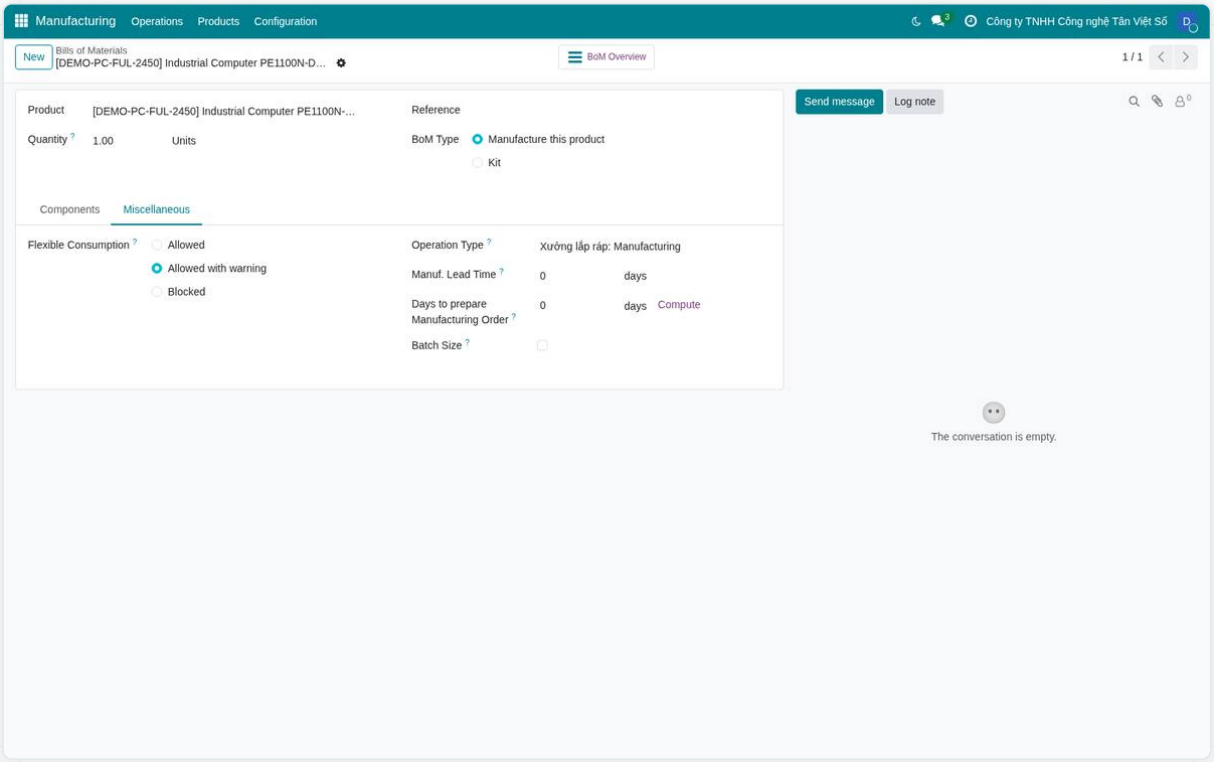


What you should see: the **Components** tab lists three components: a semi-assembled computer, a lexar 256GB storage drive and a power cable, 1 of each. The **Quantity** column is the number of components needed for one machine; the assembly order takes exactly these lines.

Step 3 - See in which warehouse the order will be created

Click the **Miscellaneous** tab on the same bill of materials.

> *Path:* `Manufacturing > Products > Bills of Materials > PE1100N-DA04 > Miscellaneous`

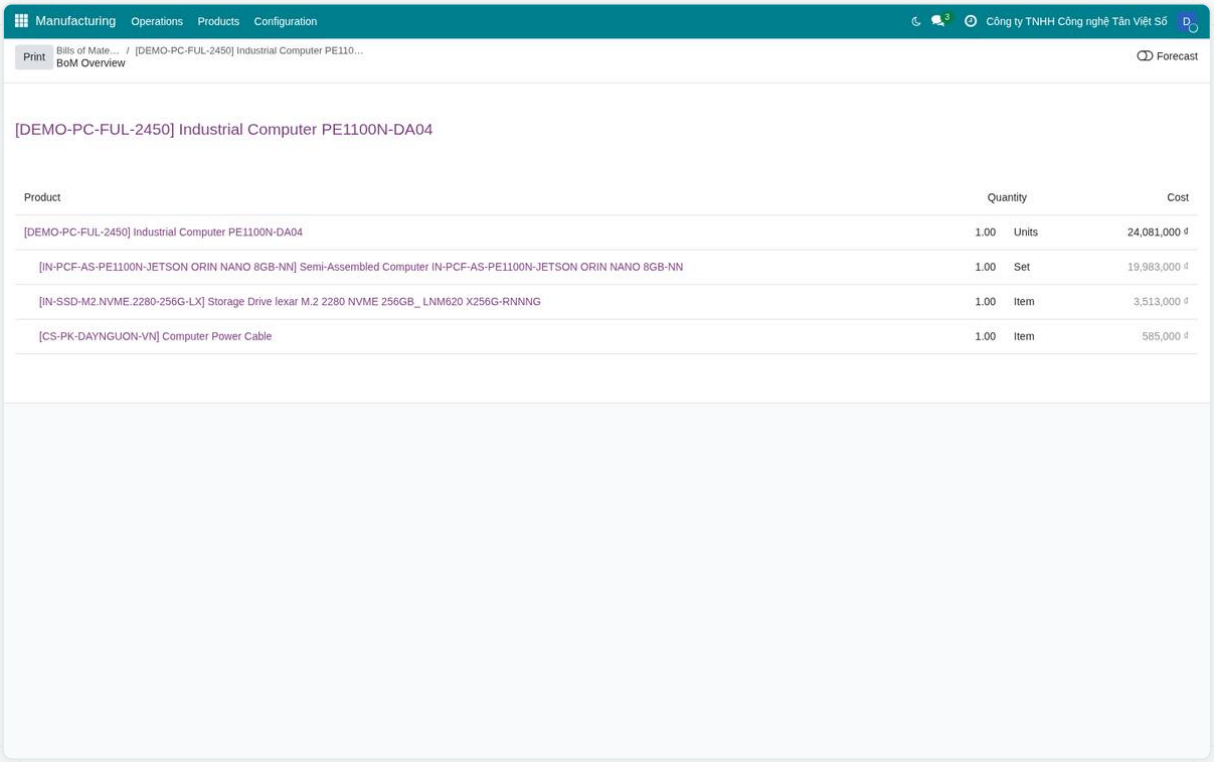


What you should see: the **Operation Type** field reads "Xưởng lắp ráp: Manufacturing". This is why the assembly order carries the XLR/MO code and takes its components from the stock of the assembly workshop. **Flexible Consumption** is set to "Allowed with warning": if the technician uses more or fewer components than the bill of materials says, the system warns but does not block.

Step 4 - Read the expected cost of the machine

Click the **Components** tab, then click the **BoM Overview** button at the top of the screen.

> *Path:* `Manufacturing > Products > Bills of Materials > PE1100N-DA04 > BoM Overview`

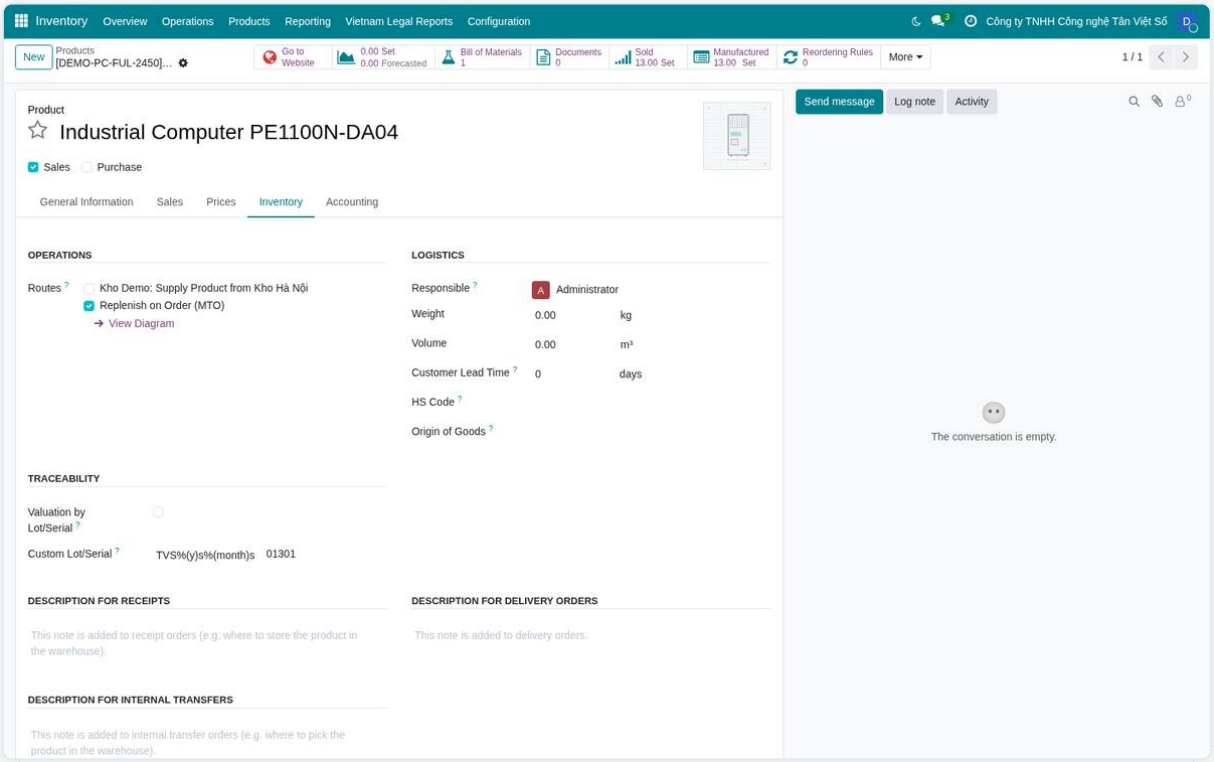


What you should see: the machine line at the top shows a cost of 24,081,000 VND, equal to the sum of the three component lines below (19,983,000 VND, 3,513,000 VND and 585,000 VND). This is the expected cost; the real cost of an order is read in the lesson "Read the machine cost: from components to account 155".

Step 5 - See the supply route on the product

Open the product of the machine: go to the **Inventory** menu, choose **Products**, type **PE1100N-DA04** and click the product. Click the **Inventory** tab.

> *Path:* `Inventory > Products > Products > PE1100N-DA04 > Inventory`

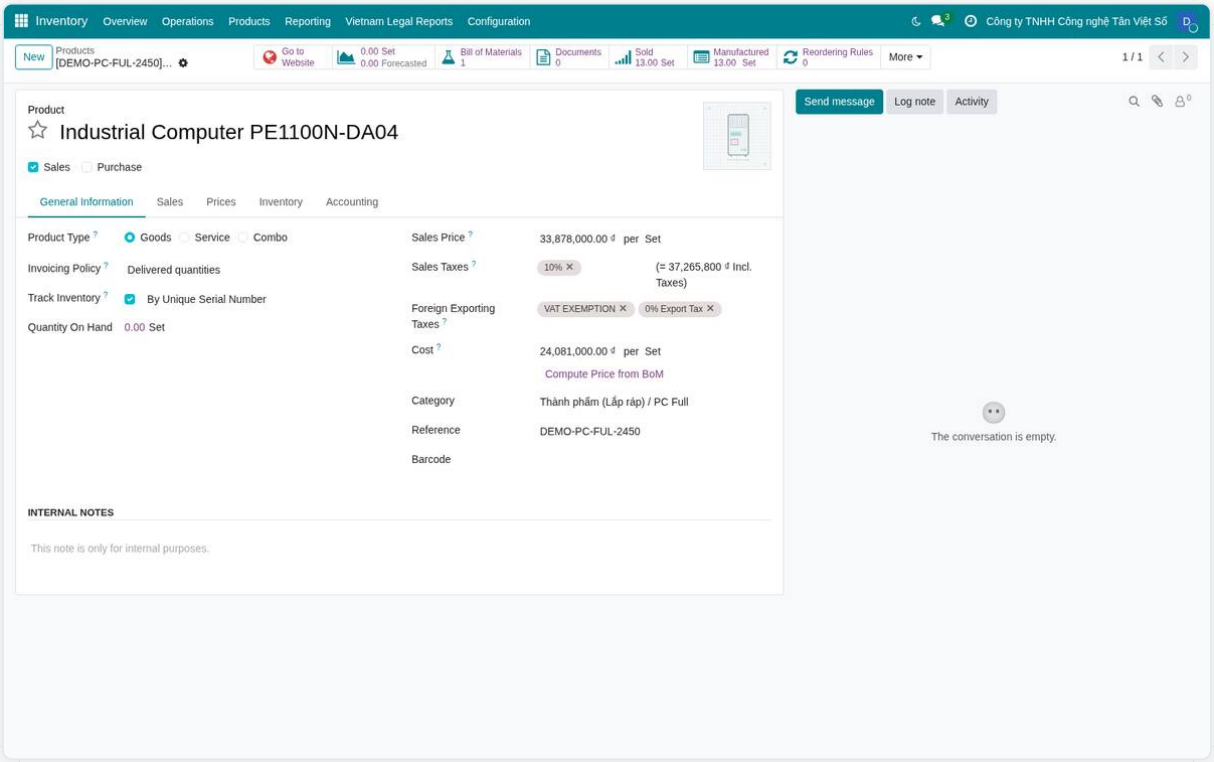


What you should see: in the **Routes** field, the box "Replenish on Order (MTO)" is ticked. This route means: a machine is assembled only when there is a sales order, in exactly the ordered quantity, and is not assembled in advance to wait. The button bar above reads **Bill of Materials 1**, which means this machine already has one bill of materials.

Step 6 - See how serial numbers are tracked

Click the **General Information** tab of the same product.

> *Path:* `Inventory > Products > Products > PE1100N-DA04 > General Information`

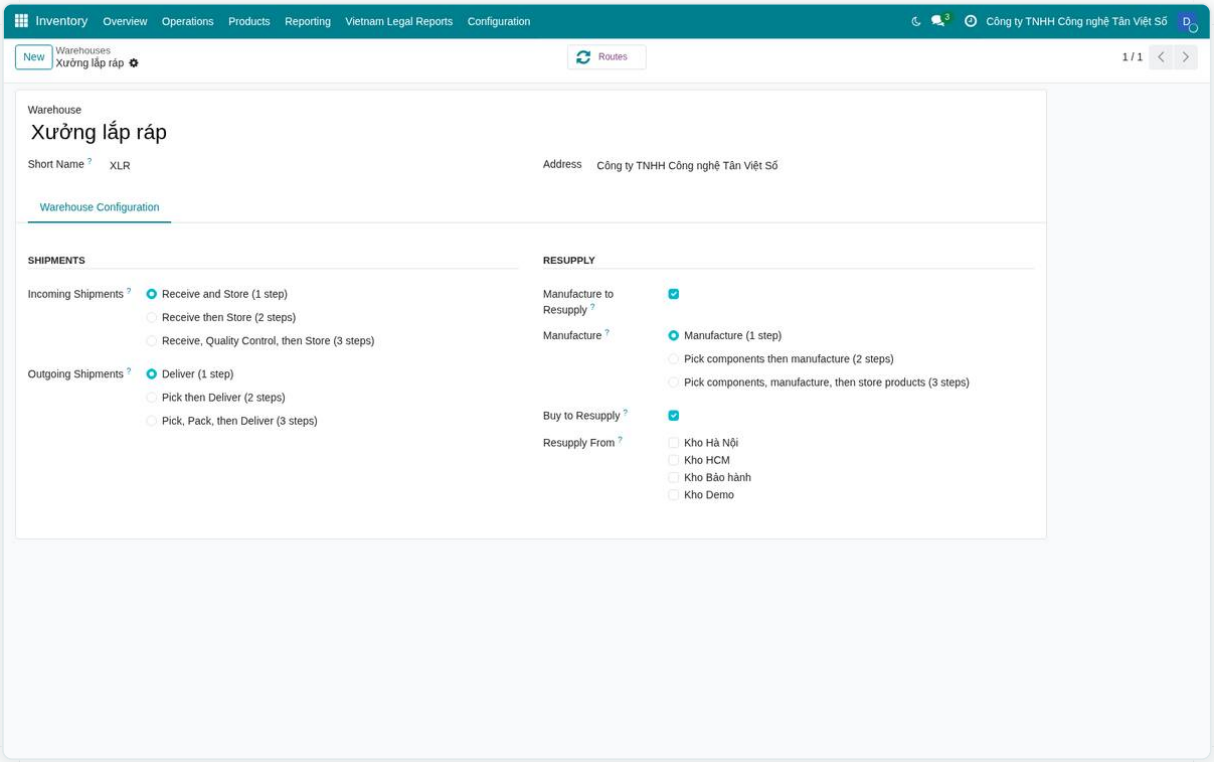


What you should see: the **Track Inventory** box is ticked and set to "By Unique Serial Number". Every machine leaving the workshop carries its own serial number. The main components (the semi-assembled computer and the storage drive) are also tracked by serial number; the power cable is tracked by quantity.

Step 7 - View the configuration of the Xưởng lắp ráp warehouse

Go to the **Inventory** menu, choose **Configuration**, **Warehouse Management**, **Warehouses**, then click "Xưởng lắp ráp".

> *Path:* `Inventory > Configuration > Warehouse Management > Warehouses`

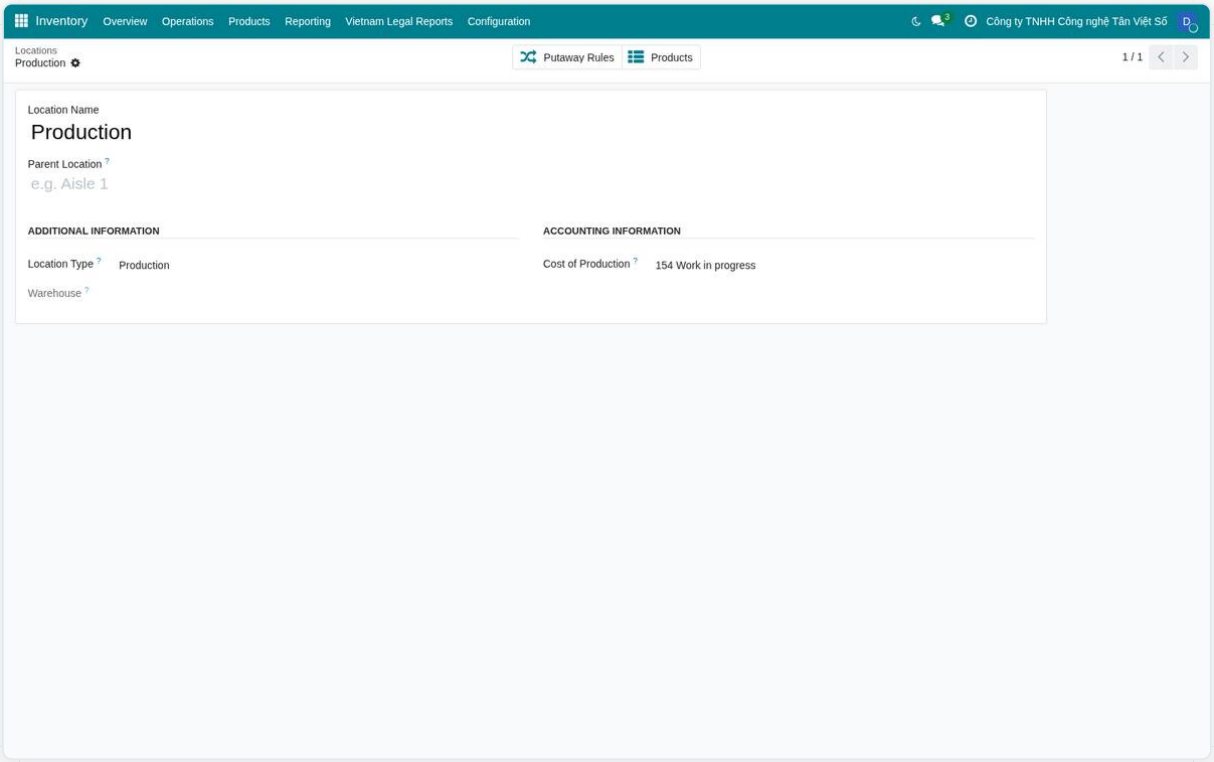


What you should see: in the **Resupply** section, the box **Manufacture to Resupply** is ticked and **Manufacture** is set to "Manufacture (1 step)". One step means the components are taken straight from the workshop's own stock into the order, without an intermediate area. For that reason the components must be purchased and received into the workshop before a machine is sold.

Step 8 - See the account that records the assembly cost

Go to **Inventory**, choose **Configuration**, **Warehouse Management**, **Locations**. Remove the "Internal" filter, then type **Production** in the search box and click the row that is found.

> *Path:* `Inventory > Configuration > Warehouse Management > Locations`



What you should see: Location Type is "Production" and, under **Accounting Information**, **Cost of Production** is "154 Work in progress". Components move from the warehouse into this location when an order is completed, and the finished machine moves from this location back to the warehouse; these two passes are exactly the two journal entries read in the lesson "Read the machine cost: from components to account 155".

What is lost if it is not set up

Setting	Without it
The bill of materials of the machine	A sales order for that machine cannot generate an assembly order; the machine has nowhere to take its components from
The "Replenish on Order (MTO)" route on the product	The machine is treated as stock delivered from inventory and does not generate an assembly order on its own
The operation type "Xưởng lắp ráp: Manufacturing" on the bill of materials	The order that is generated may carry the wrong warehouse, and components are reported as unavailable even though the workshop has enough
Serial tracking on the machine	A serial number cannot be assigned at completion; you cannot trace which components this machine was assembled from or which customer it was delivered to
The Production location linked to account 154	The value of the components used cannot be gathered into one account to be carried over into the cost of the finished product

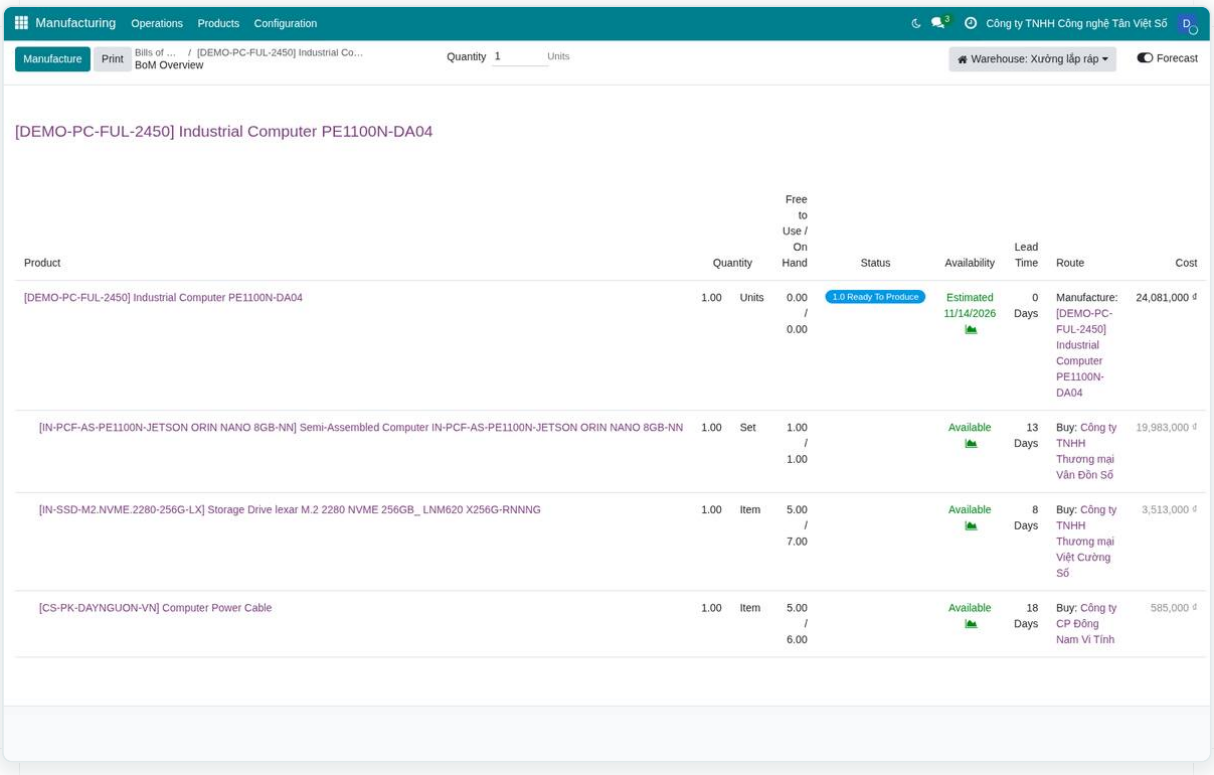
31 SELL AN ASSEMBLED MACHINE TO THANH BÌNH AND OPEN THE AUTOMATIC ORDER

About 18 minutes. By the end of this lesson your company has checked the components, created a sales order for one PE1100N-DA04 machine for Công ty CP Sản xuất Khuôn mẫu Chính xác Thanh Bình, confirmed the order, and opened the assembly order the system has just generated, together with the components reserved for it.

Step 1 - Check the components available in the assembly workshop

Open the **BoM Overview** of machine PE1100N-DA04 again (as in Step 4 of the previous lesson). Click the **Forecast** switch at the top right, then click the **Warehouse** box and choose "Xưởng lắp ráp".

> *Path:* `Manufacturing > Products > Bills of Materials > PE1100N-DA04 > BoM Overview > Forecast`

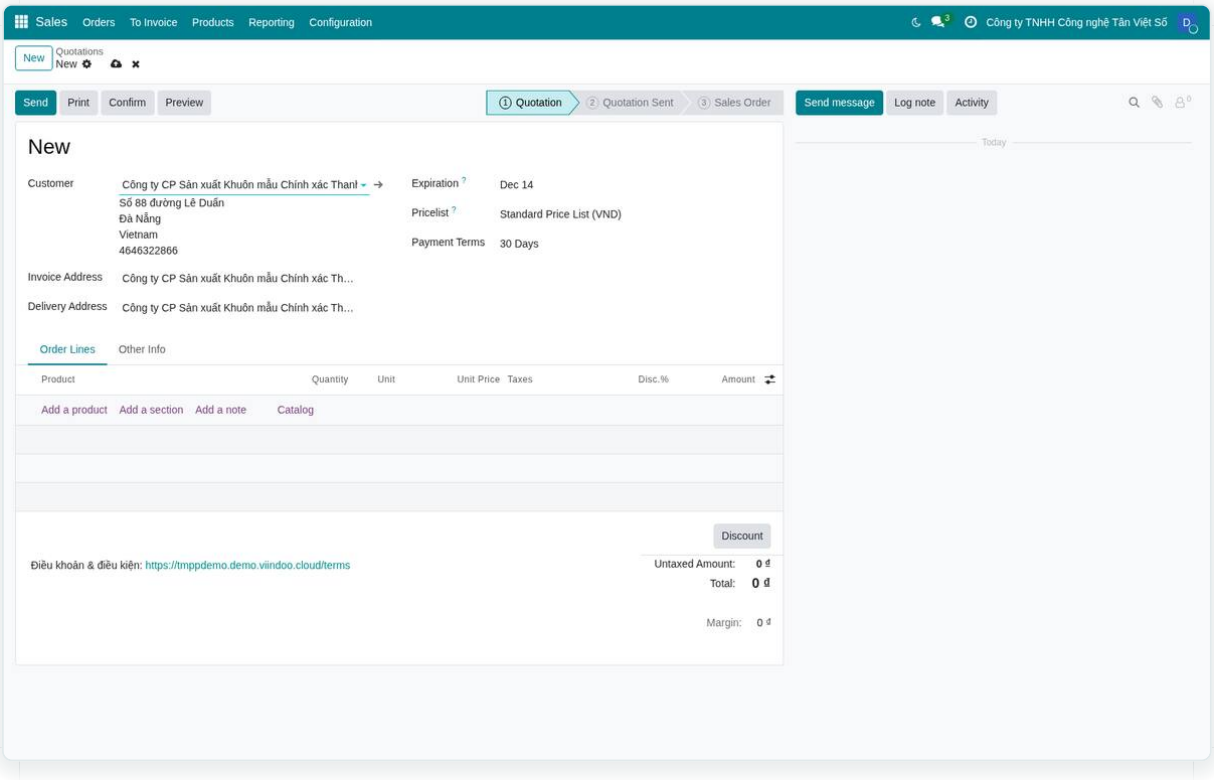


What you should see: all three components read "Available" in green, and the usable and on-hand quantities of each row are not lower than the quantity needed for one machine. If a row is red and reads "To Buy", choose another machine or receive more components first (see the lesson "When components are missing"). The status badge on the machine line reads "Ready To Produce", meaning the machine is ready to be assembled.

Step 2 - Create a new quotation for Thanh Bình

Go to the **Sales** menu, choose **Orders**, then **Quotations**, and click **New**. In the **Customer** field type **Khuôn mẫu Chính xác Thanh** and choose "Công ty CP Sản xuất Khuôn mẫu Chính xác Thanh Bình".

> *Path:* `Sales > Orders > Quotations`

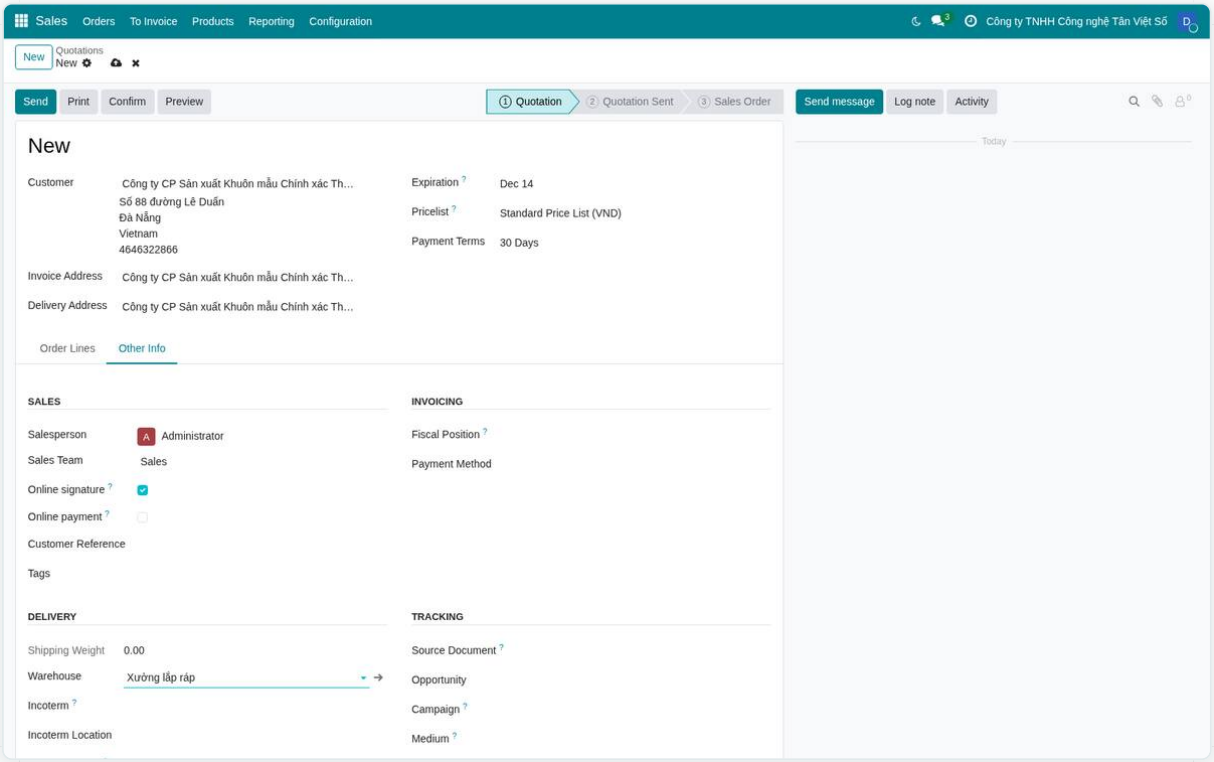


What you should see: the customer's address appears below the name, **Pricelist** is "Standard Price List (VND)" and **Payment Terms** is "30 Days", both taken from the customer's record.

Step 3 - Choose the Xưởng lắp ráp warehouse on the order

Click the **Other Info** tab. In the **Delivery** section, click the **Warehouse** box, type **Xưởng** and choose "Xưởng lắp ráp".

> *Path:* `Sales > Orders > Quotations > New > Other Info`

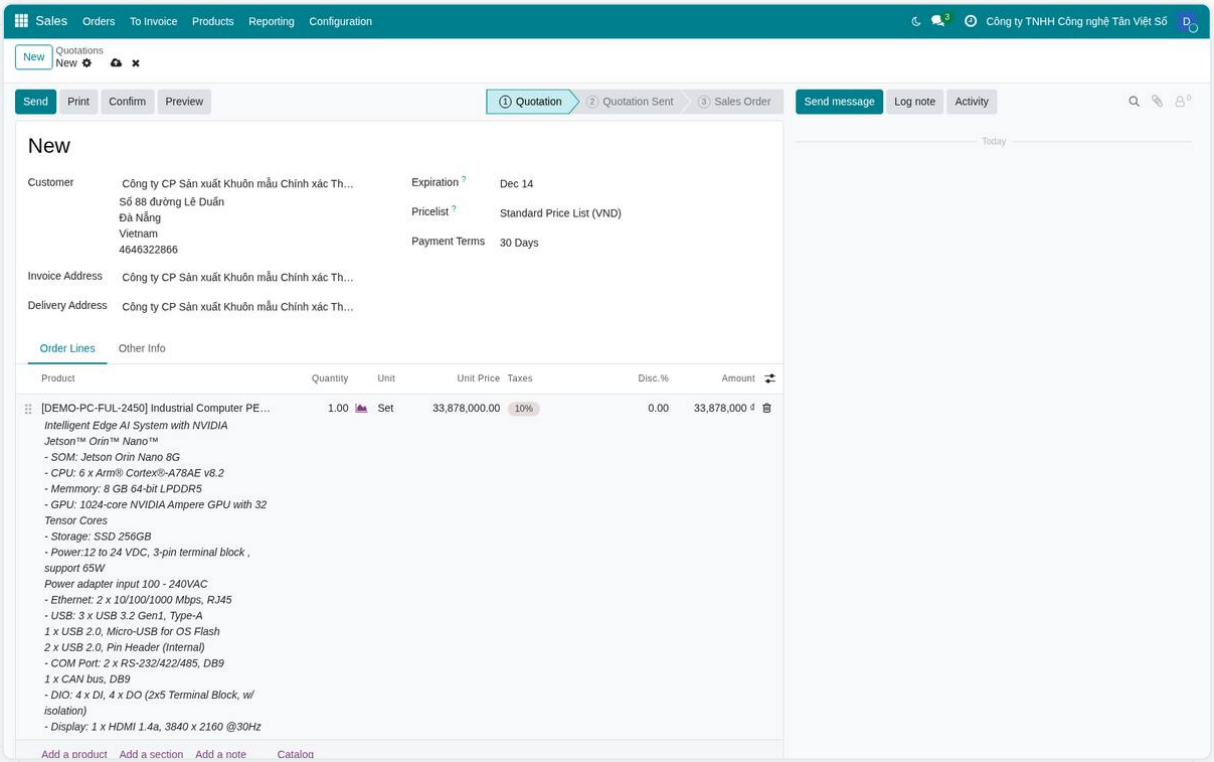


What you should see: the **Warehouse** box reads "Xưởng lắp ráp" (the default is Kho Hà Nội). The warehouse on the order decides where the assembly order is created and which warehouse the components are taken from; choosing Xưởng lắp ráp means choosing the place where the components are already stored.

Step 4 - Add the machine line

Click the **Order Lines** tab again, click **Add a product**, type **DEMO-PC-FUL-2450** and choose "Industrial Computer PE1100N-DA04". Click the save icon (the cloud icon) next to the order number.

> *Path:* `Sales > Orders > Quotations > New > Order Lines`

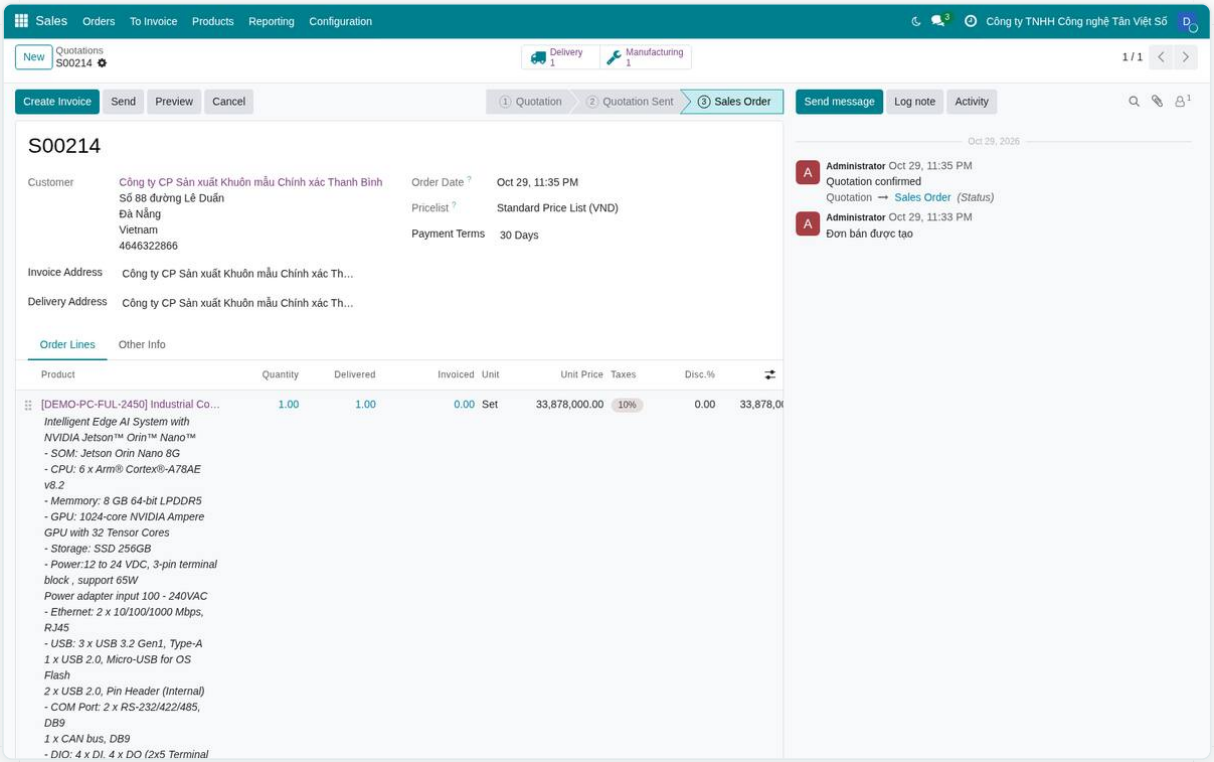


What you should see: the order line has quantity 1.00, unit price 33,878,000 VND from the Standard Price List, and tax 10%. The quotation is saved and receives a code (for example S00214).

Step 5 - Confirm the order

Click the **Confirm** button.

> *Path:* `Sales > Orders > Quotations > S00214`

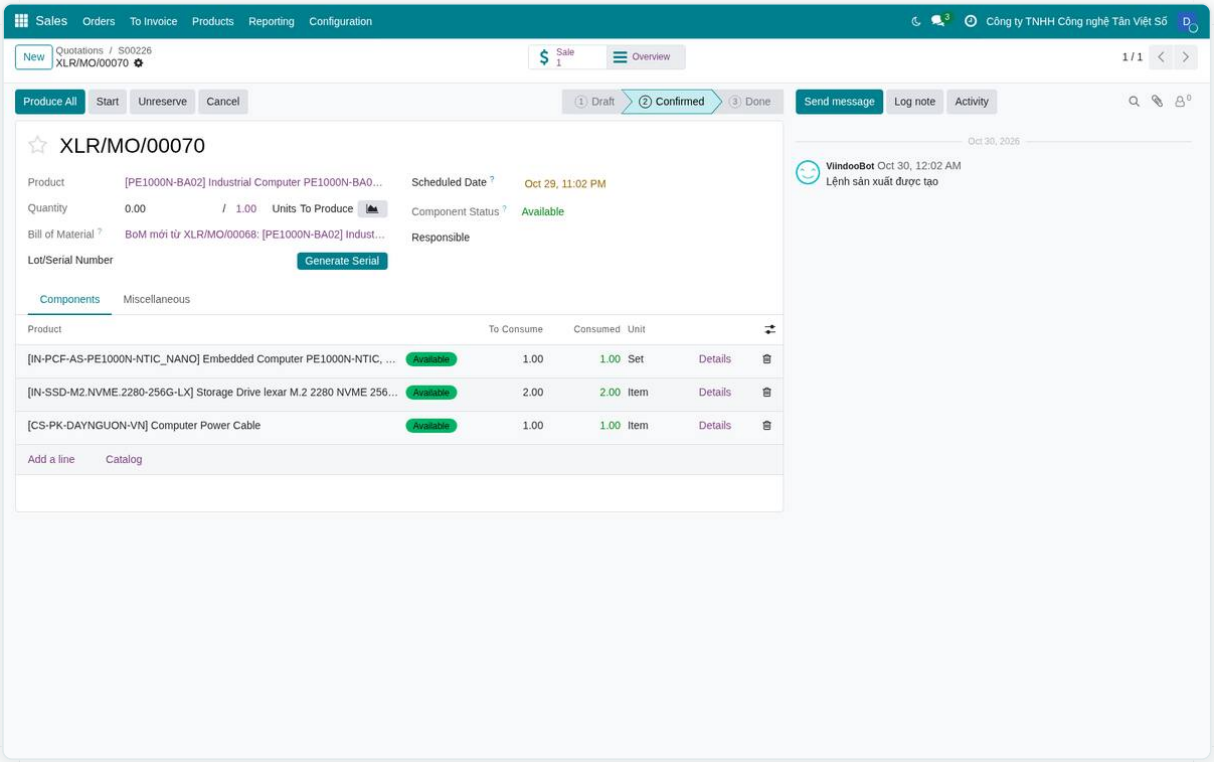


What you should see: the status bar moves to "Sales Order"; at the top of the order two buttons appear, **Delivery** and **Manufacturing**, each with the number 1. The **Manufacturing** button is the assembly order the system has just generated, and the **Delivery** button is the delivery transfer waiting for the machine.

Step 6 - Open the assembly order from the sales order

Click the **Manufacturing** button on the order.

> *Path:* `Sales > Orders > Quotations > S00214 > Manufacturing`

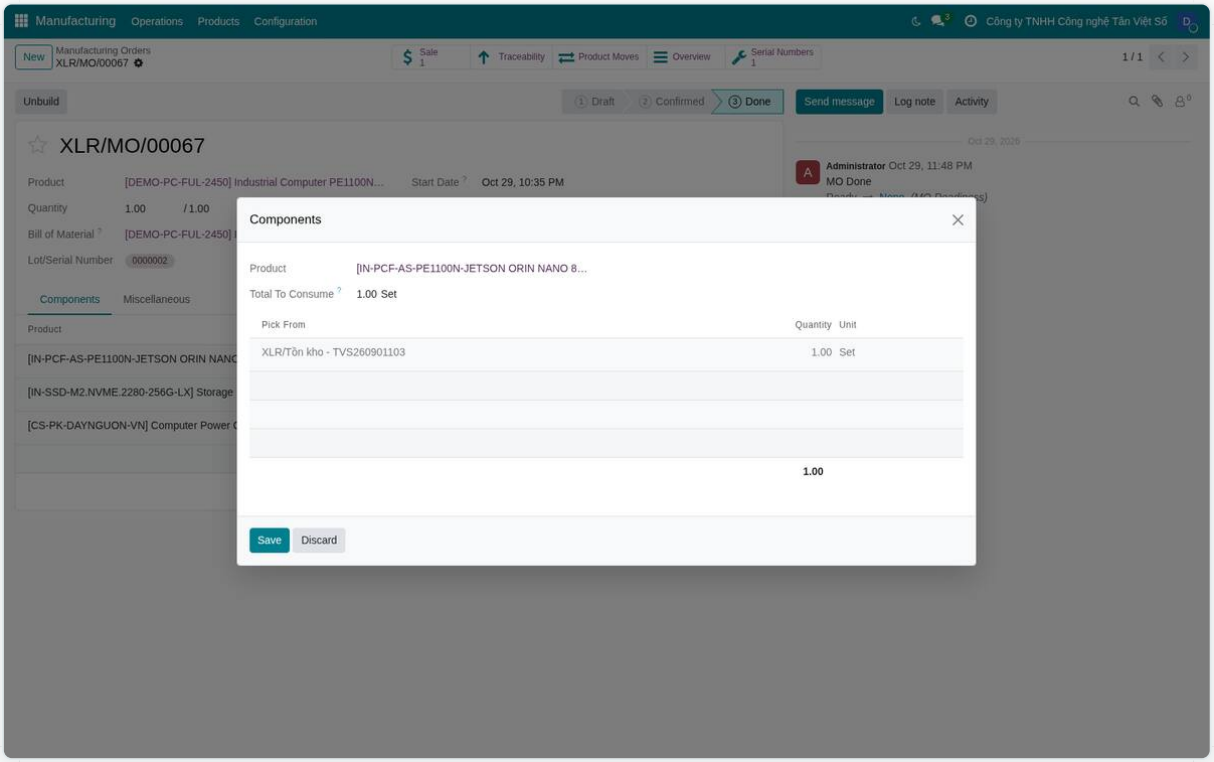


What you should see: an order with a code XLR/MO/..., and the status bar at "Confirmed". **Quantity** is 1.00 to assemble; **Bill of Material** is the bill of materials of the machine; **Component Status** is "Available" in green. The **Components** tab has three lines, each labelled "Available". The **Consumed** column at this point is the quantity reserved for the order, not yet the quantity really used.

Step 7 - See which components have been reserved

On the line of the semi-assembled computer, click **Details**.

> *Path:* `Manufacturing > Operations > Manufacturing Orders > XLR/MO/00067 > Components > Details`



What you should see: the **Components** window shows **Pick From** "XLR/Tồn kho" together with a specific serial number of the component, quantity 1.00. The system has already chosen exactly which device will be used for this machine. Click **Discard** to close the window; nothing is changed.

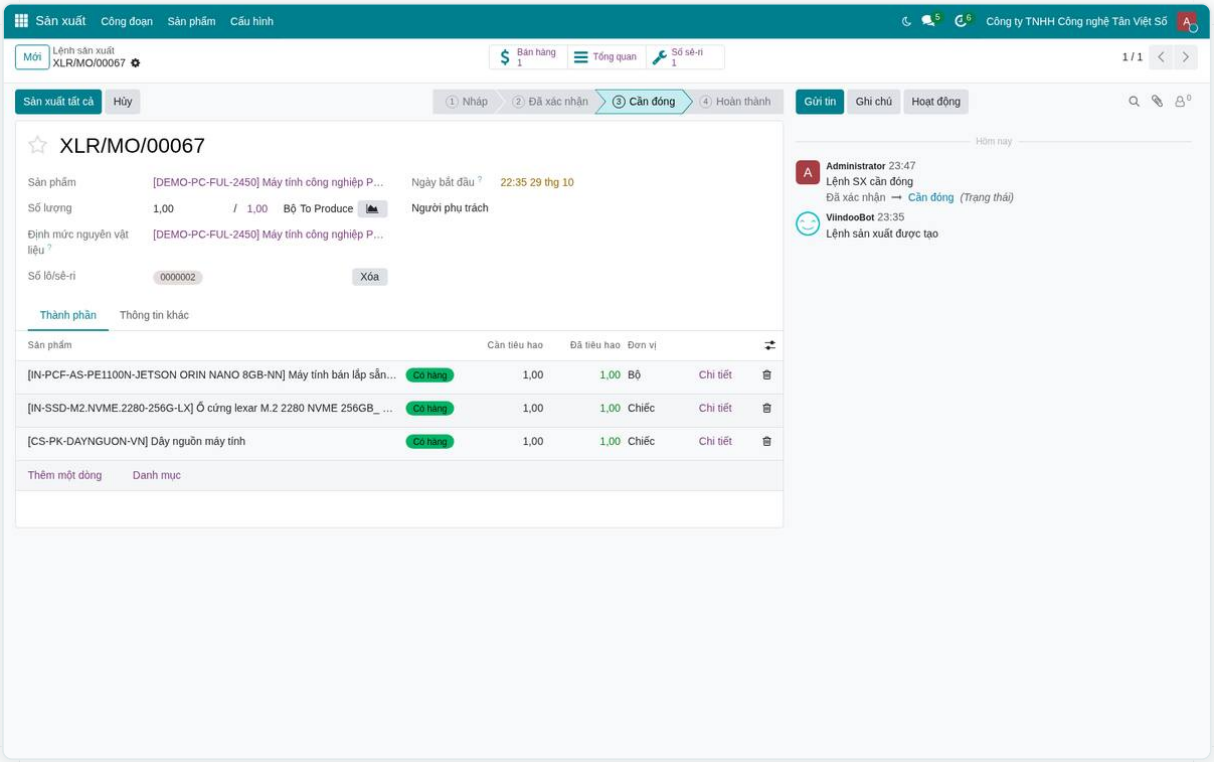
32 FINISH THE MACHINE, ASSIGN THE SERIAL NUMBER AND COMPLETE THE ORDER

About 12 minutes. By the end of this lesson order XLR/MO/00067 is complete: three components are deducted from the Xưởng lắp ráp warehouse, and one PE1100N-DA04 machine with a new serial number is received into the stock of the Xưởng lắp ráp warehouse.

Step 1 - Assign a serial number to the machine

On order XLR/MO/00067, in the **Lot/Serial Number** field click the **Generate Serial** button.

> *Path:* `Manufacturing > Operations > Manufacturing Orders > XLR/MO/00067`

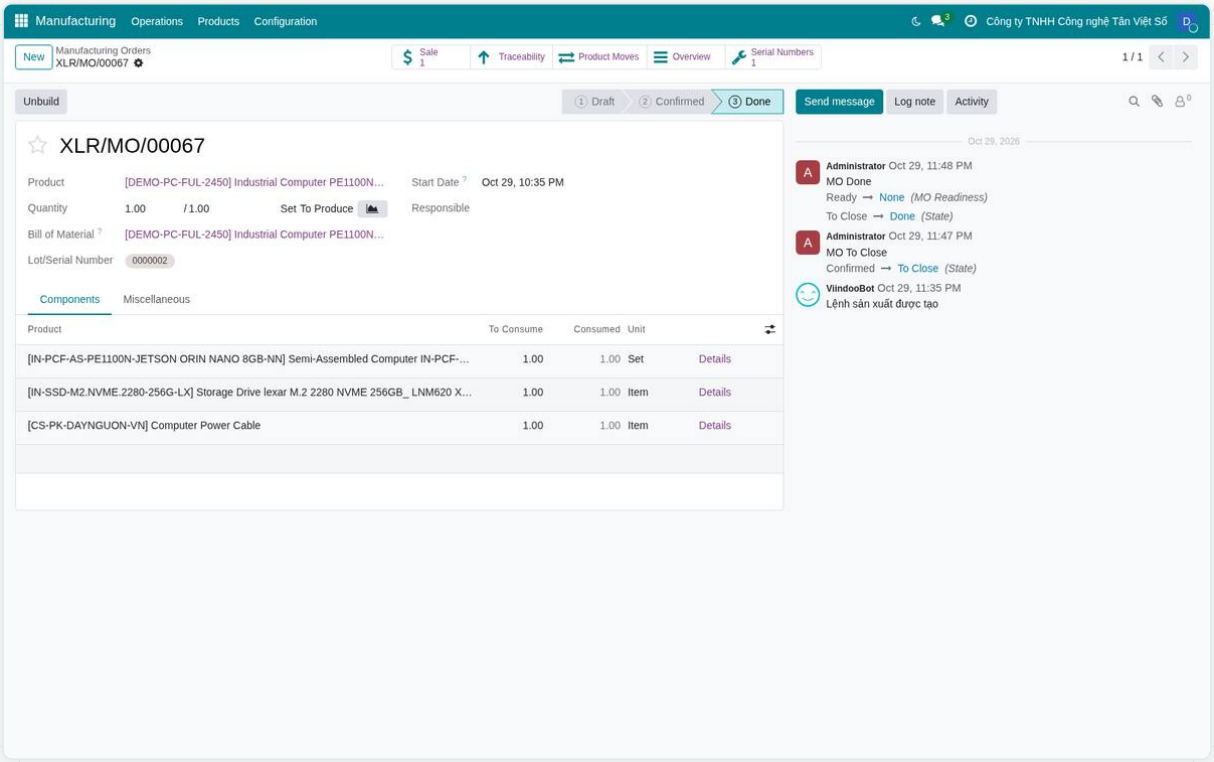


What you should see: the **Lot/Serial Number** field shows a serial number (for example 0000002), the **Quantity** field changes to 1.00 / 1.00, the status bar moves to "To Close" and the **Serial Numbers** button appears at the top of the order. The system assigns this number by the TVS sequence, in the form TVS, a two-digit year, a two-digit month and five digits (the number in the screenshot was taken before the sequence was changed, so it looks like 0000002; the numbers your company receives follow the TVS form); the **Clear** button next to the field removes the number just assigned.

Step 2 - Complete the order

Click the **Produce All** button.

> *Path:* `Manufacturing > Operations > Manufacturing Orders > XLR/MO/00067`

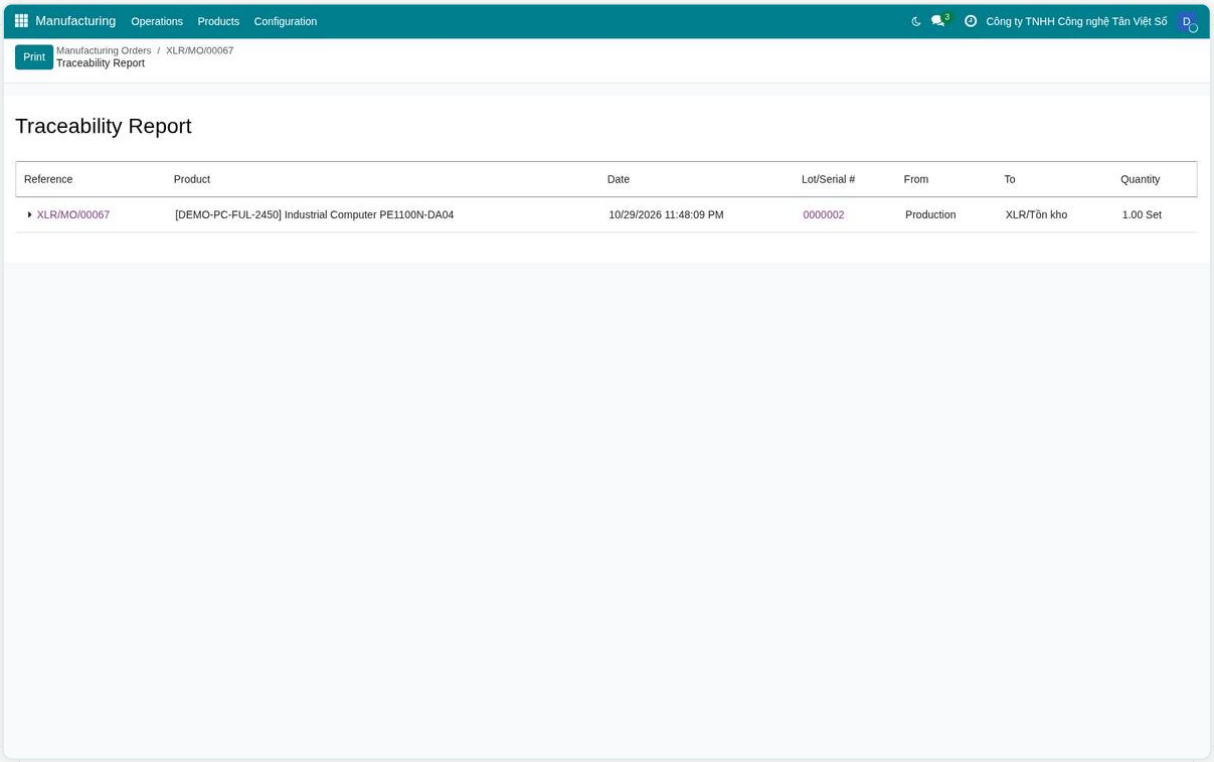


What you should see: the status bar is at "Done", the processing buttons disappear and only the **Unbuild** button remains. On the **Components** tab, **To Consume** and **Consumed** are equal on all three lines. The top of the order gains the buttons **Traceability**, **Product Moves**, **Overview** and **Serial Numbers**. The notes area on the right reads "MO Done". The date of the order is read from the stock moves (Step 5 of the lesson "Read the machine cost: from components to account 155").

Step 3 - Trace the machine back to its components

Click the **Traceability** button on the order.

> *Path:* `Manufacturing > Operations > Manufacturing Orders > XLR/MO/00067 > Traceability`



What you should see: the report shows order XLR/MO/00067, machine PE1100N-DA04 with the serial number just assigned, moving from "Production" to "XLR/Tồn kho", quantity 1.00 Set.

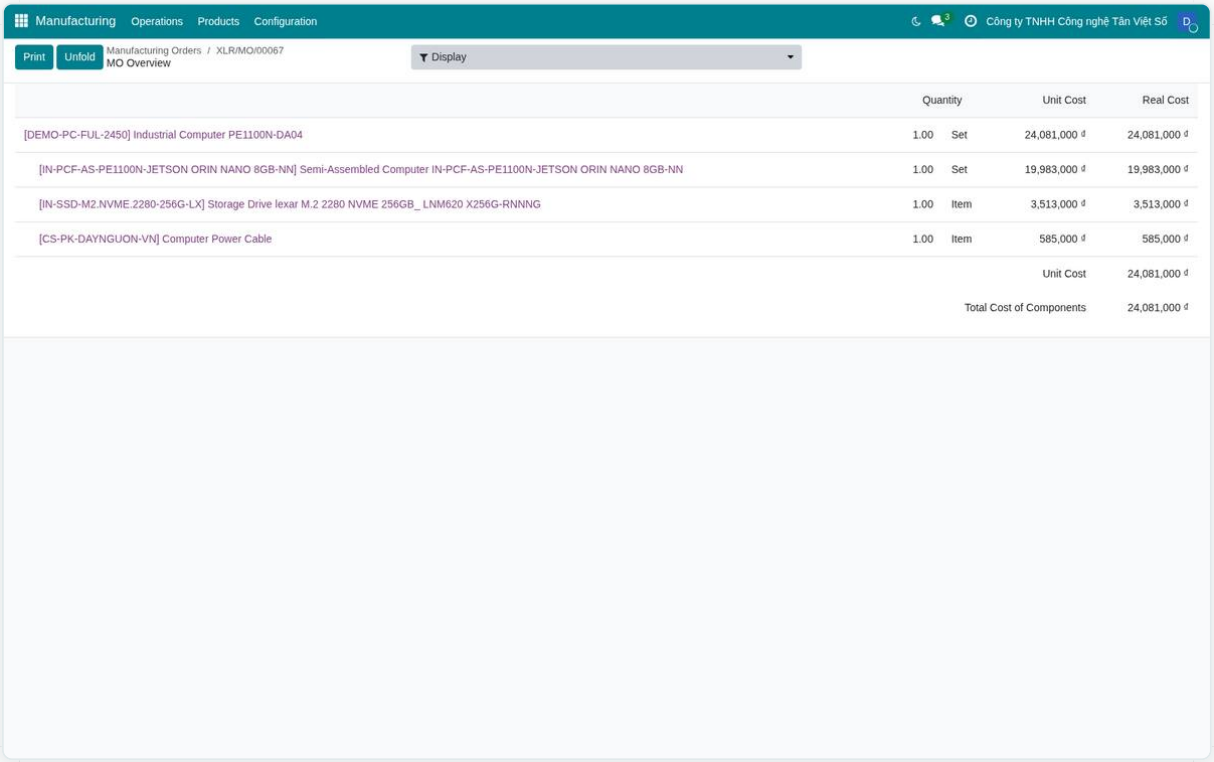
33 READ THE MACHINE COST: FROM COMPONENTS TO ACCOUNT 155

About 12 minutes. By the end of this lesson your company can read the real cost of the machine just assembled, compare it with the total value of the components, and see the two journal entries the system records on its own: components into 154, and the finished machine from 154 into 155.

Step 1 - Open the Overview of the order

On the completed order XLR/MO/00067, click the **Overview** button.

> *Path:* `Manufacturing > Operations > Manufacturing Orders > XLR/MO/00067 > Overview`

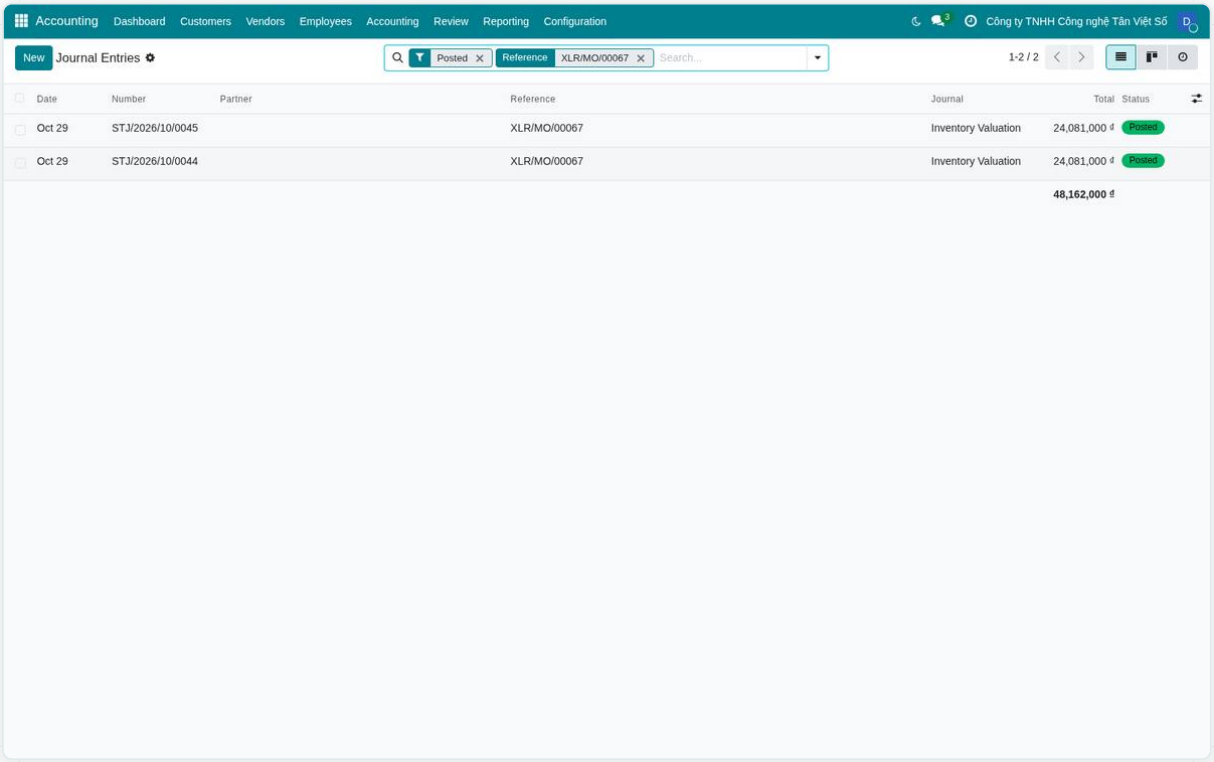


What you should see: the machine line shows **Unit Cost** 24,081,000 VND and **Real Cost** 24,081,000 VND. The three component lines below show 19,983,000 VND, 3,513,000 VND and 585,000 VND. The last line, **Total Cost of Components**, is 24,081,000 VND. The machine cost equals the total value of the components used; this order has no separate labour or overhead cost.

Step 2 - Find the two journal entries of the order

Go to the **Accounting** menu, choose **Accounting**, **Transactions**, **Journal Entries**. Remove the "Manual Entries" filter, click the search box, type **XLR/MO/00067** and choose the line "Search Reference for".

> *Path:* `Accounting > Accounting > Transactions > Journal Entries`

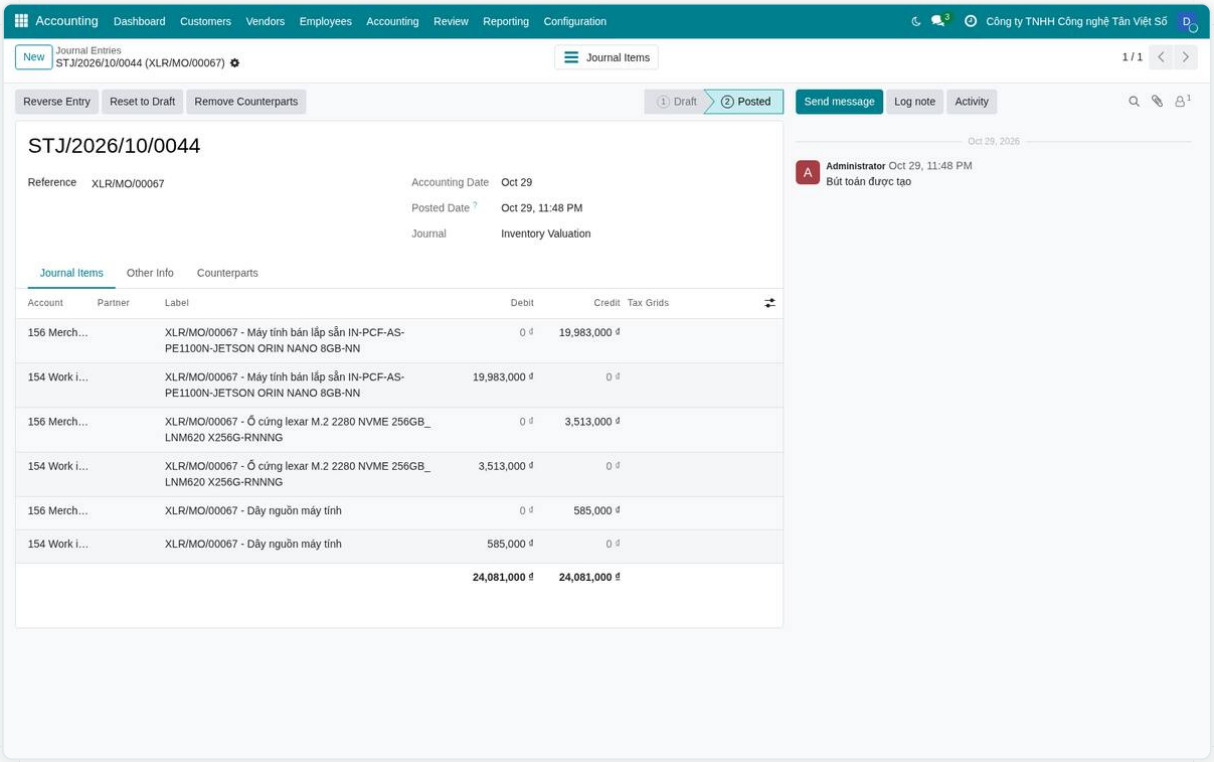


What you should see: two entries in the "Inventory Valuation" journal, on the same date as the order, **Reference** XLR/MO/00067, each with a total of 24,081,000 VND and status "Posted".

Step 3 - Read the components entry (Debit 154, Credit the inventory account)

Click the entry with the lower number (ending in 0044 in the example).

> *Path:* `Accounting > Accounting > Transactions > Journal Entries > STJ/.../0044`

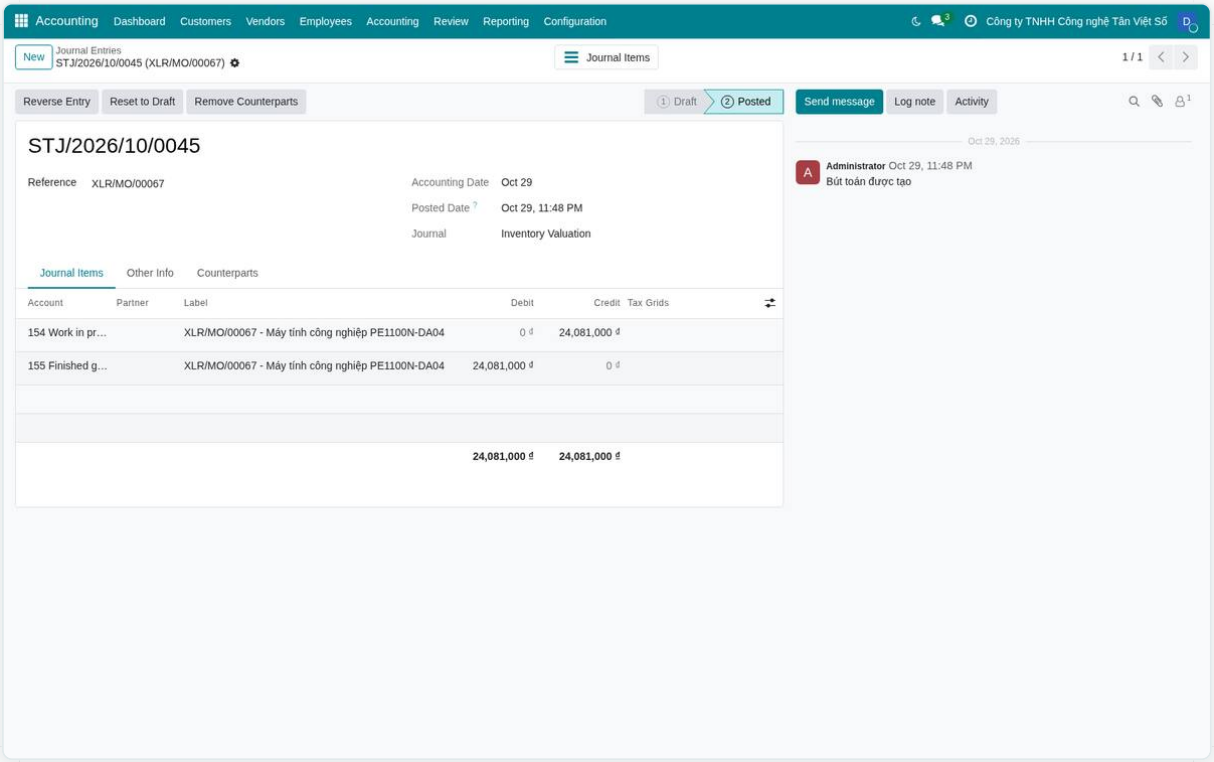


What you should see: each component has a pair of lines: **Credit** on the account "156 Merchandise inventory" and **Debit** on "154 Work in progress", with the amounts 19,983,000 VND, 3,513,000 VND and 585,000 VND respectively. Total debit and total credit are both 24,081,000 VND. For a component in the materials group, the credit line is account 152 instead of 156.

Step 4 - Read the finished machine entry (Debit 155, Credit 154)

Go back to the list and click the other entry.

> *Path:* `Accounting > Accounting > Transactions > Journal Entries > STJ/.../0045`

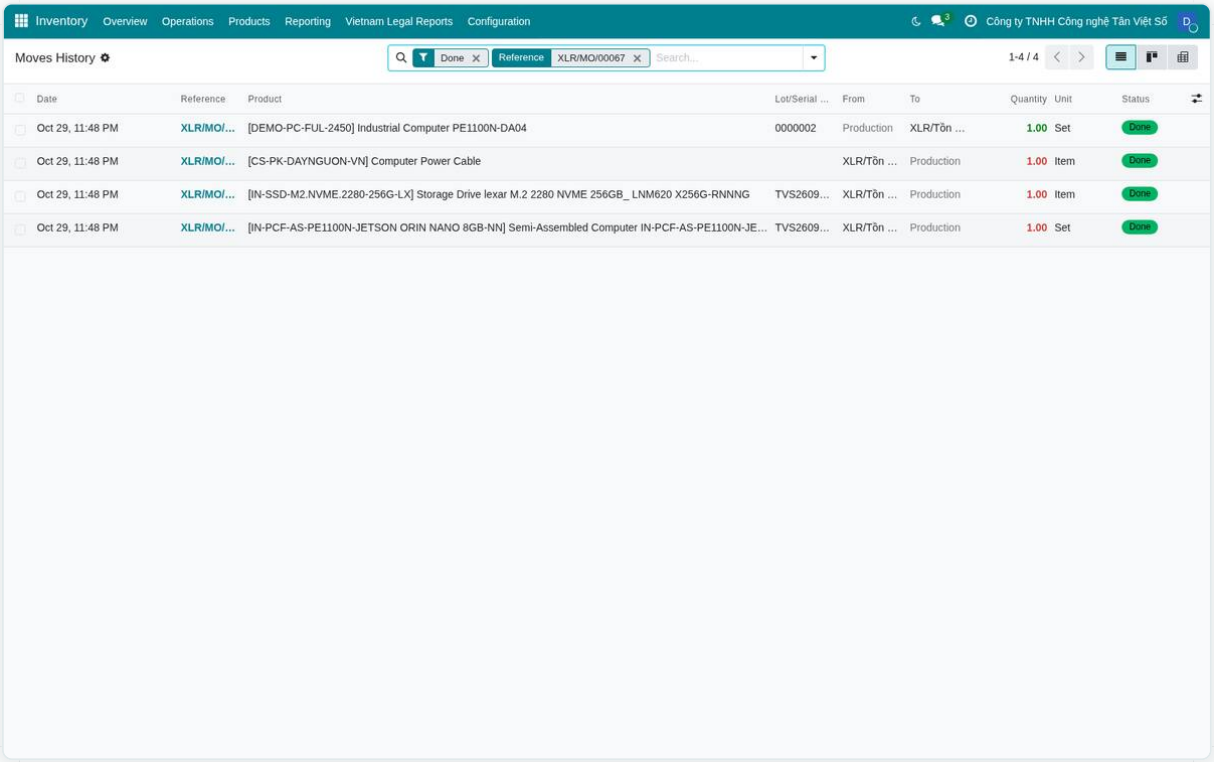


What you should see: two lines: **Debit** "155 Finished goods" 24,081,000 VND and **Credit** "154 Work in progress" 24,081,000 VND. Account 154 is debited in the previous entry and credited in this one, so it returns to zero when the order is complete; the value that stays in 155 is the value of the machine in stock. The label of each line carries the order code and the machine name.

Step 5 - See which components left the stock and on what date

Go to the **Inventory** menu, choose **Reporting**, **Moves History**. Click the search box, type **XLR/MO/00067** and choose "Search Reference for".

> *Path:* `Inventory > Reporting > Moves History`



What you should see: four lines on the same day: three components moving from "XLR/Tồn kho" to "Production" (quantity in red, with the serial number of the semi-assembled computer and of the storage drive) and one machine moving from "Production" to "XLR/Tồn kho" (quantity in green, with the serial number of the machine). The date of the order is read in this **Date** column. The end date recorded on a completed order of the sample system may show the date the data was loaded; your company reads the date from the stock moves as here.

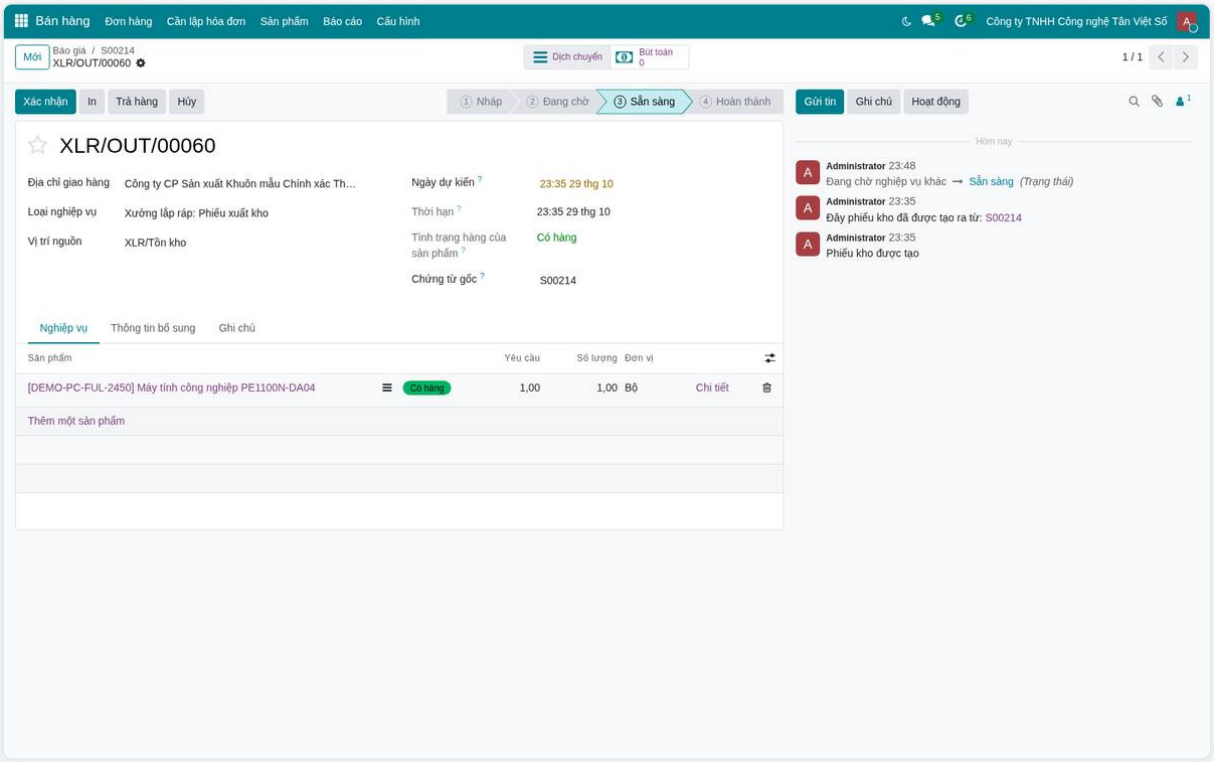
34 DELIVER THE MACHINE TO THE CUSTOMER

About 8 minutes. By the end of this lesson the PE1100N-DA04 machine carrying the serial number just assembled has been delivered to Công ty CP Sản xuất Khuôn mẫu Chính xác Thanh Bình, and the delivery transfer is complete.

Step 1 - Open the delivery transfer from the order

Open order S00214 again and click the **Delivery** button.

> *Path:* `Sales > Orders > Orders > S00214 > Delivery`

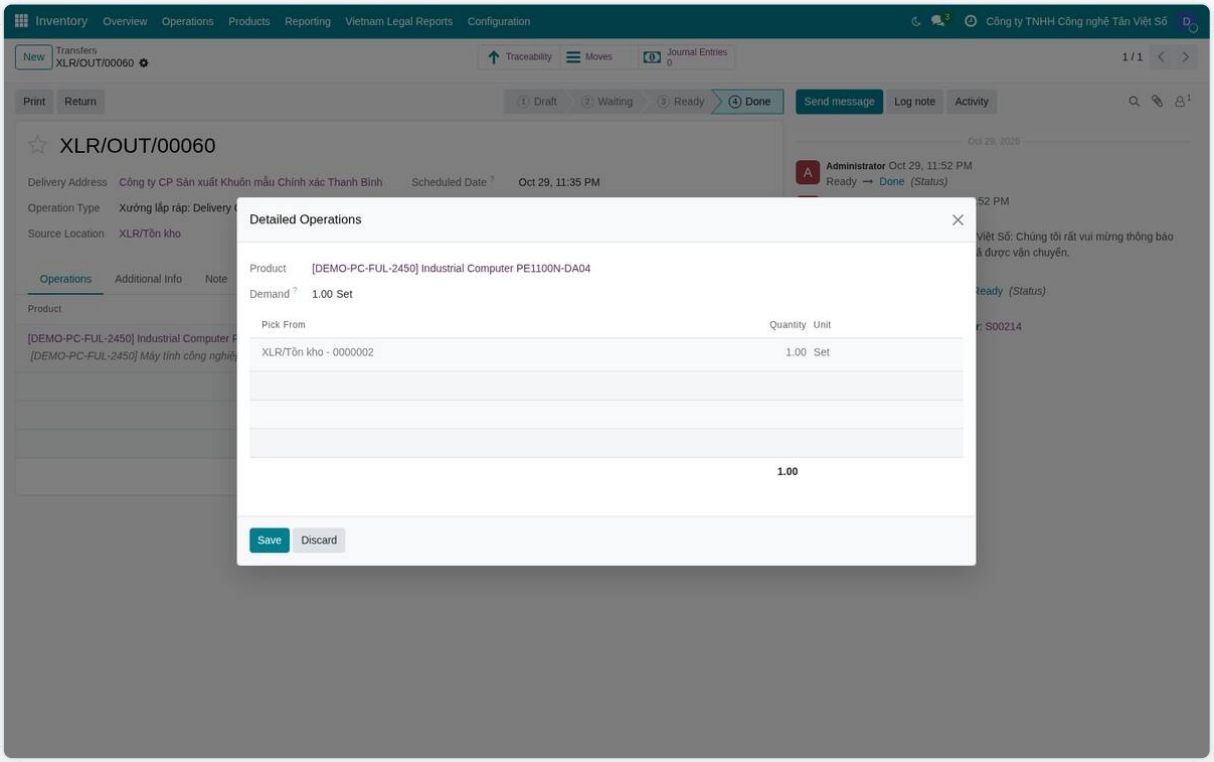


What you should see: a transfer with a code XLR/OUT/..., **Operation Type** "Xưởng lắp ráp: Delivery Orders", **Source Location** "XLR/Tồn kho", and the machine line labelled "Available". This transfer stays at "Waiting" from the moment the order is confirmed and moves to "Ready" exactly when the assembly order is complete; the notes box on the right records the time of the change.

Step 2 - Check the serial number on the delivery transfer

On the machine line, click **Details**.

> *Path:* `Inventory > Operations > Transfers > Deliveries > XLR/OUT/...`

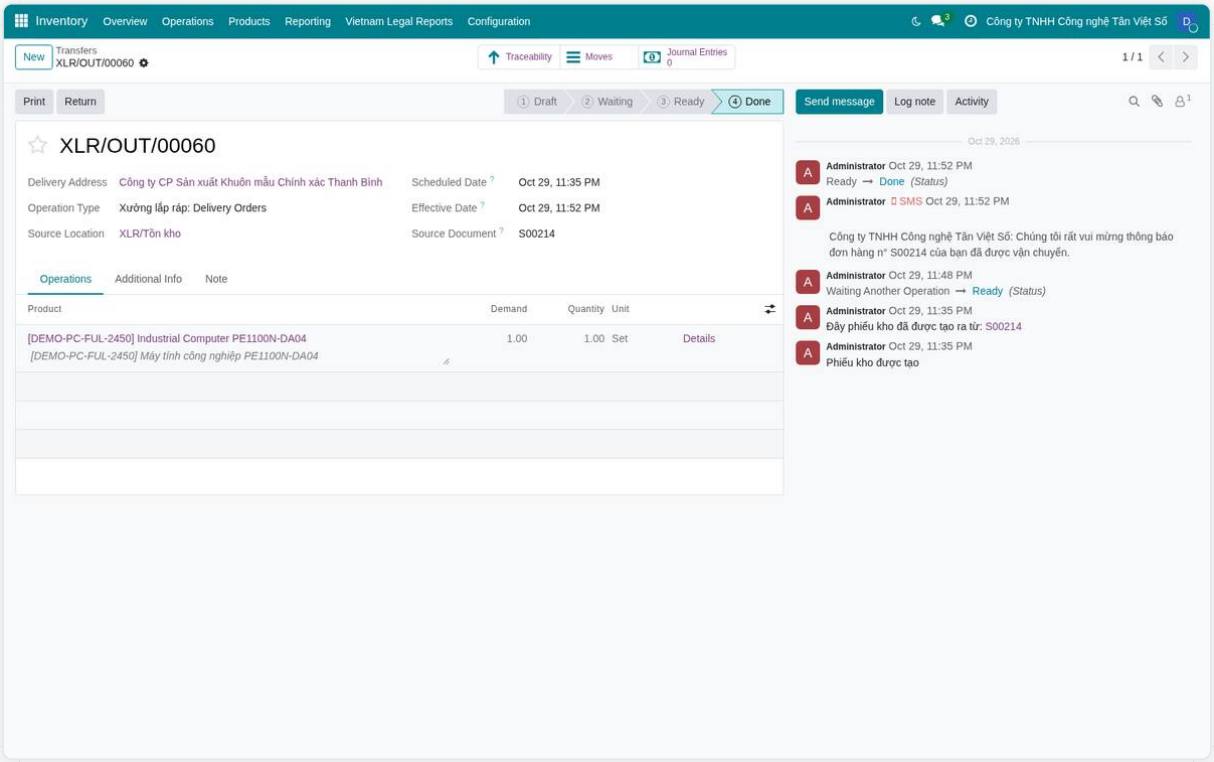


What you should see: Pick From "XLR/Tồn kho" together with exactly the serial number assigned on the assembly order, quantity 1.00. Click **Discard** to close the window.

Step 3 - Confirm the delivery

Click the **Validate** button on the delivery transfer.

> *Path:* `Inventory > Operations > Transfers > Deliveries > XLR/OUT/...`



What you should see: the status bar is at "Done", and the **Effective Date** field has the delivery time. The delivery transfer only moves the machine out of the warehouse; the cost of goods entry goes with the sales invoice (Debit 632, Credit 155), see PART ACCOUNTING. The system also writes a message into the notes area of the transfer saying that the order has been shipped.

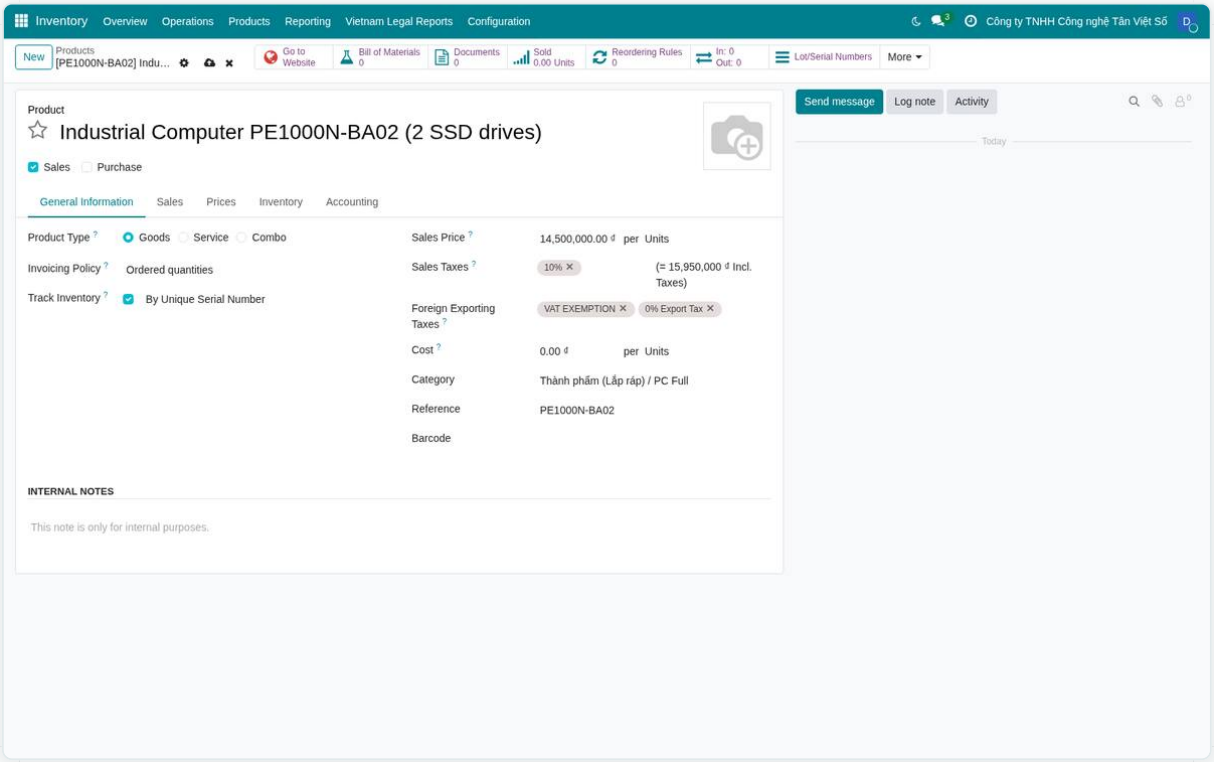
35 A NEW CONFIGURATION WITHOUT A BILL OF MATERIALS

About 30 minutes. By the end of this lesson your company has created a new machine product, built its bill of materials straight from a draft order, then sold it to Công ty CP Sản xuất Chiếu sáng Đô thị Bình An and seen the assembly order generated by the new bill of materials. The new machine here is PE1000N-BA02: one PE1000N-NTIC embedded computer, two lexar 256GB SSD drives and one power cable.

Step 1 - Create the new machine product

Go to the **Inventory** menu, choose **Products**, **Products**, and click **New**. Fill in: - name: **Industrial Computer PE1000N-BA02 (2 SSD drives)**; - untick **Purchase** (the machine is assembled in-house, not bought); - **Track Inventory**: choose "By Unique Serial Number"; - **Sales Price**: **14500000**; - **Category**: type **PC Full** and choose "Thành phẩm (Lắp ráp) / PC Full"; - **Reference**: **PE1000N-BA02**.

> *Path:* `Inventory > Products > Products > New`

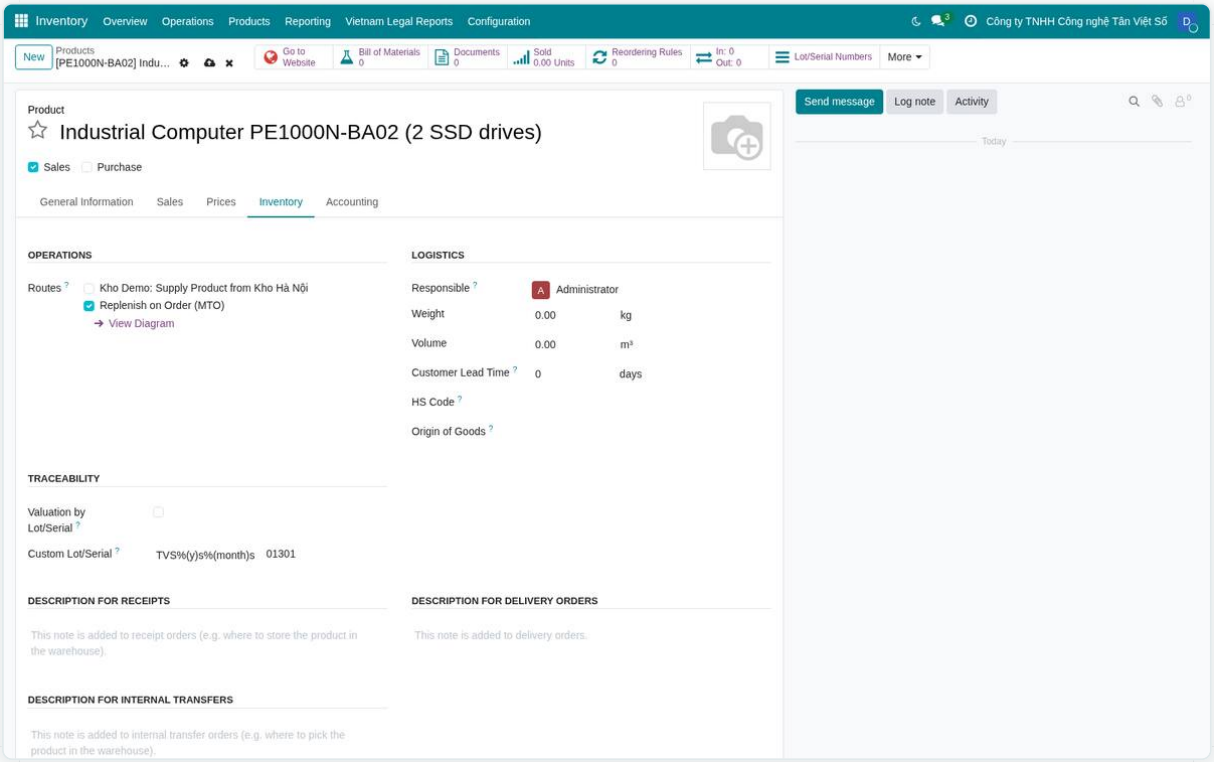


What you should see: Category is "Thành phẩm (Lắp ráp) / PC Full". Choosing exactly this category is important: another category is also named "PC Full" but belongs to "Hàng hóa", and is used for goods bought for resale. The finished goods category is the one that makes the machine enter the stock under account 155, as read in the cost lesson.

Step 2 - Choose the "Replenish on Order (MTO)" route

Click the **Inventory** tab, tick **Replenish on Order (MTO)** in the **Routes** field, then click the save icon.

> *Path:* `Inventory > Products > Products > PE1000N-BA02 > Inventory`

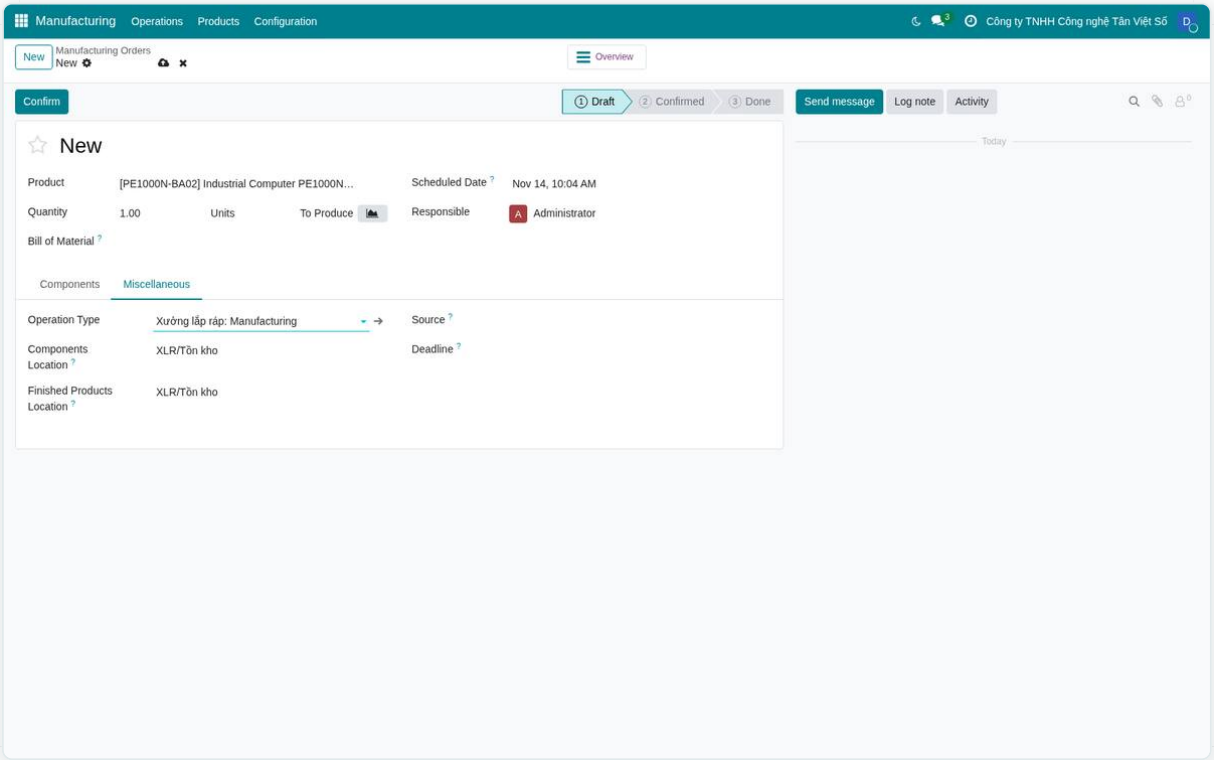


What you should see: the route box is ticked, the product is saved, and the button bar above reads **Bill of Materials 0**: the machine has no bill of materials yet.

Step 3 - Open a draft manufacturing order for the new machine

Go to the **Manufacturing** menu, choose **Operations**, **Manufacturing Orders**, and click **New**. In the **Product** field type **PE1000N-BA02** and choose the machine just created. Click the **Miscellaneous** tab and, in the **Operation Type** field, choose "Xưởng lắp ráp: Manufacturing".

> *Path:* `Manufacturing > Operations > Manufacturing Orders > New`

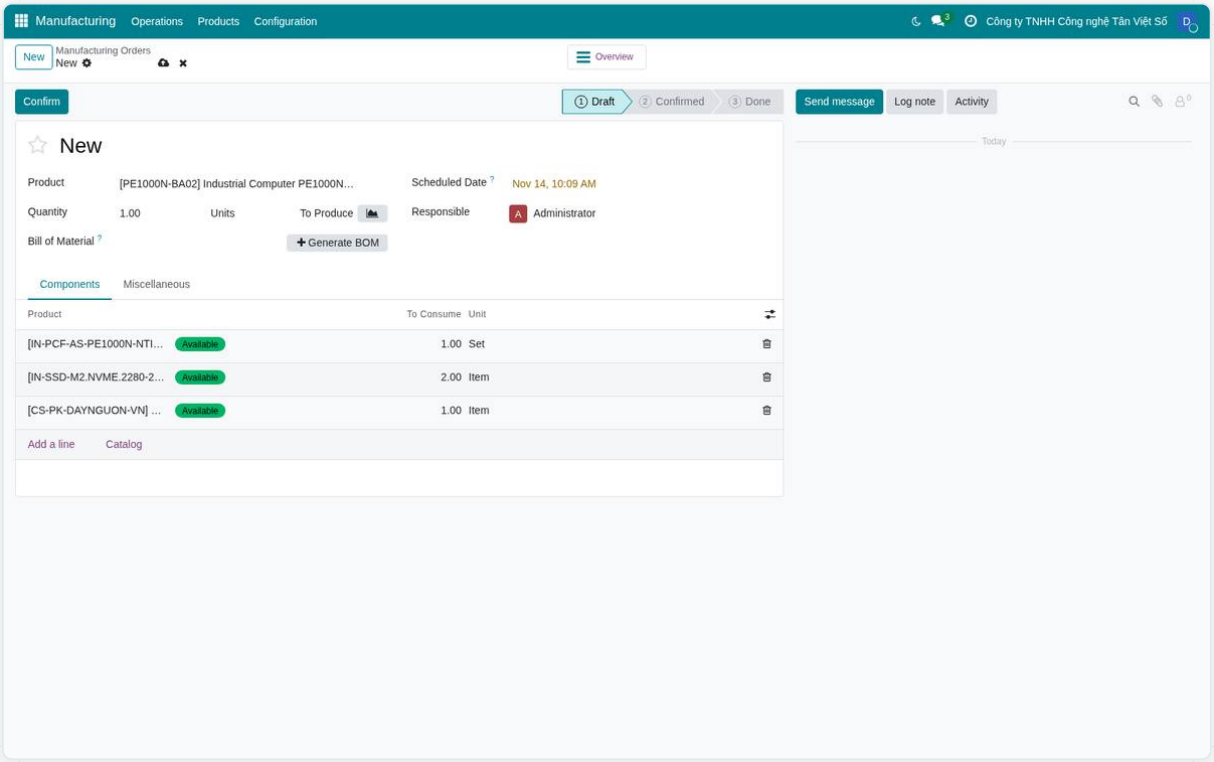


What you should see: Components Location and **Finished Products Location** are both "XLR/Tồn kho". If you skip the operation type step, the draft order takes the default type of the system (code WH/MO) and the components added afterwards are reported as "Not Available", because the order looks for the components in a place that does not hold them.

Step 4 - Add the components actually used

Click the **Components** tab. Click **Add a line** three times and choose in turn: **IN-PCF-AS-PE1000N-NTIC_NANO** (1), **IN-SSD-M2.NVME.2280-256G-LX** (2) and **CS-PK-DAYNGUON-VN** (1). Enter the exact quantity in the **To Consume** column, then click the save icon.

> *Path:* `Manufacturing > Operations > Manufacturing Orders > New > Components`

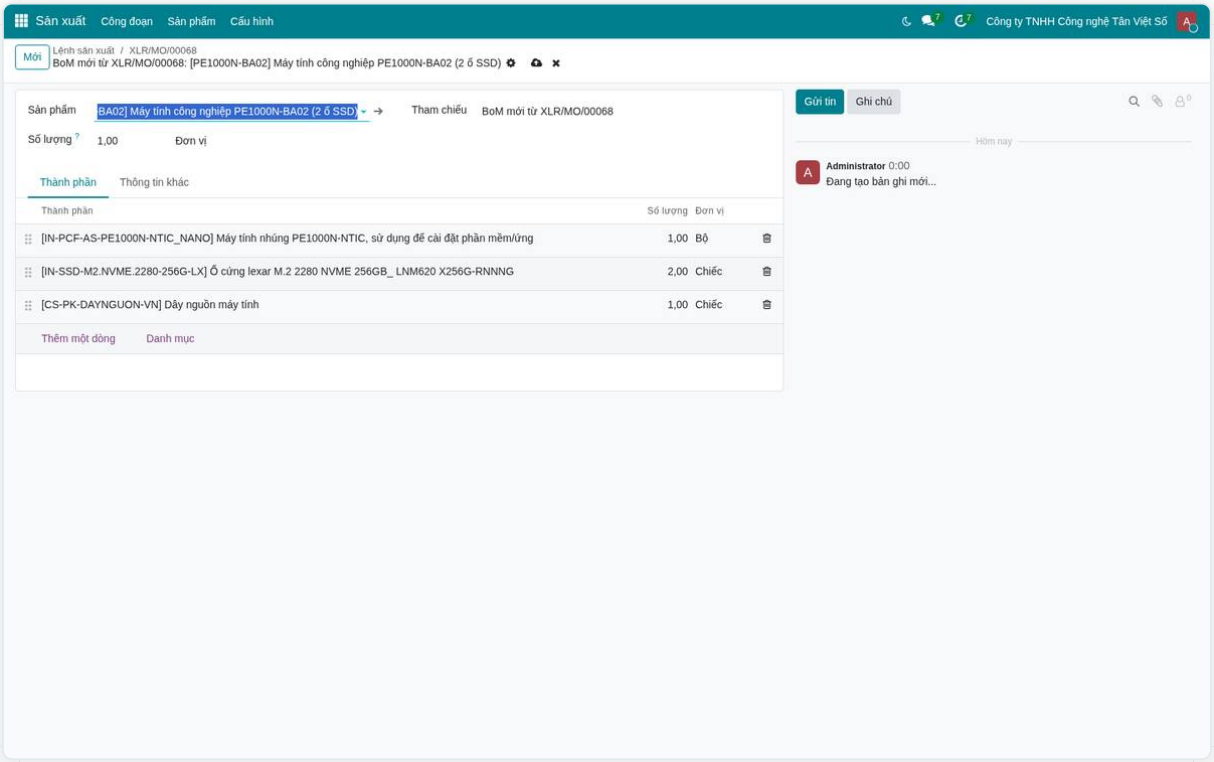


What you should see: the three component lines are all "Available", and the **To Consume** column is 1.00, 2.00 and 1.00 (remember to check the quantity of the storage drive line). The order receives a code XLR/MO/... and the **Bill of Material** field has a **Generate BOM** button.

Step 5 - Create the bill of materials from the order

Click the **Generate BOM** button.

> *Path:* `Manufacturing > Operations > Manufacturing Orders > XLR/MO/... > Generate BOM`

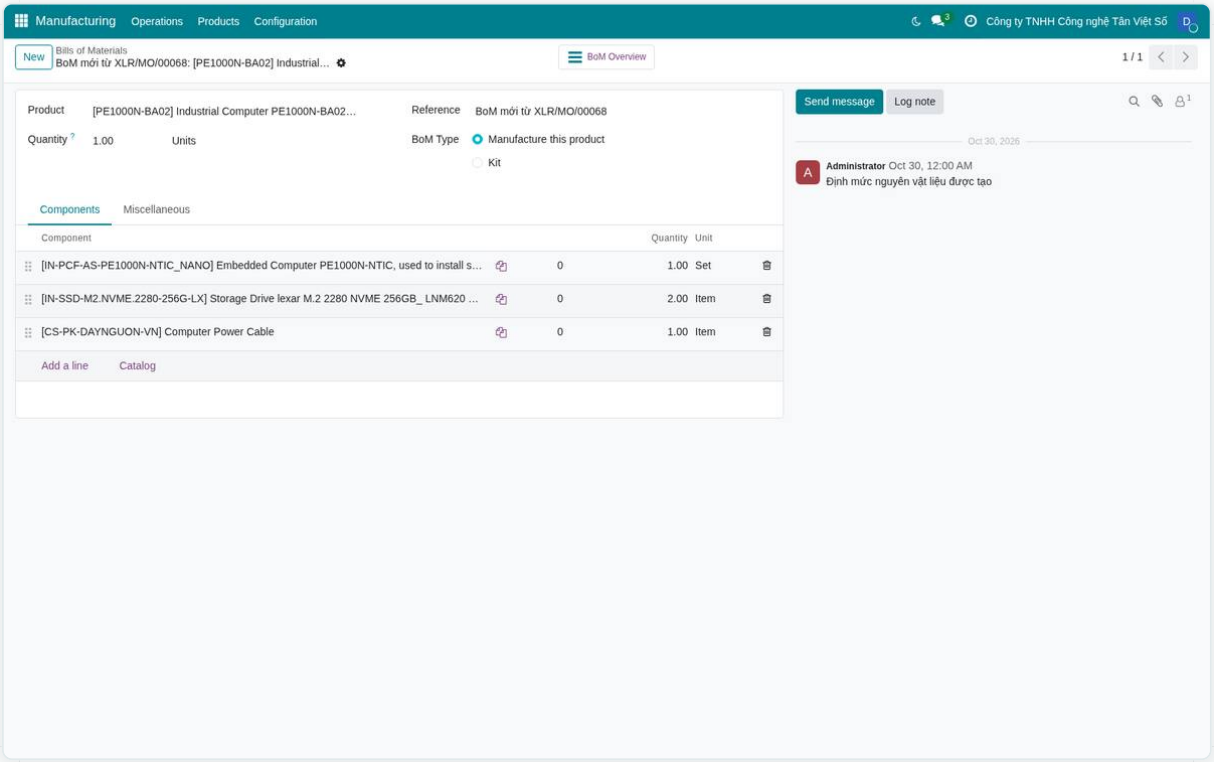


What you should see: the system opens a new bill of materials with a name starting "BoM mới từ" followed by the order code, **Product** is the new machine, **Reference** carries the order code, and the **Components** tab already has all three lines with the quantities of the order. Your company does not have to type them again.

Step 6 - Save the bill of materials

Click the save icon.

> *Path:* `Manufacturing > Products > Bills of Materials`

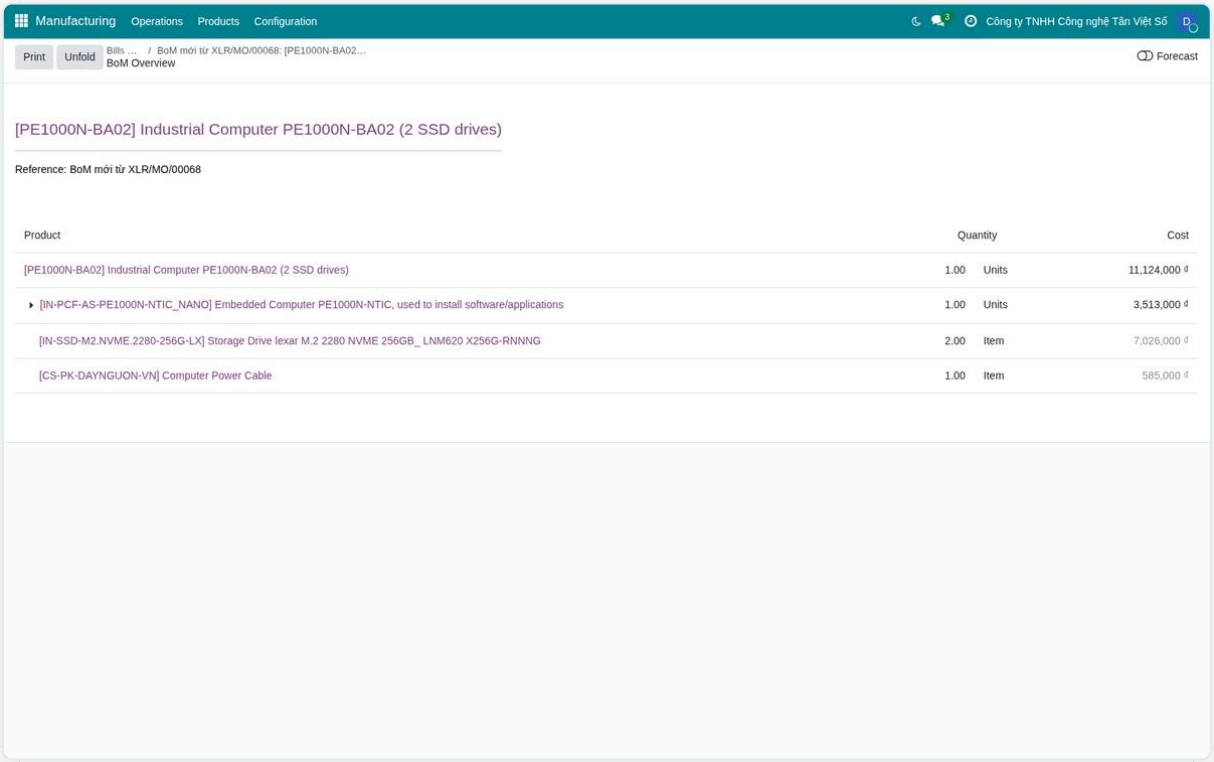


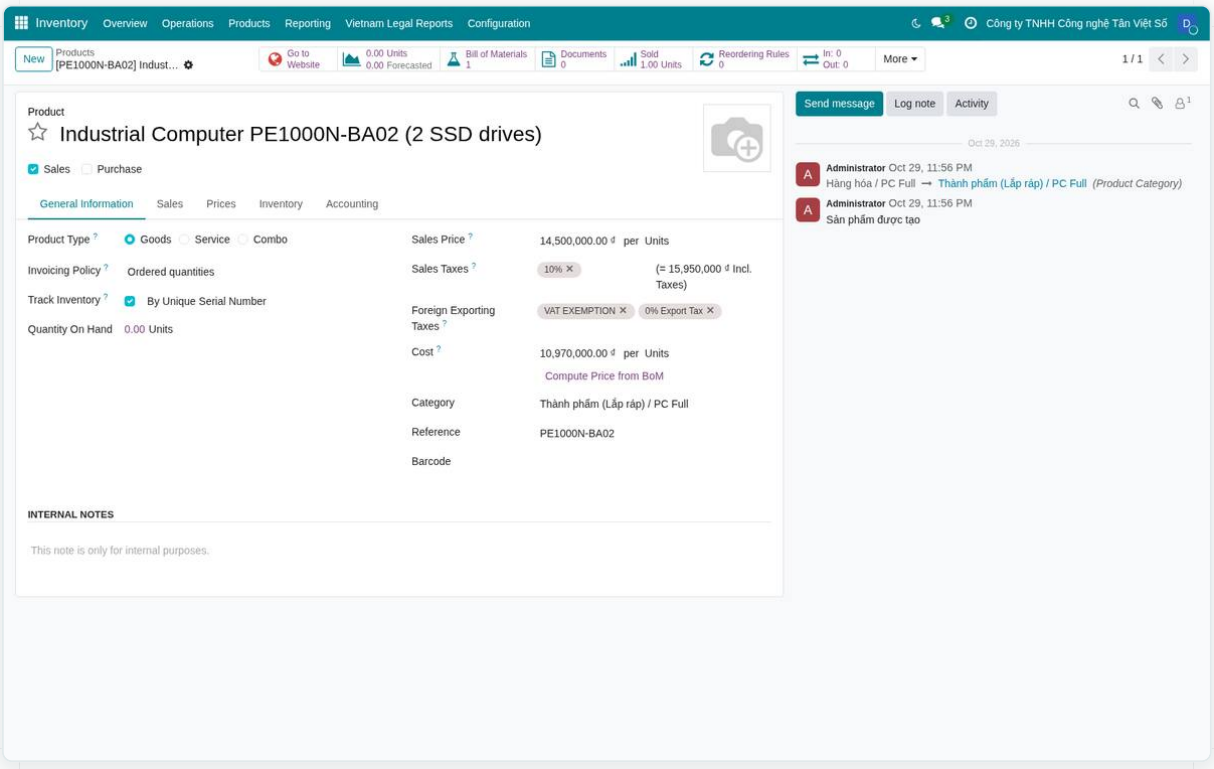
What you should see: the bill of materials is saved, and the log on the right records that it was created. From here machine PE1000N-BA02 has a bill of materials like every other machine in the lesson "Read the assembly configuration". The original draft order was only used to build the bill of materials: your company can click **Cancel** on it, because a later sales order will generate its own order.

Step 7 - See the expected cost and update the cost price

On the bill of materials just saved, click the **BoM Overview** button. Then open the new machine product (**Inventory > Products > Products**) and click **Compute Price from BoM** next to the **Cost** field.

> *Path:* `Manufacturing > Products > Bills of Materials > BoM mới từ XLR/MO/... > BoM Overview`





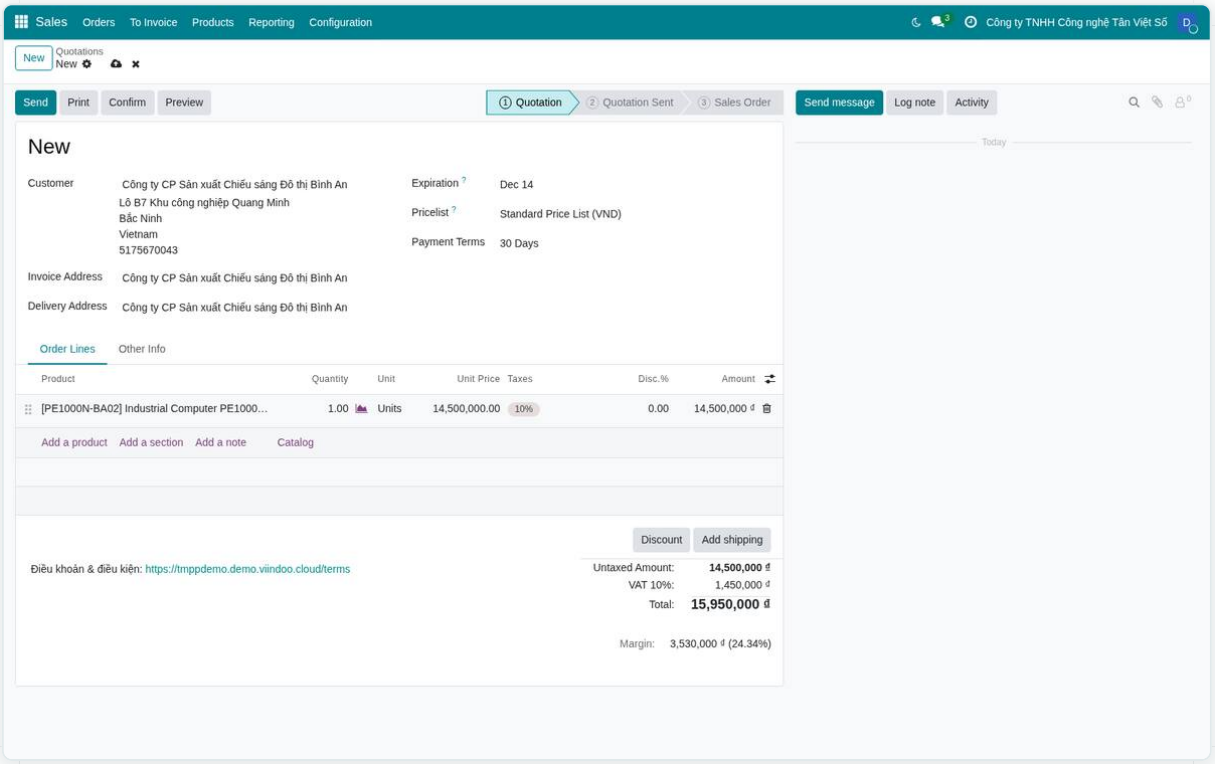
What you should see: BoM Overview shows an expected cost of 11,124,000 VND (embedded computer 3,513,000 VND, two SSD drives 7,026,000 VND, power cable 585,000 VND); the embedded computer line has an arrow because it also has a bill of materials of its own. After you click **Compute Price from BoM**, the **Cost** field of the product shows 10,970,000 VND, computed from the cost saved on each component. The two numbers differ slightly because they are computed differently; the real cost of the machine is the number on the order when it is completed, as in the lesson "Read the machine cost: from components to account 155". If you

skip this step, the cost of the new machine stays at 0 and the **Margin** line on the quotation reports 100%.

Step 8 - Create the sales order for the new machine for Bình An

Create a new quotation: the customer is **Công ty CP Sản xuất Chiếu sáng Đô thị Bình An**; on the **Other Info** tab choose **Warehouse** "Xưởng lắp ráp", add product **PE1000N-BA02**, quantity 1. Click the save icon.

> *Path:* `Sales > Orders > Quotations > New`

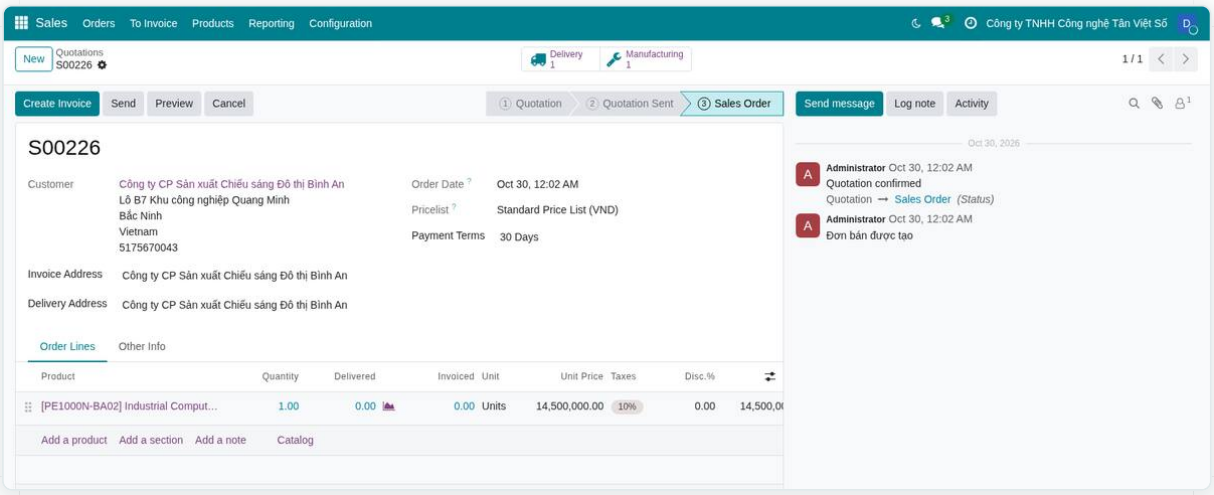


What you should see: the order line shows one machine at 14,500,000 VND, tax 10%, total 15,950,000 VND. Now that the cost is updated, the **Margin** line reads 3,530,000 VND (24.34%).

Step 9 - Confirm the order

Click the **Confirm** button.

> *Path:* `Sales > Orders > Quotations > S00226`

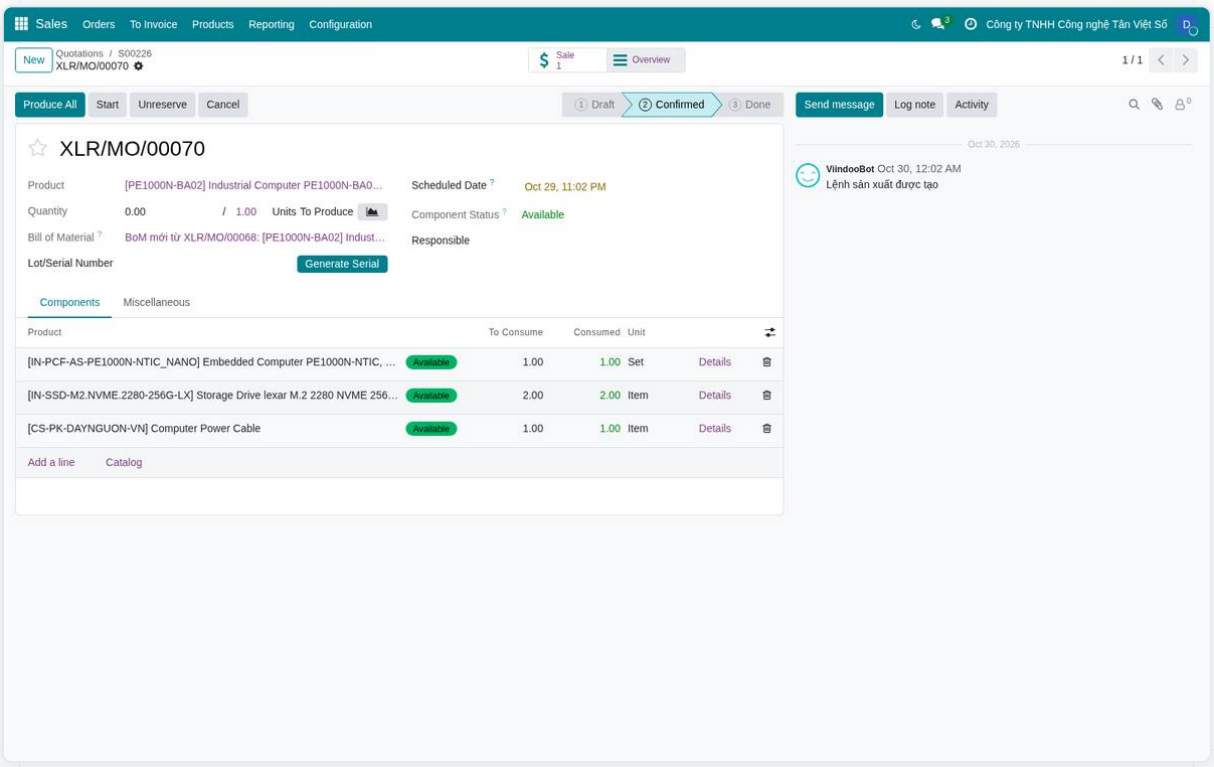


What you should see: the order becomes "Sales Order", with the **Delivery** and **Manufacturing** buttons, each with the number 1. The system has already generated the assembly of the new machine according to the bill of materials just created, with no extra work from anyone.

Step 10 - Open the assembly order of the new machine

Click the **Manufacturing** button.

> *Path:* `Sales > Orders > Quotations > S00226 > Manufacturing`



What you should see: order XLR/MO/... at "Confirmed", **Bill of Material** reads "BoM mới từ XLR/MO/...", and the three components are all "Available", with the quantities 1.00, 2.00 and 1.00

reserved. Leave this order as it is; to complete it, follow the lesson "Finish the machine, assign the serial number and complete the order".

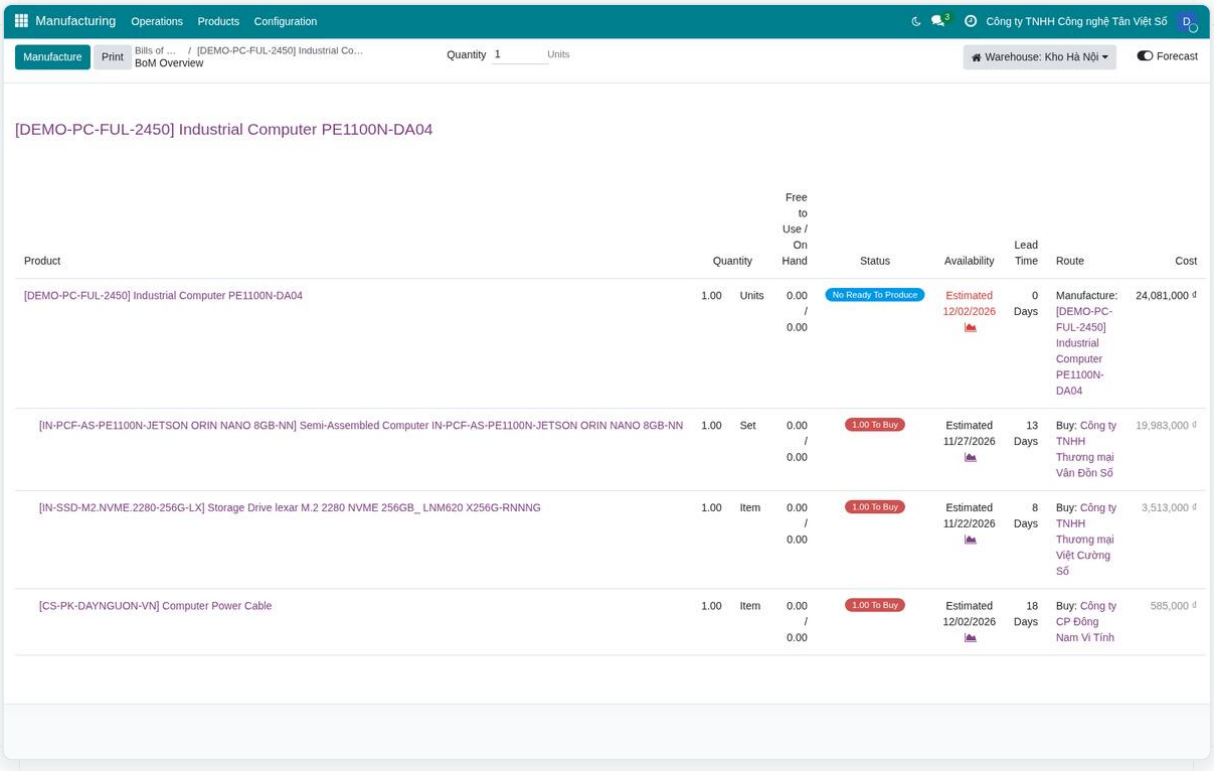
36 WHEN COMPONENTS ARE MISSING

About 8 minutes. This lesson is read-only and does not create any shortage. By the end of it your company knows where the system reports missing components and how to read the reservation status of an order.

Step 1 - See the same bill of materials at another warehouse

Open the **BoM Overview** of machine PE1100N-DA04, click the **Forecast** switch, and leave the **Warehouse** box at "Kho Hà Nội" (the default).

> *Path:* `Manufacturing > Products > Bills of Materials > PE1100N-DA04 > BoM Overview > Forecast`

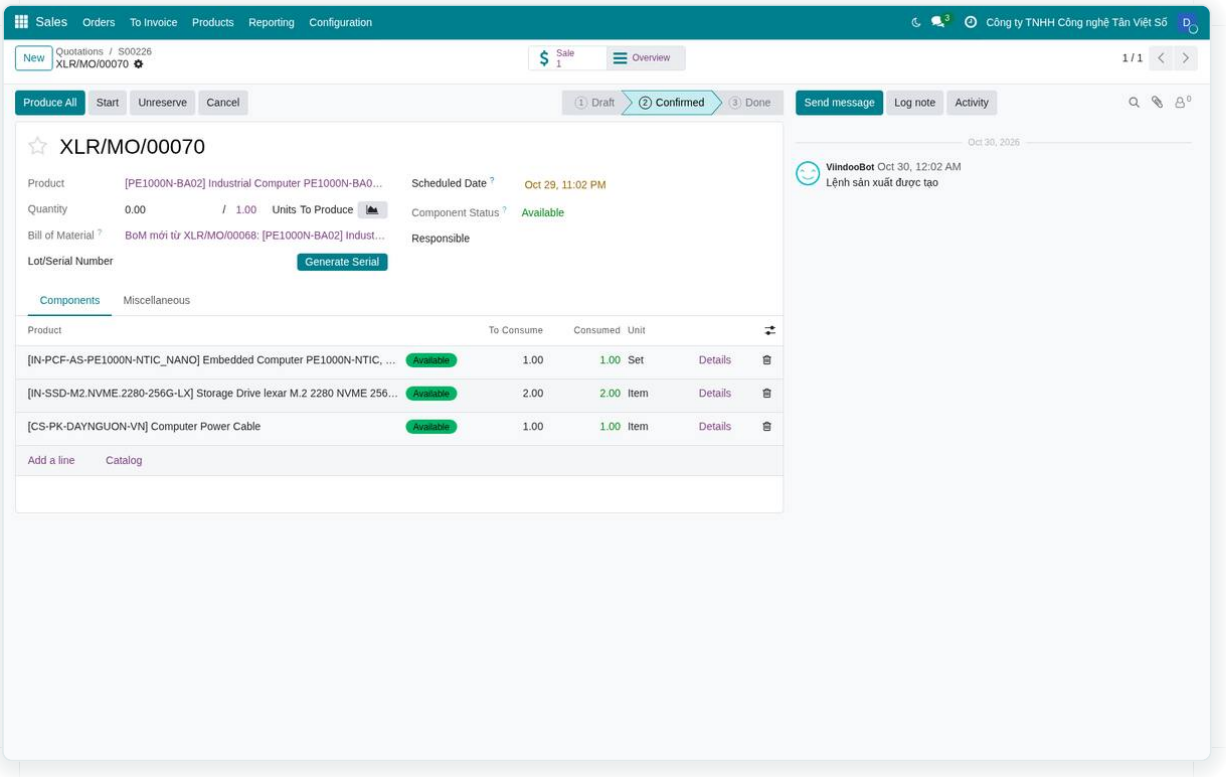


What you should see: the usable and on-hand quantities are 0.00 / 0.00; each component has a red label "1.00 To Buy" and an estimated date in the **Availability** column that follows the lead time of the vendor. The **Route** column names the vendor it would be bought from. This is what an order created in a place that holds no components looks like.

Step 2 - Read the reservation status on the order

Open any assembly order in the manufacturing orders list and look at the **Component Status** field and the status column of each component line.

> *Path:* `Manufacturing > Operations > Manufacturing Orders`

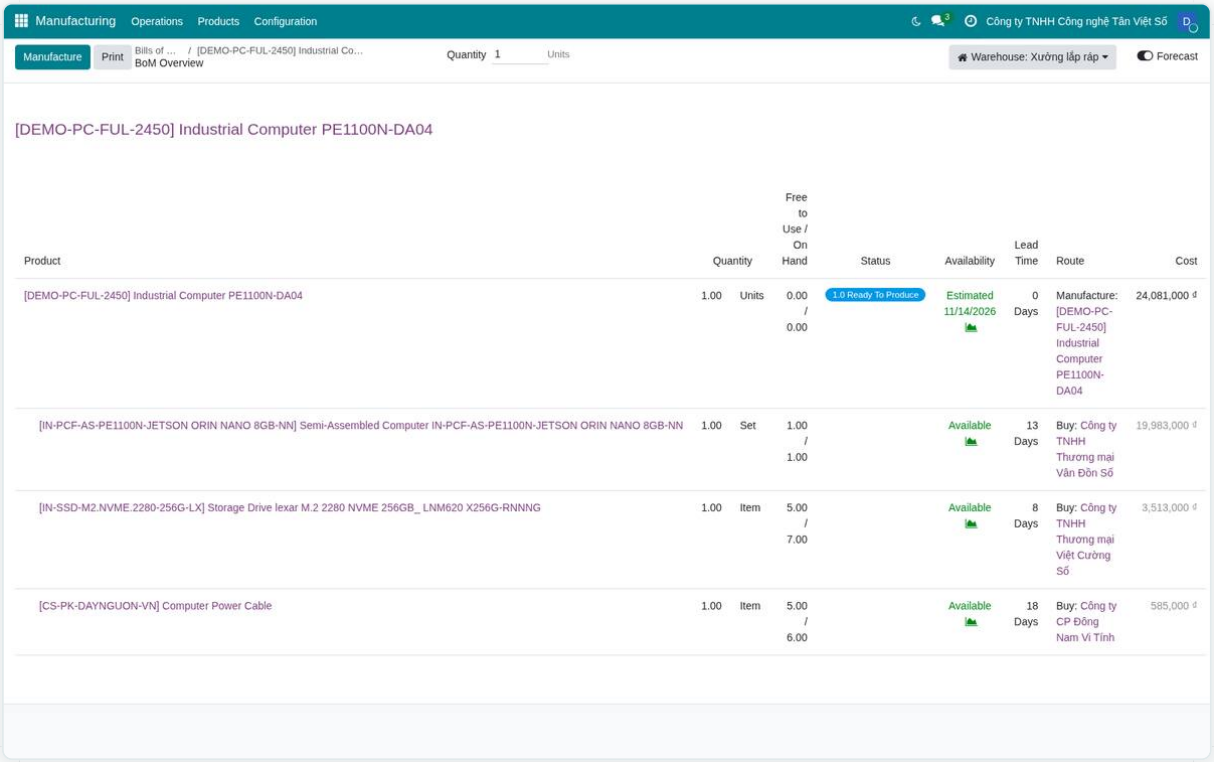


What you should see: when all components are present, **Component Status** is "Available" in green and each line is "Available"; **MO Readiness** becomes "Ready". When components are missing, the **Component Status** field and the missing component lines show "Not Available", and the order is "Waiting". The **Unreserve** button on the order releases the components already reserved so that another order can use them.

Step 3 - Decide how to handle it

Your company handles it in one of two ways, depending on the technician: - receive more components into the assembly workshop: buy them in Part III. Purchasing, then receive them in Part IV. Warehouse and serial numbers, then reopen the order and look at **Component Status**; - switch to another machine that still has all its components, by checking the BoM Overview of the Xưởng lắp ráp warehouse as in Step 1 of the lesson "Sell an assembled machine to Thanh Bình and open the automatic order".

> *Path:* `Manufacturing > Operations > Manufacturing Orders`



What you should see: at the Xưởng lắp ráp warehouse the same bill of materials reads "Available" for all three components; at Kho Hà Nội it reads "To Buy". The two screenshots side by side show that the stock on hand decides whether an order can run or has to wait.

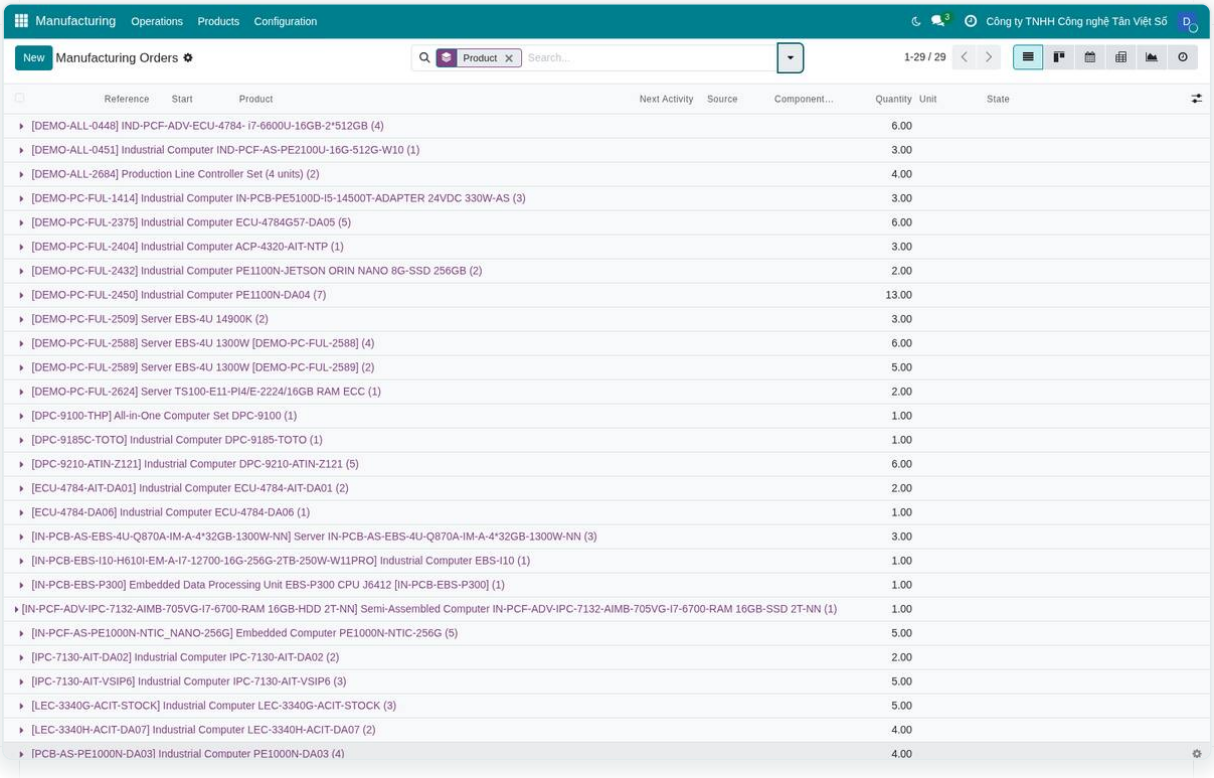
37 ASSEMBLY REPORTS

About 12 minutes. By the end of this lesson your company knows which report answers each question about assembly.

Step 1 - See all orders grouped by machine

Go to **Manufacturing**, choose **Operations**, **Manufacturing Orders**. Remove the "To Do" filter, click the arrow next to the search box, choose **Group By** and then **Product**.

> *Path:* `Manufacturing > Operations > Manufacturing Orders`

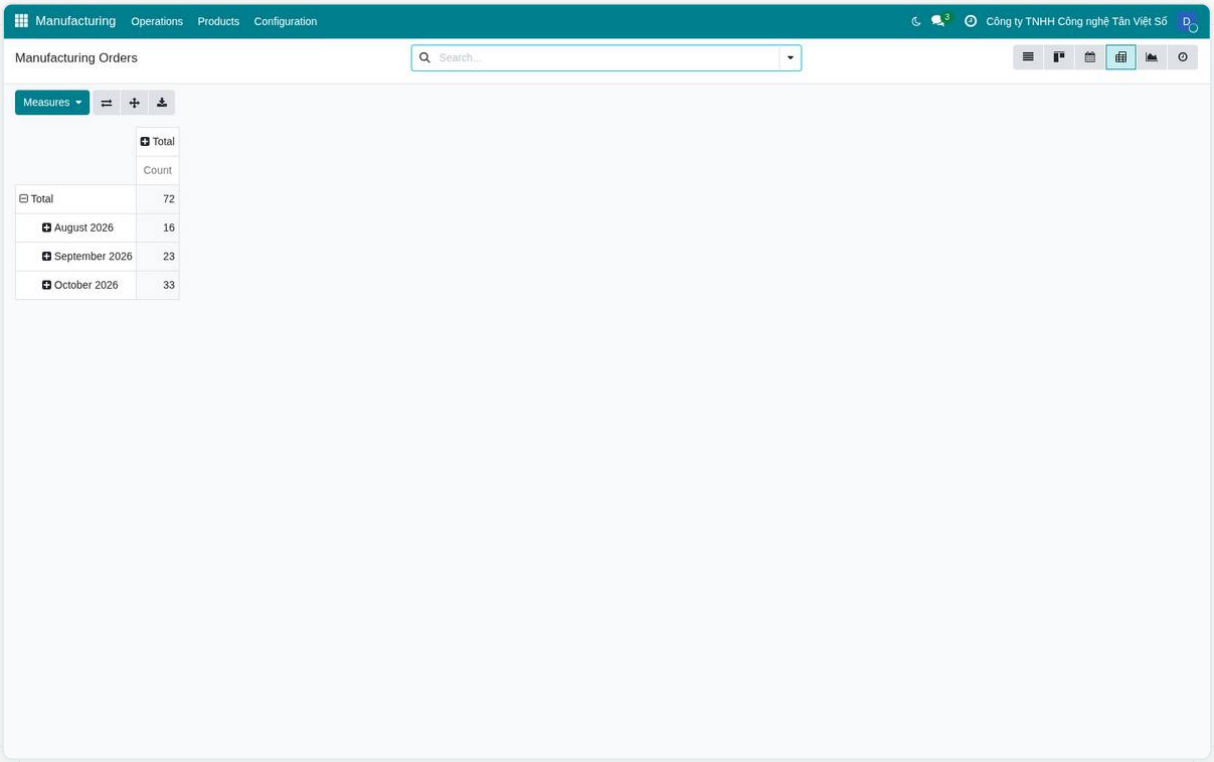


What you should see: each machine is a group, with the machine name followed by the number of orders in brackets, and the **Quantity** column is the total number of machines ordered for assembly. Click a group to see each order, its source sales order and its status.

Step 2 - See the number of orders by month

On the same screen, click the table icon (the fourth button in the group of view-switching buttons) at the top right.

> *Path:* `Manufacturing > Operations > Manufacturing Orders`

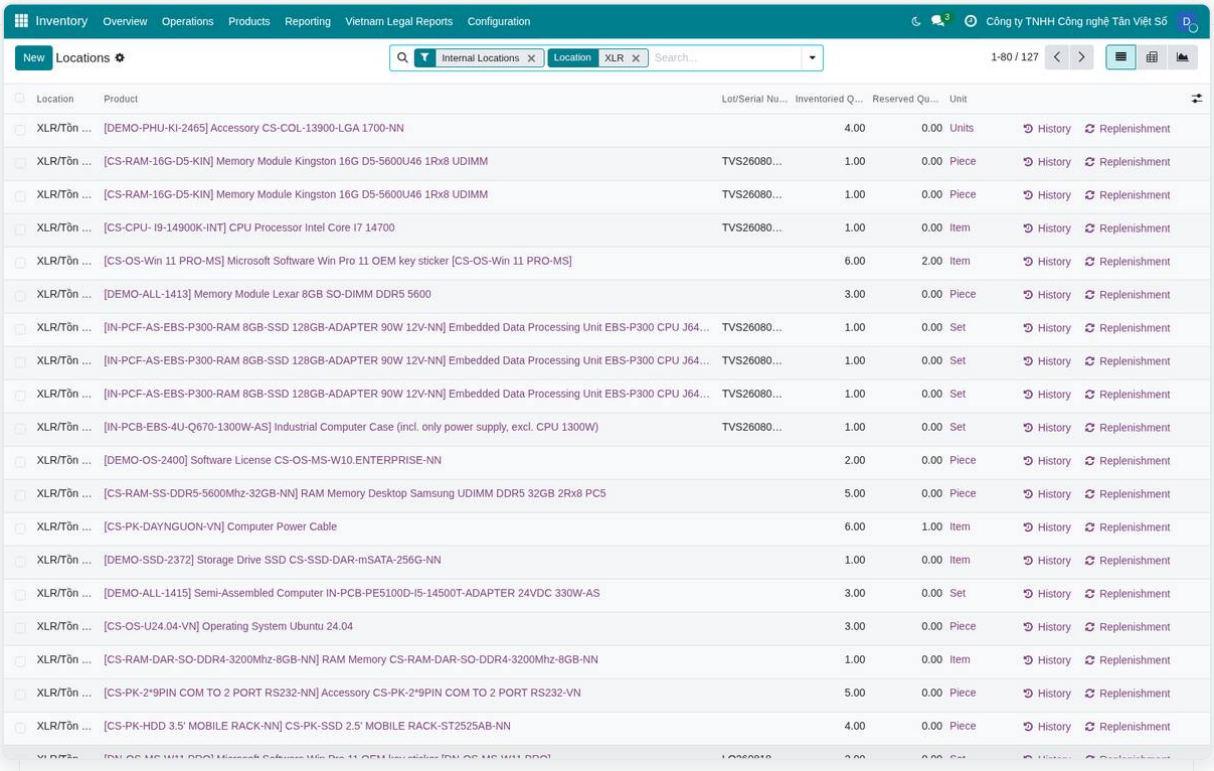


What you should see: a pivot table with a **Total** row and one row per month; the **Count** column is the number of orders in the month. Click **Measures** to add the quantity, and click a row header to break it down by machine or by status.

Step 3 - See the components currently in the assembly workshop

Go to **Inventory**, choose **Reporting**, **Locations**. Type **XLR** in the search box and choose "Search Location for".

> *Path:* `Inventory > Reporting > Locations`

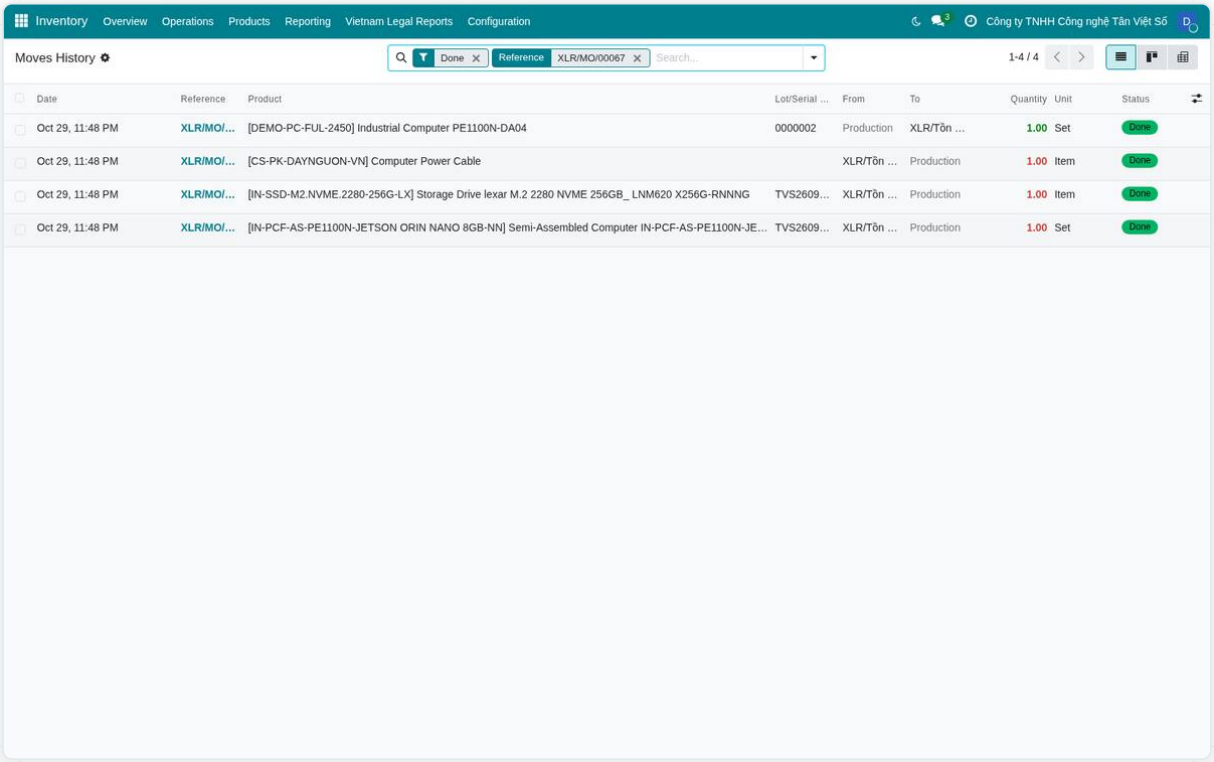


What you should see: each row is a component at "XLR/Tồn kho"; a component tracked by serial number shows each separate serial number, and the **Reserved Quantity** column shows how many are reserved for waiting orders. This number changes by the day, so read it on the screen rather than writing it down.

Step 4 - See which components an order used, and on what date

Do as in Step 5 of the lesson "Read the machine cost: from components to account 155": **Inventory > Reporting > Moves History**, search by the reference of an order.

> *Path:* `Inventory > Reporting > Moves History`



What you should see: the component lines moving to "Production" and the machine returning to "XLR/Tồn kho", as in the cost lesson.

List of reports

Report	Path	Question it answers
Manufacturing Orders (list, grouped by machine)	`Manufacturing > Operations > Manufacturing Orders`	How many orders each machine has; which orders are waiting, being assembled or done; which sales order generated each order
Manufacturing Orders as a pivot table and chart	`Manufacturing > Operations > Manufacturing Orders` (pivot button, graph button)	Number of orders and number of machines assembled, by month and by machine
MO Overview (button on the order)	`Manufacturing > Operations > Manufacturing Orders > Overview`	Unit cost of the machine and the real cost of each component
BoM Overview (button on the bill of materials)	`Manufacturing > Products > Bills of Materials > BoM Overview`	Expected cost from the bill of materials; turn on Forecast to see whether the components are sufficient or missing, warehouse by warehouse
Traceability (button on the order)	`Manufacturing > Operations > Manufacturing Orders > Traceability`	Which serial number the machine carries out of which order, and which components were used

Report	Path	Question it answers
Lots/Serial Numbers	`Manufacturing > Products > Lots/Serial Numbers`	Look up one serial number: which location it is in
Locations	`Inventory > Reporting > Locations`	Which location holds the components and machines, with which serial numbers, and how many are reserved
Stock	`Inventory > Reporting > Stock`	Stock of each product by warehouse, unit cost and total value
Moves History	`Inventory > Reporting > Moves History`	Each time a component entered an order and a machine returned to the warehouse, on which day, with which serial number
Moves Analysis	`Inventory > Reporting > Moves Analysis`	Volume of moves by product, operation type and time
General Inventory Journal (S11-DN)	`Inventory > Vietnam Legal Reports > General Inventory Journal (S11-DN)`	Opening stock, receipts, issues and closing stock of components and machines, in the Vietnamese accounting form
Stock Card (S12-DN)	`Inventory > Vietnam Legal Reports > Stock Card (S12-DN)`	Movement of one item, document by document
Product Journal (S10-DN)	`Inventory > Vietnam Legal Reports > Product Journal (S10-DN)`	Detailed ledger of receipts, issues, balance and value of the components
Account Detail Sheet (S38-DN)	`Accounting > Reporting > Vietnam Accounting Reports > Account Detail Sheet (S38-DN)`	Movements of accounts 154 and 155 for the assembly orders
Work Orders, Overall Equipment Effectiveness	`Manufacturing > Reporting`	Operation time and machine efficiency; not used in assembly to order in this setup because the bills of materials have no operations

38 SELF-STUDY EXERCISES

About 30 minutes. Your company does three exercises on its own, without step-by-step guidance. The customers and machines are used as in the lessons above.

Exercise 1 (10 minutes). Sell one more machine that already has a bill of materials. Choose, from the list of bills of materials, a machine other than PE1100N-DA04 for which the BoM Overview (Forecast on, warehouse "Xưởng lắp ráp") reports all components available. Create a

quotation for one machine for Công ty CP Sản xuất Chiếu sáng Đô thị Bình An, choose the "Xưởng lắp ráp" warehouse, confirm, complete the order, deliver. Self-check: the cost on the **Overview** of the order equals the cost of the machine line on the BoM Overview; there are two journal entries referencing the order code, one debiting 154 and one debiting 155; the delivery transfer carries exactly the serial number that was assigned.

Exercise 2 (15 minutes). Build a new machine by creating the bill of materials directly. Create the product "Industrial Computer PE1000N-BA03" (category "Thành phẩm (Lắp ráp) / PC Full", tracked by serial number, MTO route). This time do not use a draft order: go to `Manufacturing > Products > Bills of Materials`, click **New**, choose the new machine, and add one PE1000N-NTIC embedded computer, one lexar 256GB SSD drive and one power cable. Sell two machines to Công ty CP Sản xuất Khuôn mẫu Chính xác Thanh Bình. Self-check: the generated order has quantity 2 and three component lines needing 2 of each; to complete it you must assign two serial numbers; the entry on 155 is the cost of the two machines.

Exercise 3 (5 minutes). Read, do not create. From Moves History, find the serial number of the storage drive used in order XLR/MO/00067 of the Thanh Bình sale lesson, then say where that drive is now. Self-check: the storage drive moved to "Production" when the order was completed and is no longer in the stock of XLR/Tồn kho; the serial number of the machine has been delivered to the customer Thanh Bình.

PART VI. WARRANTY REPAIRS

This part answers the question: when a machine your customer has bought breaks down, how do you receive it, repair it, charge for it (or not) and record it in the books, and how do you look up the full history of one machine by its serial number. The main readers are warranty technicians, the Warranty Warehouse (Kho Bảo hành) storekeeper, customer care staff and cost accountants.

The running example uses the customer **Công ty CP Sản xuất Chế biến Gỗ Tân Phú Lâm** and two machines this customer has bought: - the industrial computer PN64-DI, serial number `TVS261001246`, bought on order S00145 and delivered on 21/10; - the industrial computer with integrated 15.6 inch display (DPC-9156C), serial number `TVS260900667`, bought on order S00082.

The orders KBH/RO/00010, KBH/RO/00011 and KBH/RO/00012 are open orders of the story; your company only looks at them and does not process them.

39 CONFIGURE WARRANTY REPAIRS

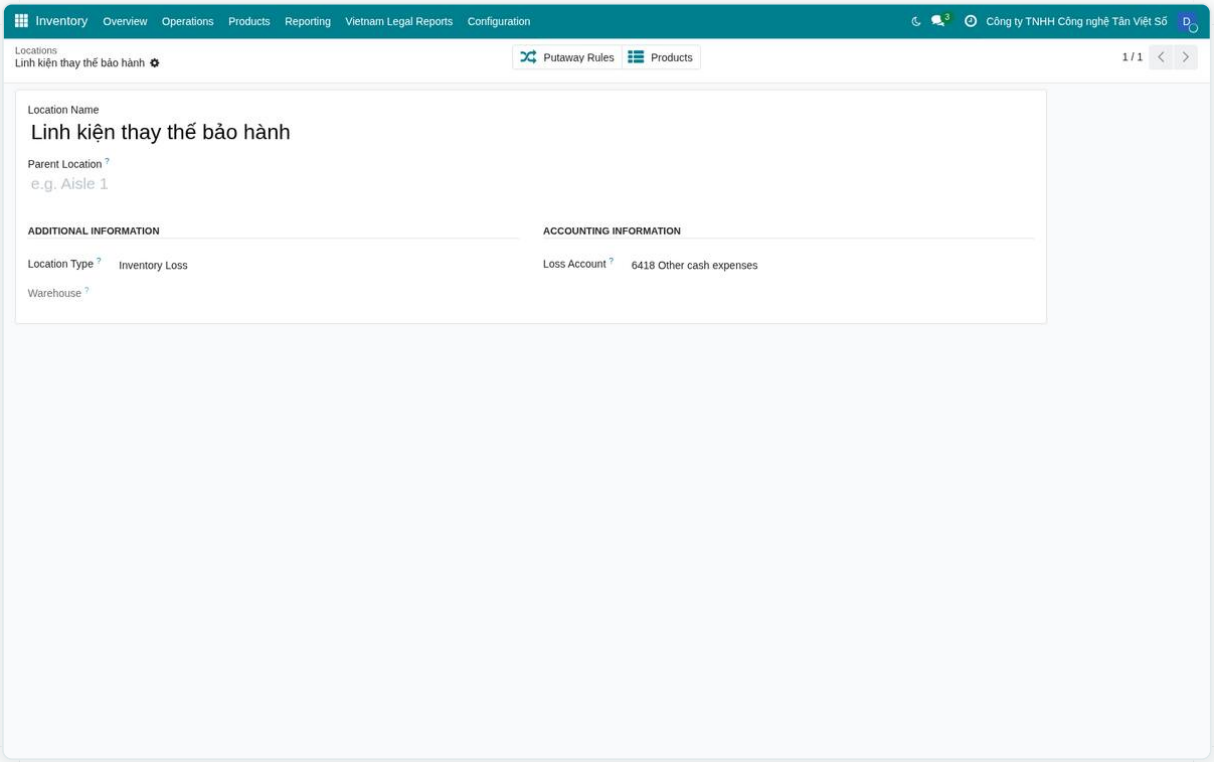
About 10 minutes. By the end of this lesson your company knows the three things that make a repair order run correctly: the operation type of the Warranty Warehouse, the location that receives replacement parts (tied to account 6418) and the **Under Warranty** box.

The Warranty Warehouse (code KBH) is a separate warehouse for the warranty technicians. Spare parts were received into this warehouse from 01/09 on a purchase order that records the serial number of every part, so every part used in a repair can be traced back to its source.

Step 1 - Open the location "Linh kiện thay thế bảo hành"

Open the list of warehouse locations, choose the line **Linh kiện thay thế bảo hành** (Warranty replacement parts) and read the **Accounting Information** section.

> *Path:* `Inventory > Configuration > Warehouse Management > Locations`



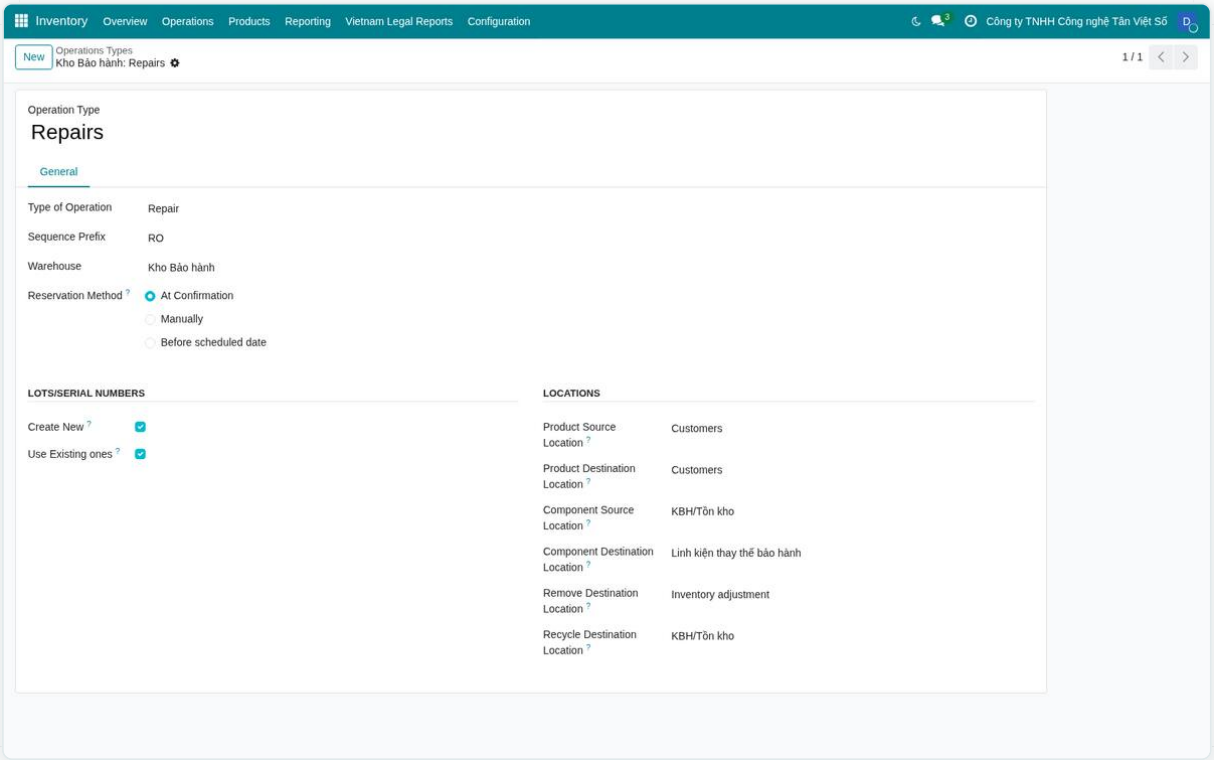
What you should see: the **Location Type** is "Inventory Loss" and the **Loss Account** is `6418 Other cash expenses`. This is the "destination" of every part used in a repair: when a part leaves the KBH warehouse for this location, its value goes straight into the expenses of the period (Debit 6418, Credit 156), instead of staying on work in progress.

What you lose if you do not configure it: the other warehouses of the company still use the Repair operation type that moves parts to the default production location, so the value of the parts does not fall into warranty expense 6418 and the accountant cannot read the warranty cost of the period.

Step 2 - Open the operation type "Kho Bảo hành: Repairs"

Open the list of operation types and choose the line **Kho Bảo hành: Repairs**.

> *Path:* `Inventory > Configuration > Warehouse Management > Operations Types`



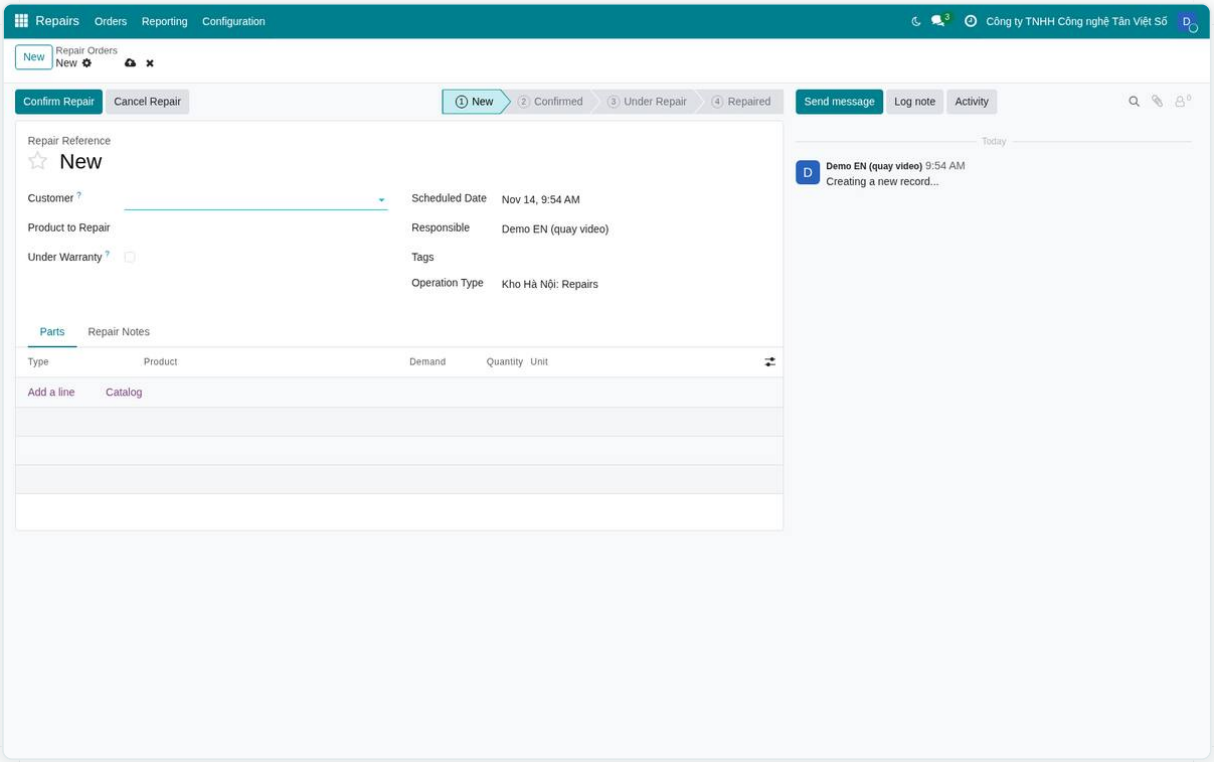
What you should see: the **Type of Operation** is "Repair" and the **Sequence Prefix** is `RO` (so orders carry the number KBH/RO/xxxxx). In the **Locations** group: the source and destination of the product (the machine the customer brings in) are both `Customers`, because the machine belongs to the customer and is not stock; the component source is `KBH/Tồn kho` and the component destination is **Linh kiện thay thế bảo hành** (the location from Step 1). The boxes **Create New** and **Use Existing ones** are both ticked so that the order takes exactly the serial number of the customer's machine.

What you lose if you do not configure it: an order created in another warehouse takes parts from that warehouse and pushes their value to that warehouse's default destination, and the warranty technicians do not see the spare parts of the Warranty Warehouse.

Step 3 - Read the three deciding fields on a new order

Open a new order and read three fields: **Operation Type**, **Lot/Serial** (it appears after you choose the machine) and **Under Warranty**. Your company only looks and does not save.

> *Path:* `Repairs > Orders > New`



What you should see: the **Operation Type** defaults to `Kho Hà Nội: Repairs`, not the Warranty Warehouse, because a repair order takes the default warehouse of the user who is logged in. On every new order your company must change it to `Kho Bảo hành: Repairs`. **Under Warranty** is empty; when you tick it, the sales price of every product moved from the order to the sales order is set to 0 (exactly as the field's tooltip says).

What the system does not do: the system does not calculate the warranty expiry from the serial number. The staff member checks the delivery date of the machine (see the lesson Look up the history of a machine by serial number) and ticks **Under Warranty** by hand according to the company's warranty policy.

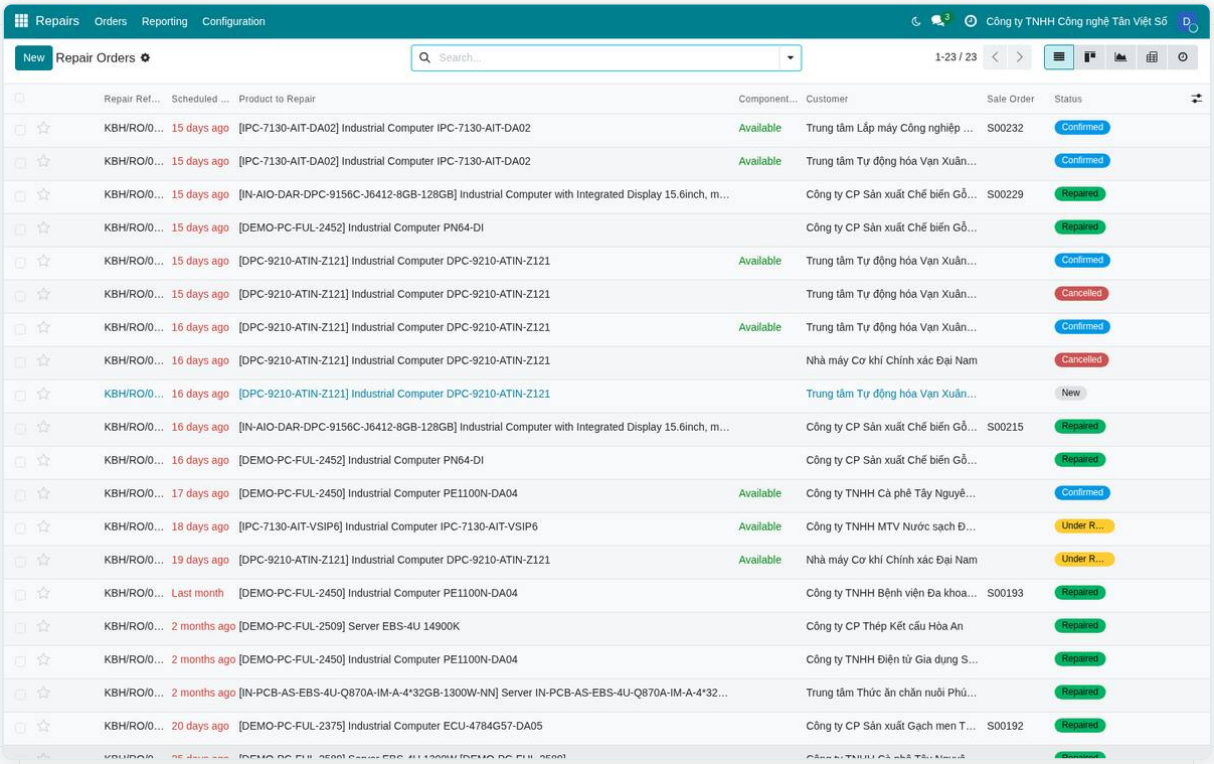
40 RECEIVE A MACHINE UNDER WARRANTY AND REPLACE A PART

About 20 minutes. By the end of this lesson your company has opened a repair order for a machine of the customer Tân Phú Lâm, replaced one RAM module taken from the Warranty Warehouse, run the order from New to Repaired and read the warranty cost entry Debit 6418 / Credit 156.

Step 1 - Open the list of repair orders

Open the list of repair orders to see the existing orders.

> *Path:* `Repairs > Orders`

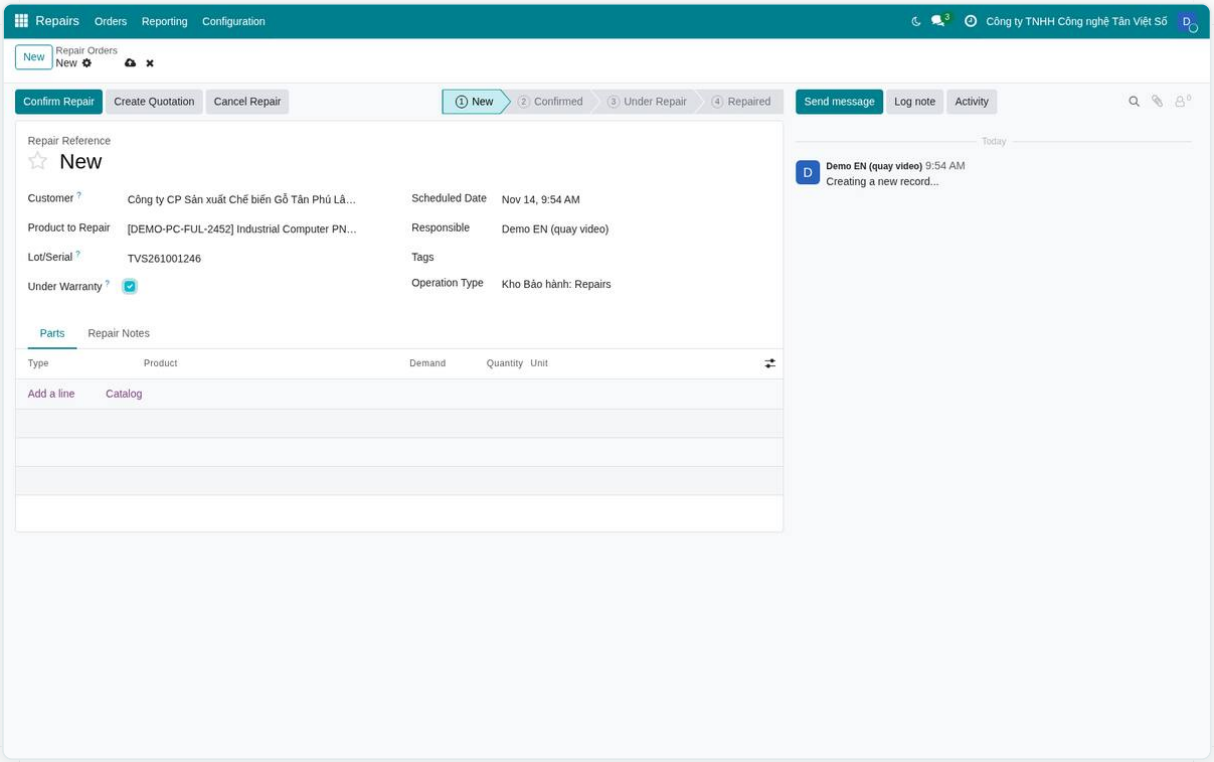


What you should see: orders numbered `KBH/RO/...`, the **Status** column (Confirmed, Under Repair, Repaired), and the **Sale Order** column holding the order number for the orders that are charged.

Step 2 - Click New and enter the intake information

Click **New**. Enter, in this order: - **Operation Type**: choose `Kho Bảo hành: Repairs`; - **Customer**: `Công ty CP Sản xuất Chế biến Gỗ Tân Phú Lâm`; - **Product to Repair**: the machine `Industrial Computer PN64-DI` (code DEMO-PC-FUL-2452); - **Lot/Serial**: type `TVS261001246`; - tick **Under Warranty** (the machine was delivered on 21/10, still within the period under the company's policy).

> *Path:* `Repairs > Orders > New`

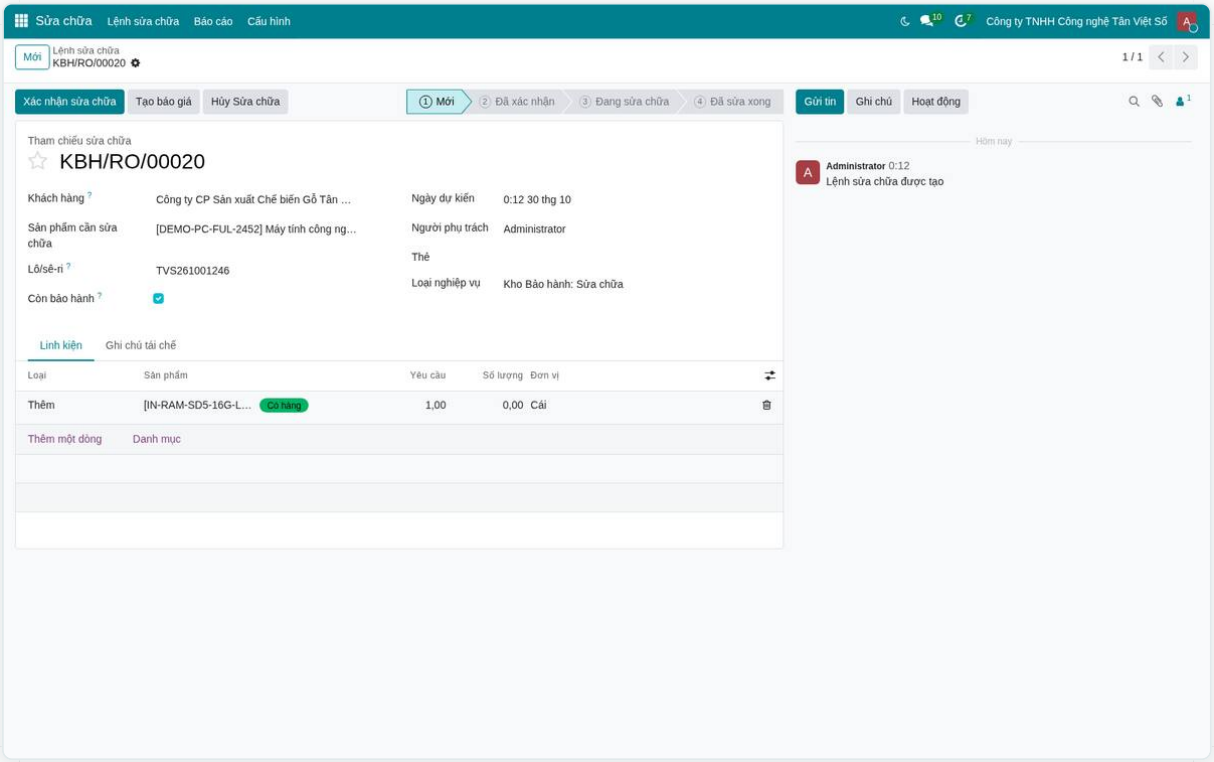


What you should see: the form shows the right customer, machine, serial number and operation type `Kho Bảo hành: Repairs`, and **Under Warranty** is ticked. The title of the order stays "New" until you save.

Step 3 - Add the replacement part

On the **Parts** tab, click **Add a line**, keep **Type** as `Add`, type the product `Memory Module Lexar 16GB SO-DIMM DDR5 5600 (LD5S16G56C46ST-BGS)` (code IN-RAM-SD5-16G-LX), demand 1. Click the save icon (cloud) at the top of the form.

> *Path:* `Repairs > Orders > (the order just created) > Parts tab`

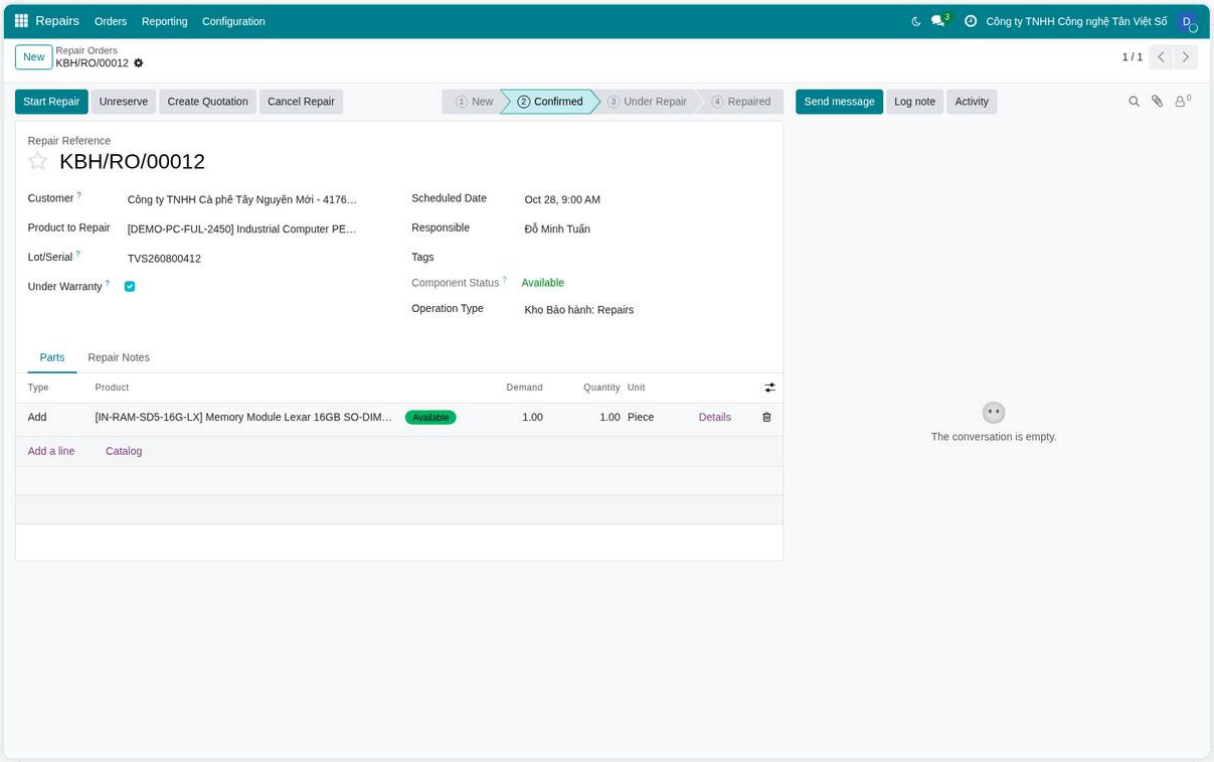


What you should see: the order has the number `KBH/RO/00020`, the part line carries the label **Available** (the Warranty Warehouse still has the spare part), and the status is still **New**.

Step 4 - Confirm the repair

Click **Confirm Repair**. The machine belongs to the customer and passes through the location `Customers`, so the system does not ask about stock of the machine.

> *Path:* `Repairs > Orders > (order) > Confirm Repair`

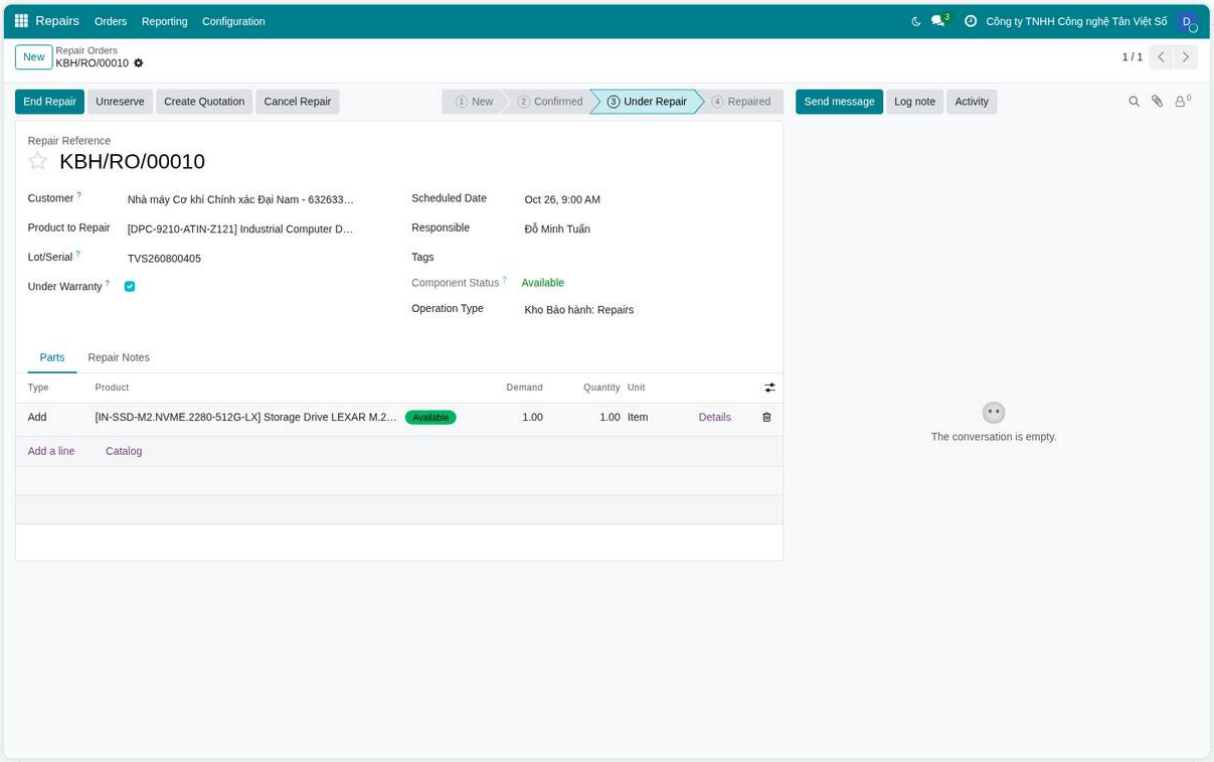


What you should see: no warning dialog; the status bar moves to **Confirmed** and two new buttons appear: **Start Repair** and **Unreserve**. The part is now reserved in the Warranty Warehouse.

Step 5 - Start the repair

Click **Start Repair** when the technician starts the work.

> *Path:* `Repairs > Orders > (order) > Start Repair`

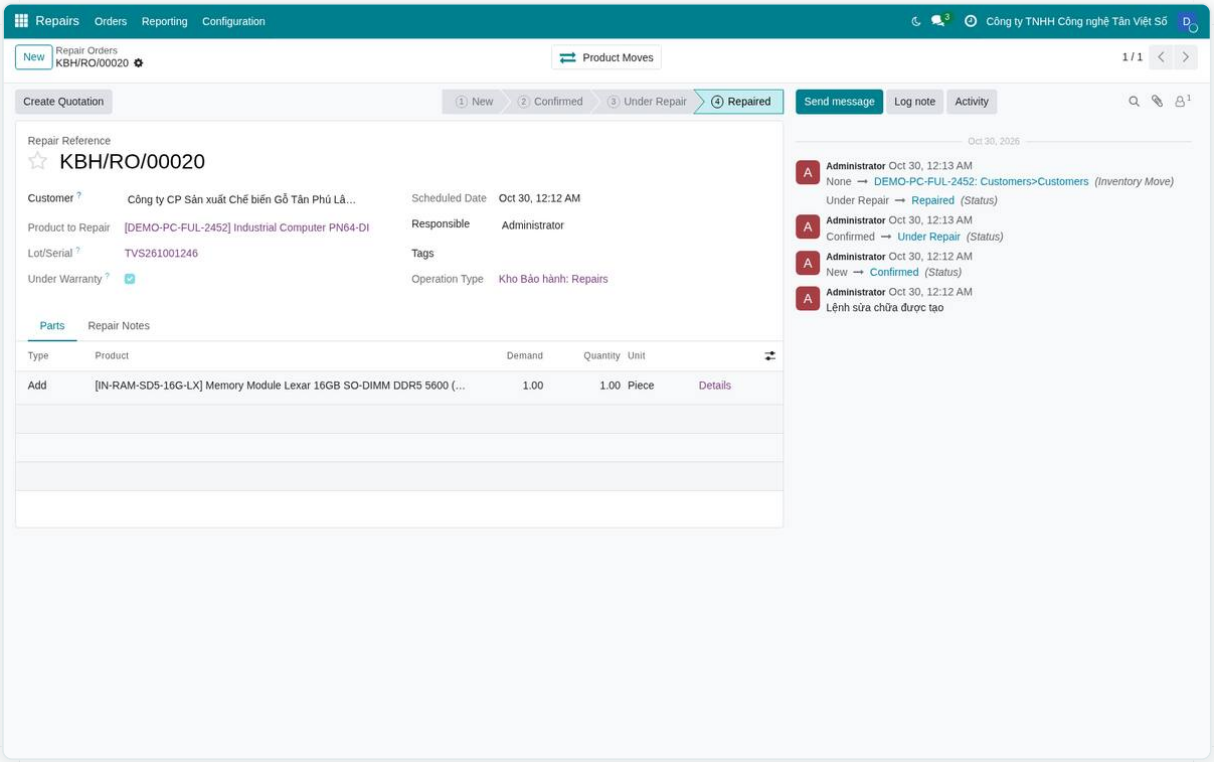


What you should see: the status **Under Repair**, the only button to go forward is **End Repair**; the **Component Status** field already shows **Available**.

Step 6 - End the repair

Click **End Repair** when the machine is repaired.

> *Path:* `Repairs > Orders > (order) > End Repair`

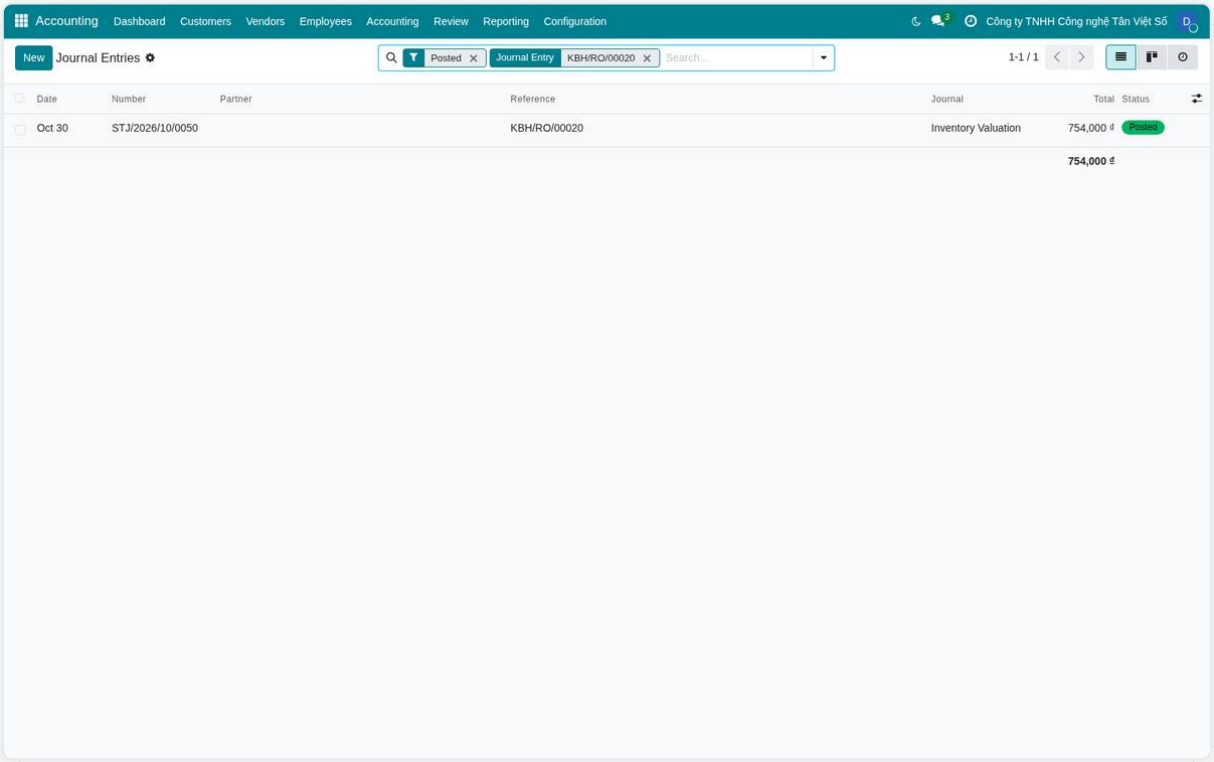


What you should see: the status **Repaired**, the part line has **Quantity** 1.00 (issued from stock), and the smart button **Product Moves** appears. The order has no **Sale Order** button because the machine is under warranty and the customer does not pay.

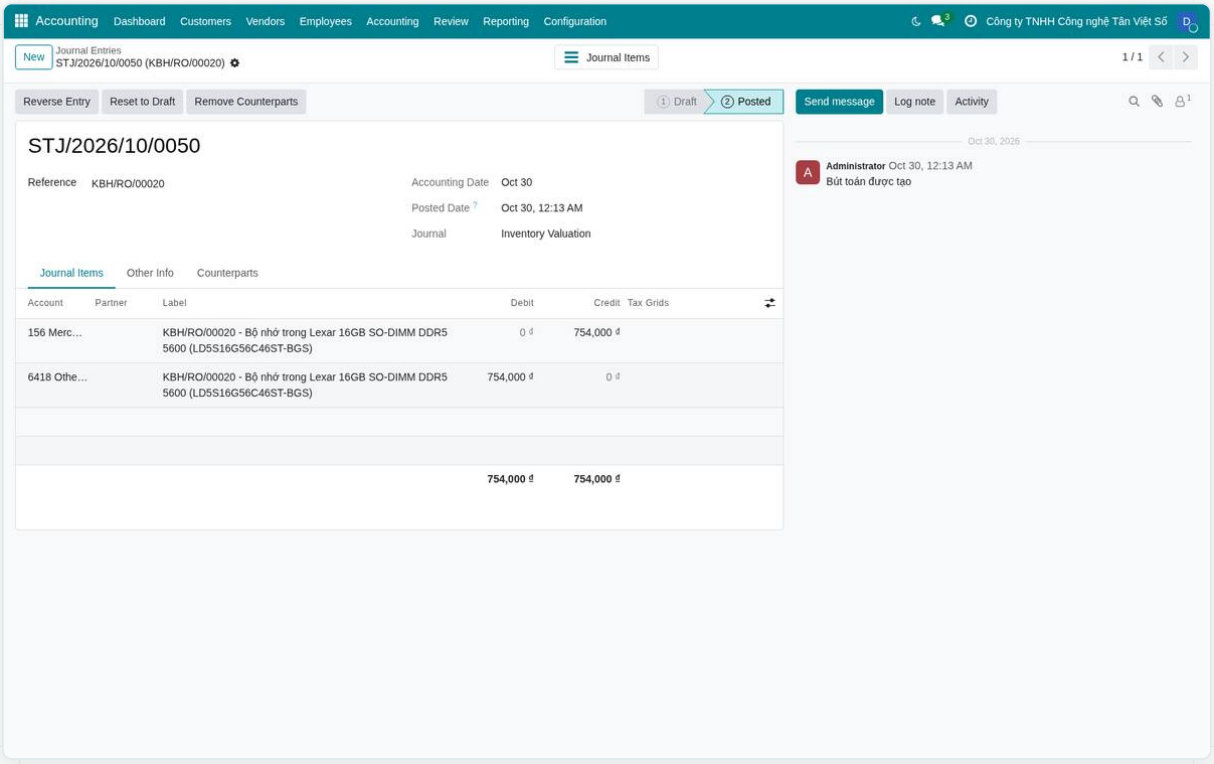
Step 7 - Read the warranty cost entry

Open the list of journal entries, remove the **Manual Entries** filter, search by the order number `KBH/RO/00020`, then open the entry you find.

> *Path:* `Accounting > Accounting > Transactions > Journal Entries`



What you should see: one entry in the journal `Inventory Valuation` with a number of the form `STJ/2026/10/...`, reference `KBH/RO/00020`. Open the entry:



What you should see: two lines: **Credit** `156 Merchandise inventory` 754,000 VND (the cost of the RAM module leaving stock) and **Debit** `6418 Other cash expenses` 754,000 VND. This is the warranty expense of the period; the customer has no invoice. The accounting date is the day your company processes the order (the system does not allow back-dating a stock document).

41 REPAIR A MACHINE OUT OF WARRANTY: QUOTE, CONFIRM, INVOICE

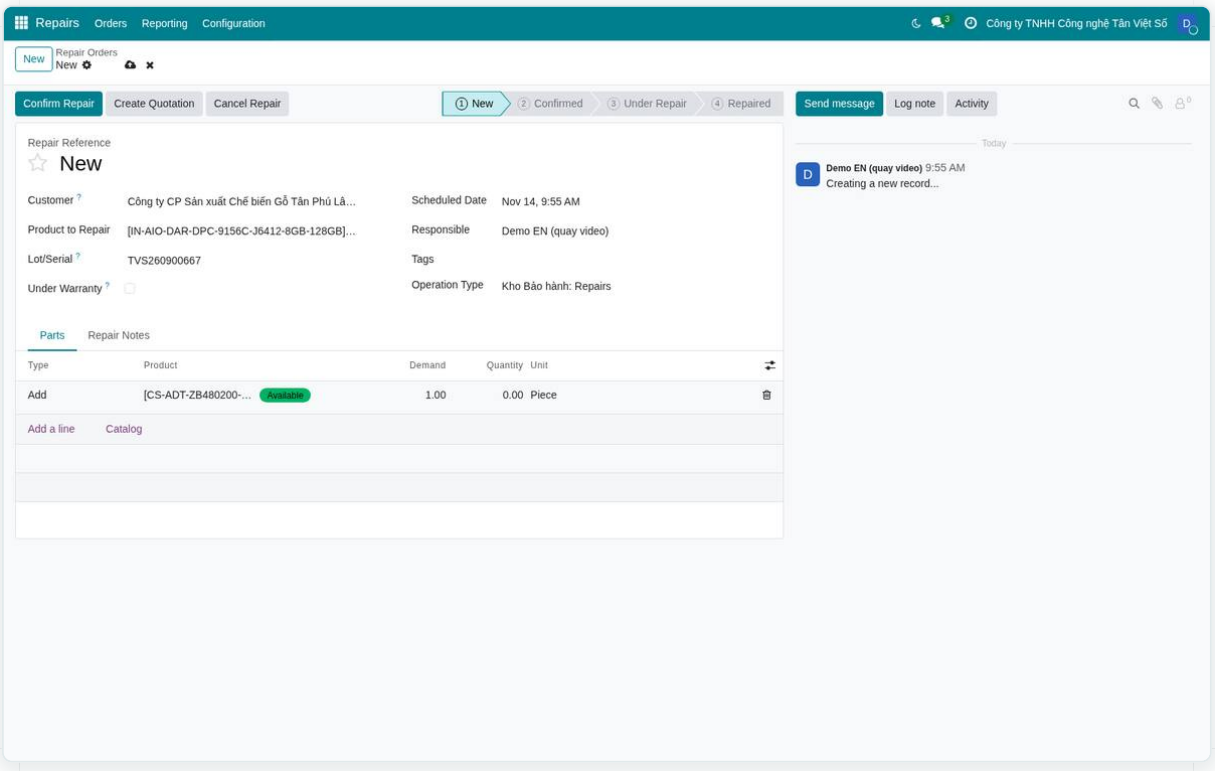
About 25 minutes. By the end of this lesson your company has created a repair order without ticking **Under Warranty**, prepared a quotation from the order, confirmed the sales order, run the order to Repaired and issued an invoice to the customer.

Scenario: the power adapter of the machine `TVS260900667` broke because it was plugged into the wrong voltage at the customer's workshop. The customer caused the fault, so it is not covered by warranty.

Step 1 - Create a new order without ticking Under Warranty

Click **New**. Enter: **Operation Type** `Kho Bảo hành: Repairs` ; **Customer** `Công ty CP Sản xuất Chế biến Gỗ Tân Phú Lâm` ; **Product to Repair** `IN-AIO-DAR-DPC-9156C-J6412-8GB-128GB` ; **Lot/Serial** `TVS260900667` . Leave **Under Warranty** empty. Add one part line `AC 220V to DC 12V/5A Power Adapter, plug type` (code CS-ADT-ZB480200-3LS-VN), demand 1. Click save.

> *Path:* `Repairs > Orders > New`

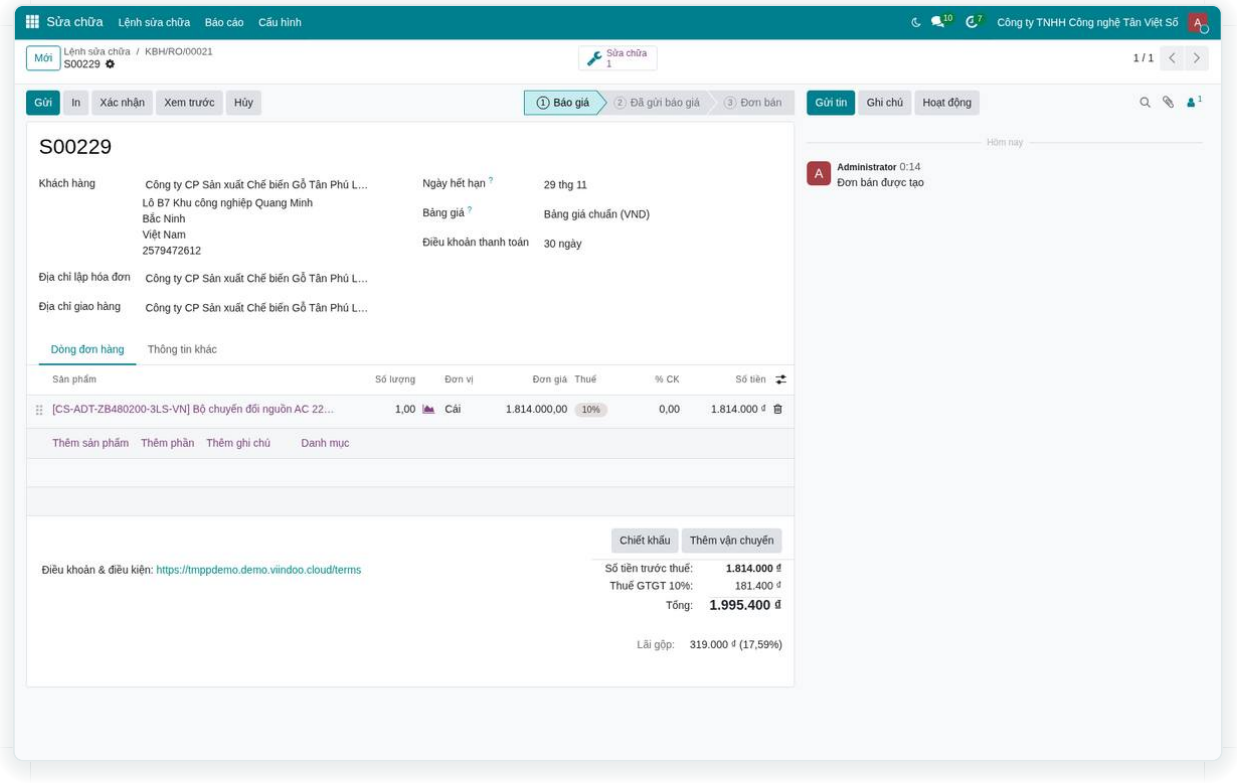


What you should see: Under Warranty is not ticked; the part carries the label **Available**; after saving, the order has the number `KBH/RO/00021` .

Step 2 - Click Create Quotation

On the order you just saved, click **Create Quotation**.

> *Path:* `Repairs > Orders > (order) > Create Quotation`

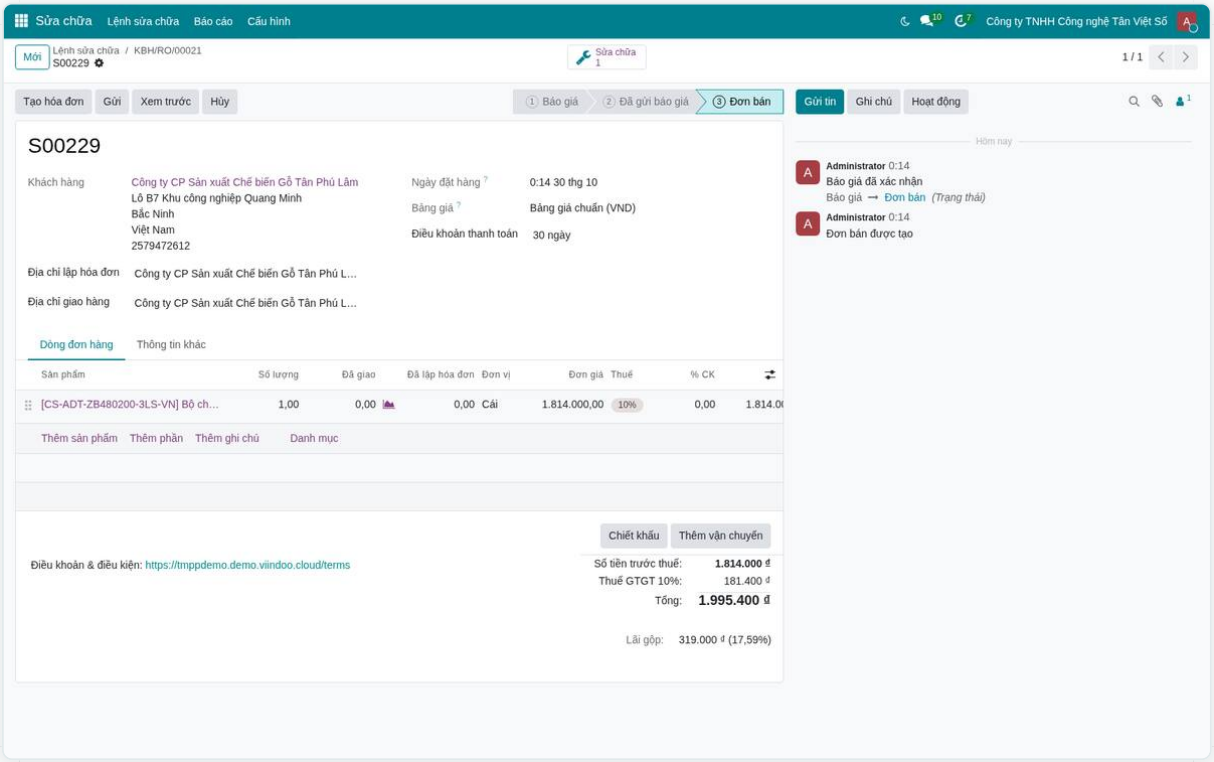


What you should see: a quotation `S00229` for the right customer, **Pricelist** `Standard Price List (VND)`, **Payment Terms** 30 Days, one power adapter line with unit price 1,814,000 VND, tax 10%, **Total** 1,995,400 VND. In the top corner a smart button **Repairs** takes you back to the order.

Step 3 - Confirm the quotation into a sales order

Click **Confirm** on the quotation.

> *Path:* `Repairs > Orders > (order) > Sale Order > Confirm`

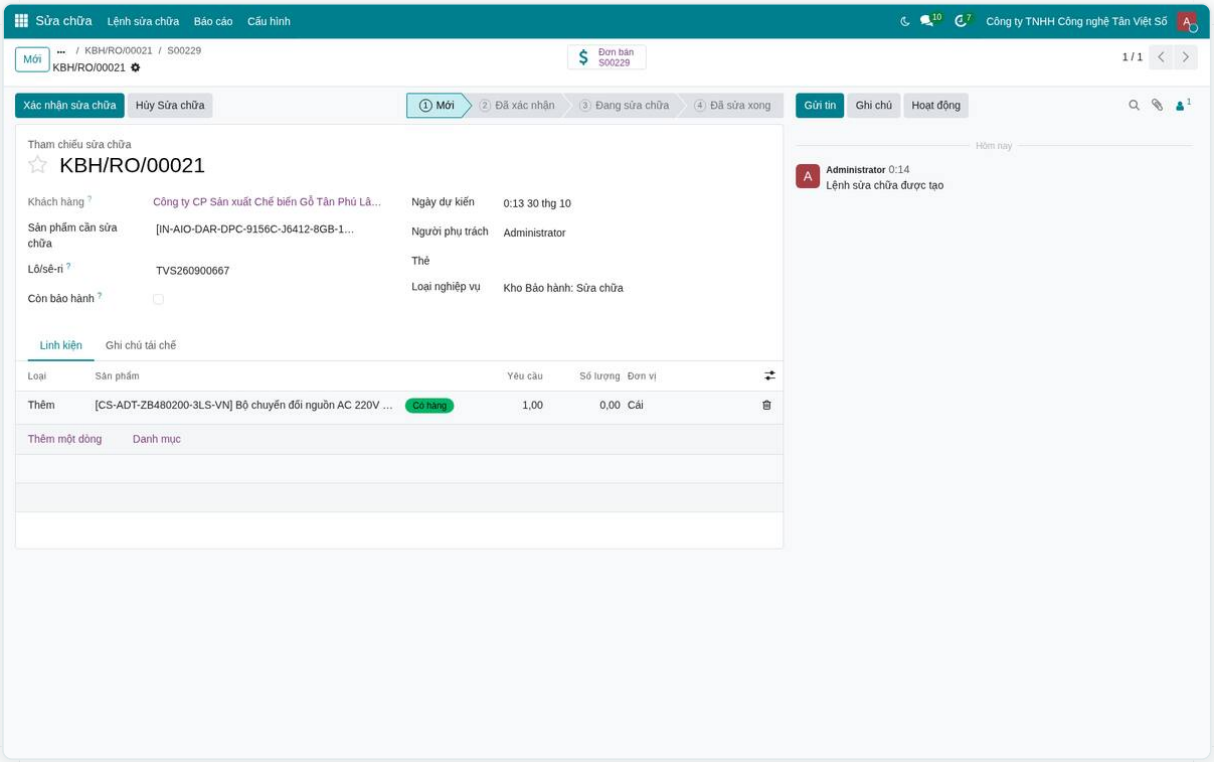


What you should see: the status bar moves to **Sales Order**, the buttons change to **Create Invoice**, **Send**, **Preview** and **Cancel**; the **Delivered** column of the line is 0.00 because the repair order is not finished yet.

Step 4 - Go back to the repair order

Click the smart button **Repairs** at the top of the sales order to return to the order `KBH/RO/00021`.

> *Path:* `Sales > Orders > Orders > (order S00229) > Repairs`

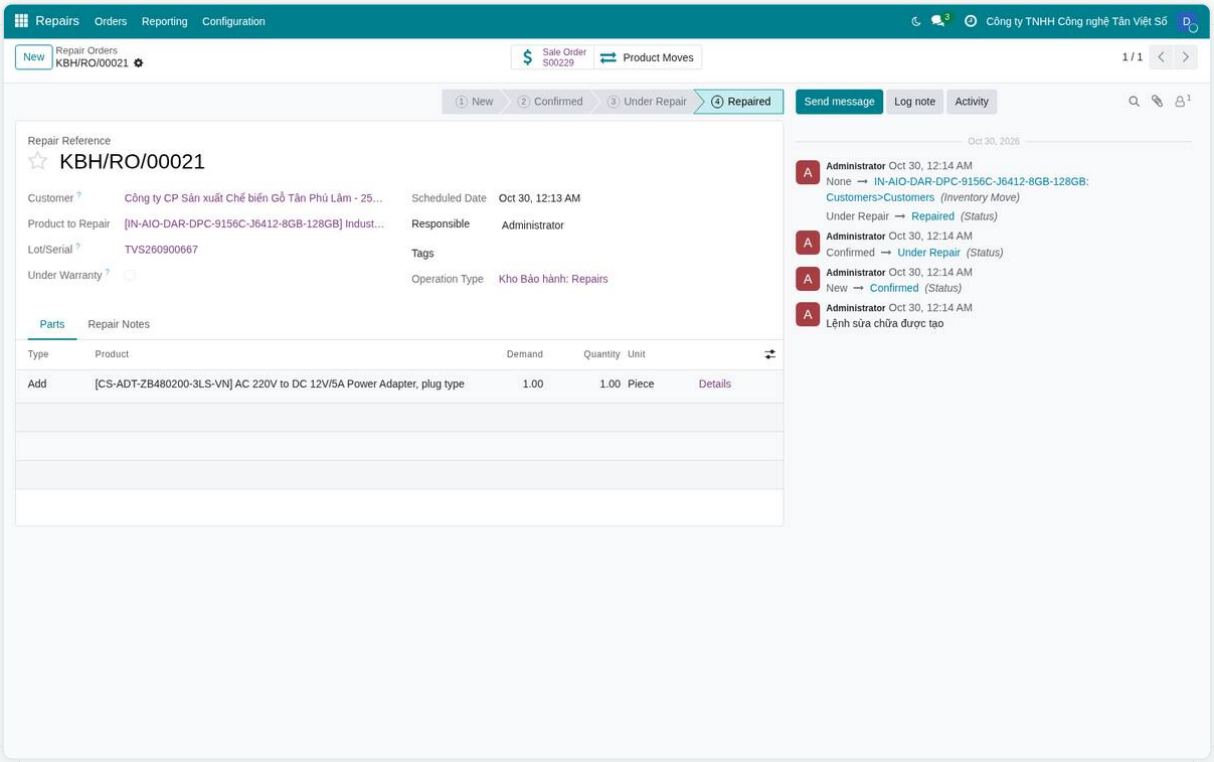


What you should see: the order is still in the **New** status, the top of the form has the smart button **Sale Order S00229**, and the **Customer** field has become a link that can no longer be edited.

Step 5 - Run the order to Repaired

Click in turn **Confirm Repair**, **Start Repair**, **End Repair**.

> *Path:* `Repairs > Orders > (order)`

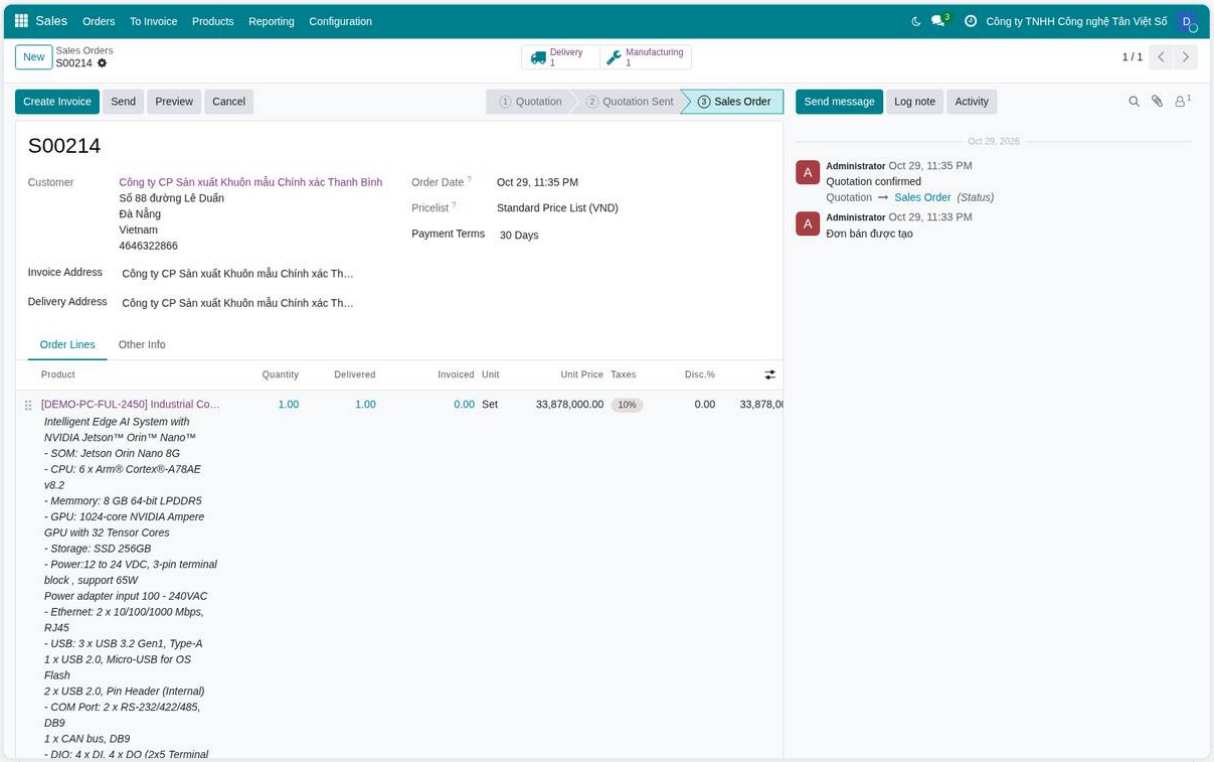


What you should see: when it ends, the order is **Repaired**, **Under Warranty** is not ticked, and the top of the form has both **Sale Order S00229** and **Product Moves**.

Step 6 - Check the delivered quantity on the sales order

Open the order `S00229` again from the smart button.

> *Path:* `Repairs > Orders > (order) > Sale Order`

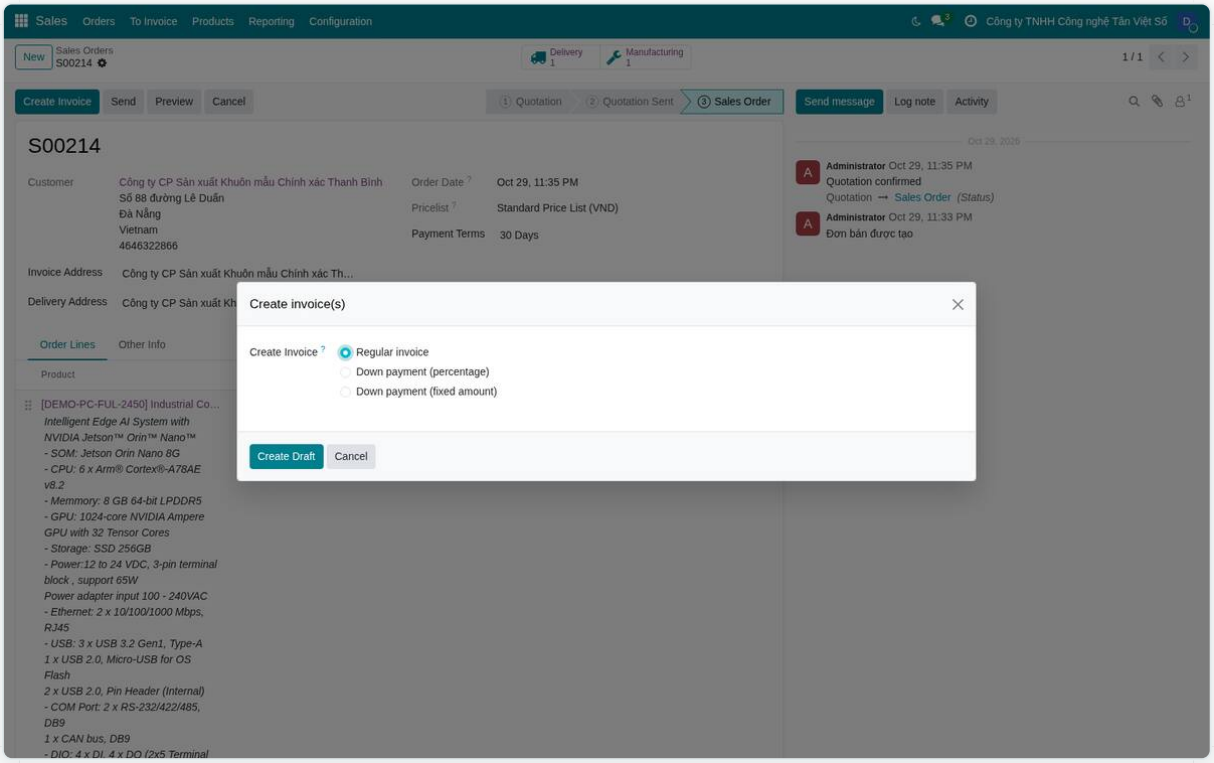


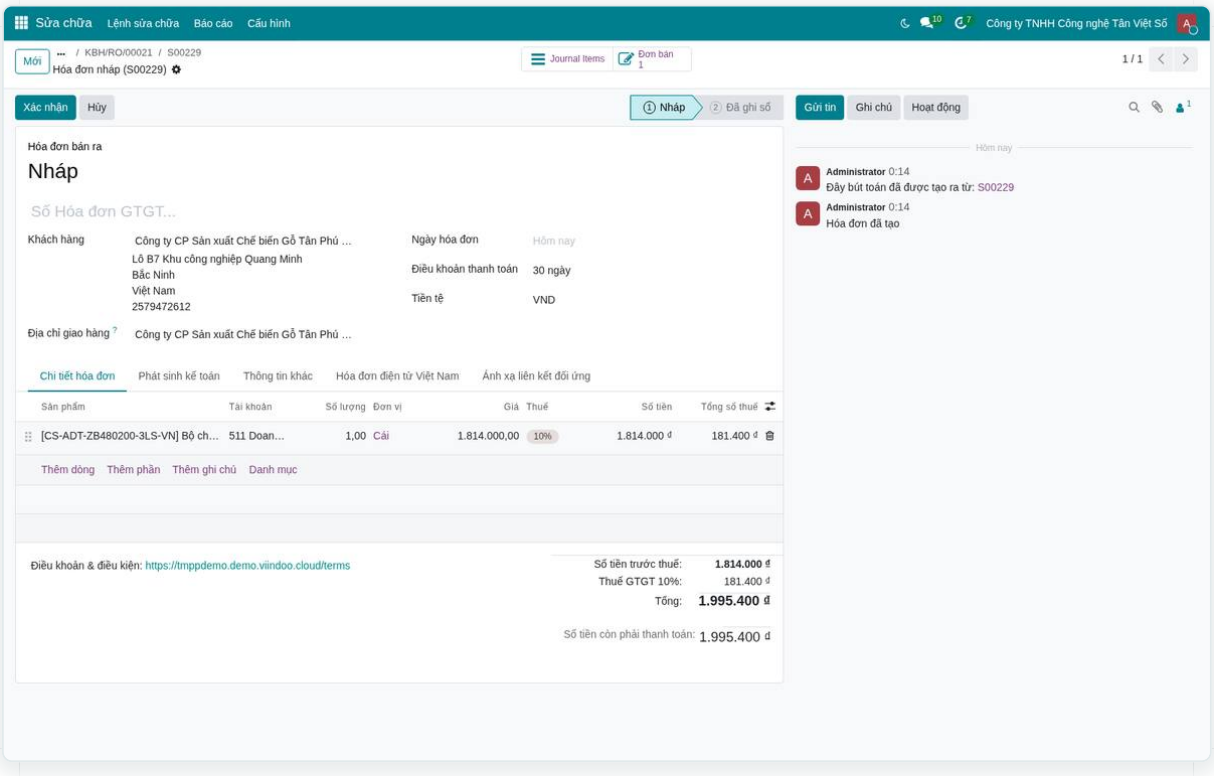
What you should see: the **Delivered** column of the order line is 1.00 (finishing the repair order is the condition for the system to treat the goods as delivered), and the **Invoiced** column is still 0.00.

Step 7 - Create the invoice

Click **Create Invoice**, keep **Regular invoice**, click **Create Draft**.

> *Path:* `Sales > Orders > Orders > (order S00229) > Create Invoice`



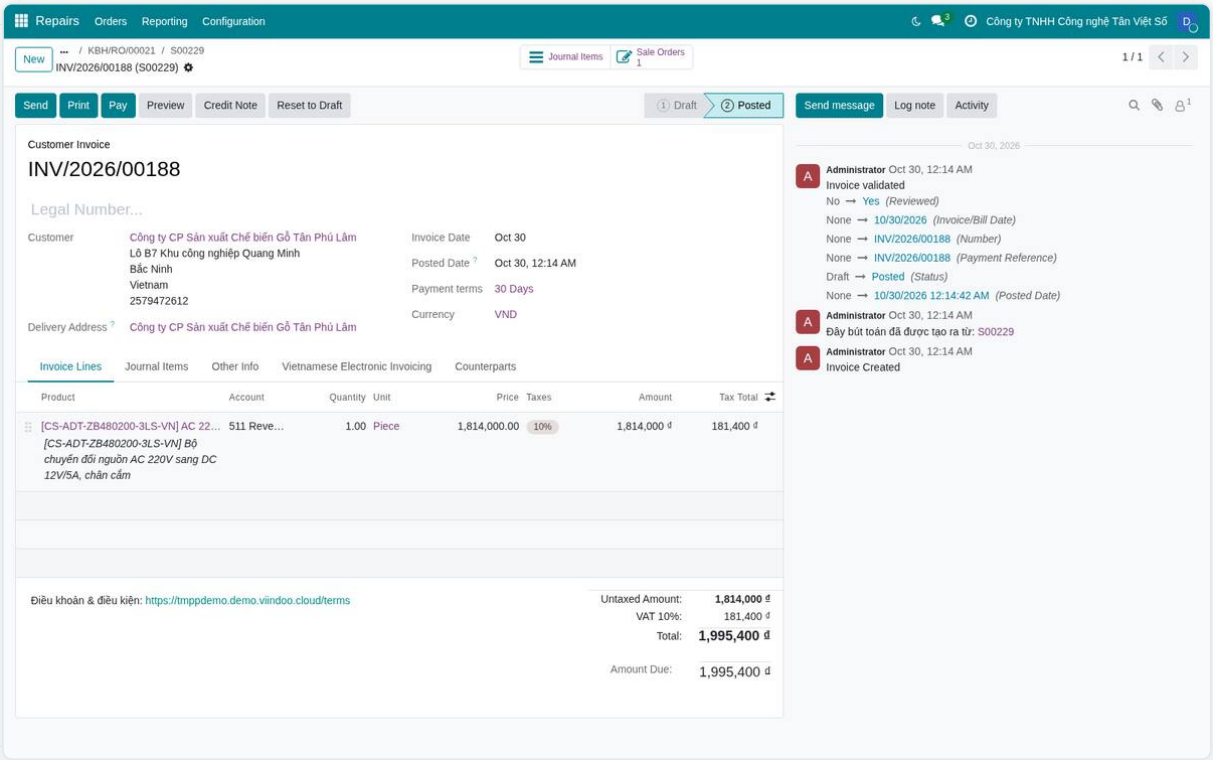


What you should see: the dialog has three options (regular invoice, down payment %, down payment amount); after you create it, the system opens the invoice in the **Draft** status with the button **Confirm**.

Step 8 - Confirm the invoice

Click **Confirm** on the invoice.

> *Path:* `Accounting > Customers > Invoices > (invoice)`



What you should see: the invoice carries the number `INV/2026/00188`, the status **Posted**, the revenue line `511 Revenue from sales and services`, total 1,995,400 VND, **Amount Due** 1,995,400 VND. An e-invoice is issued only when your company connects the account of an e-invoice provider.

Note for accountants: the part still leaves stock for the location **Linh kiện thay thế bảo hành**, so the cost of 1,495,000 VND of the power adapter is also booked **Debit 6418 / Credit 156** (like the entry in the previous lesson), while the revenue goes to 511. When you reconcile the gross margin of charged repair services, add the 6418 amount of the orders that have a sales order.

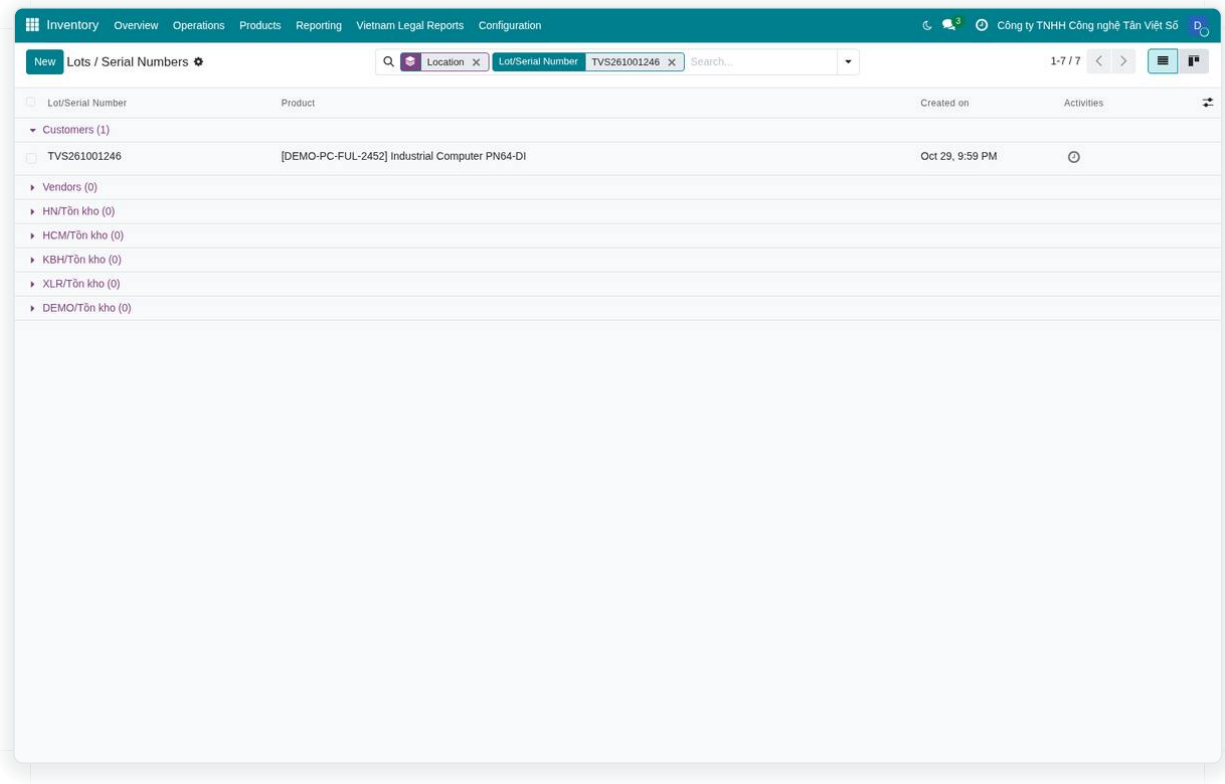
42 LOOK UP THE HISTORY OF A MACHINE BY SERIAL NUMBER

About 10 minutes. By the end of this lesson your company can read from a serial number: which supplier the machine was received from, which customer it was delivered to, and how many times it has been repaired. Do this step before you decide whether to tick **Under Warranty**.

Step 1 - Find the serial number

Open the list of lots/serial numbers, type `TVS261001246` in the search box and open the group **Customers** (the location group that shows this machine).

> *Path:* `Inventory > Products > Lots / Serial Numbers`

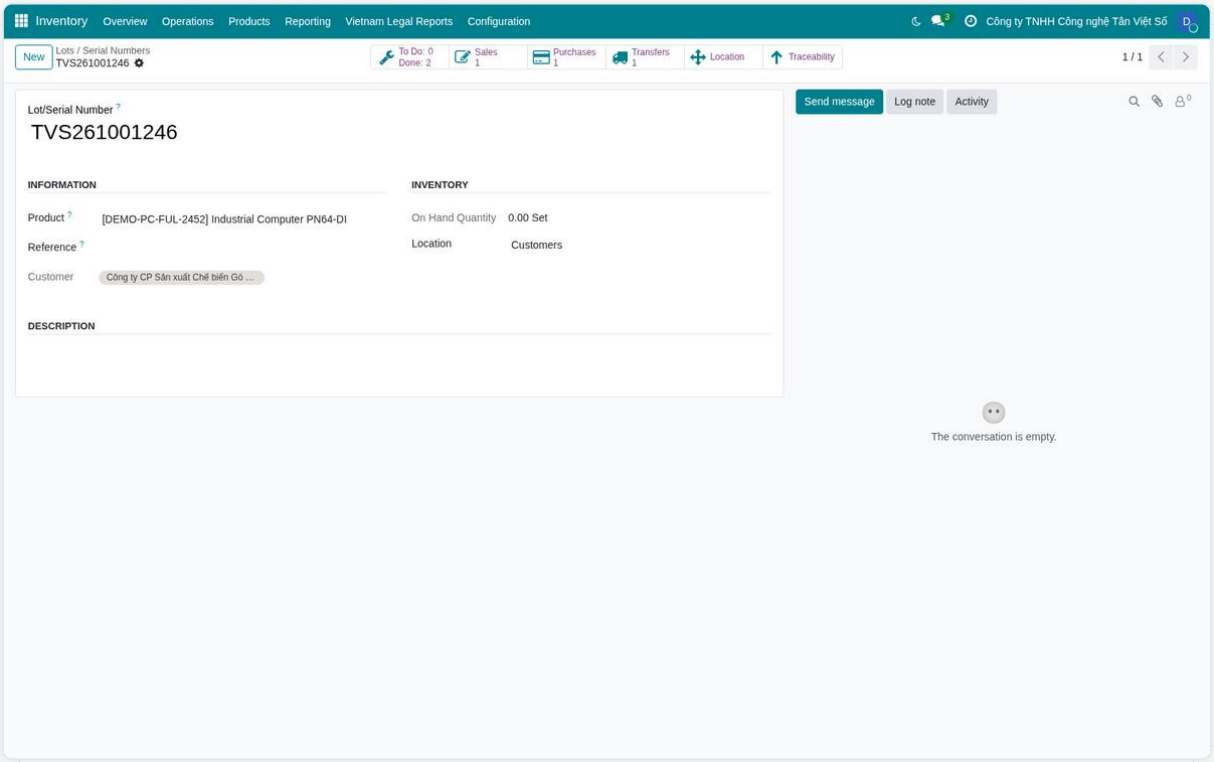


What you should see: one line `TVS261001246` for the product `Industrial Computer PN64-DI`, in the location group **Customers** (the machine has been delivered to the customer and is no longer in stock).

Step 2 - Open the serial number and read the smart buttons

Click the serial number line.

> *Path:* `Inventory > Products > Lots / Serial Numbers > (serial number)`

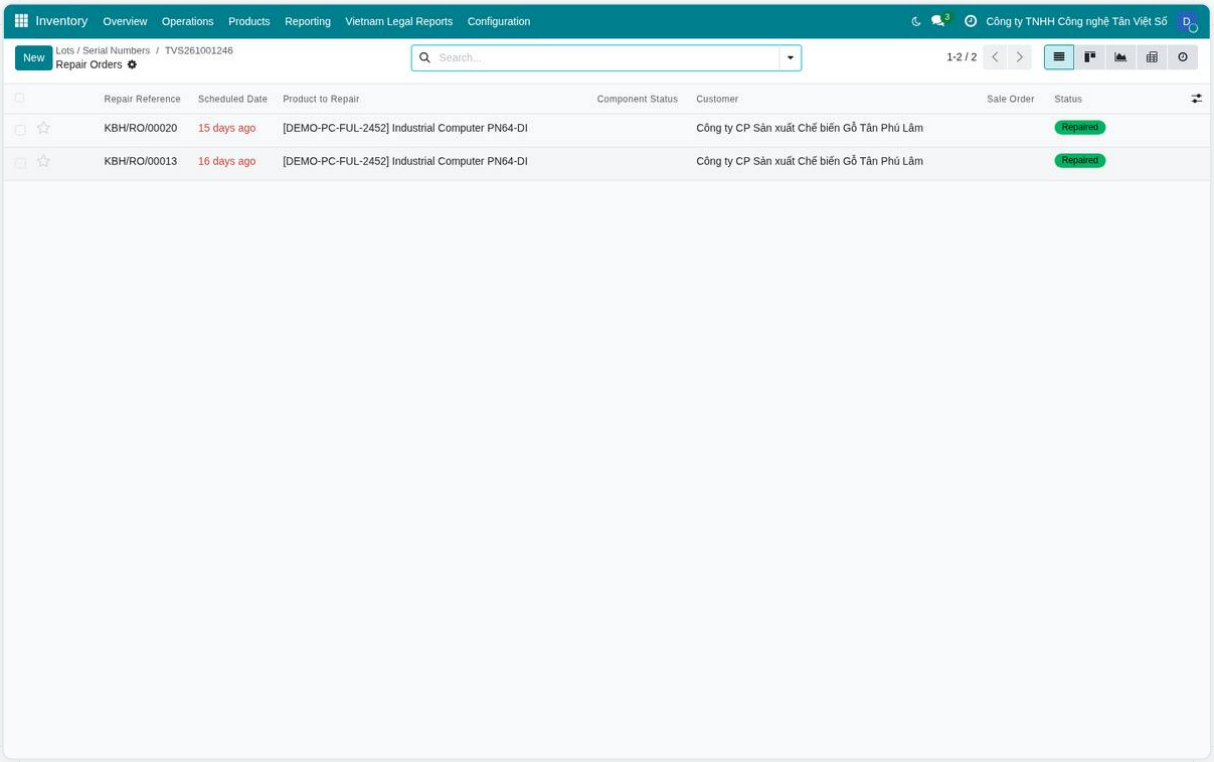


What you should see: the **Customer** field shows the customer who bought the machine; the row of buttons at the top of the form: repairs (To Do / Done), **Sales**, **Purchases**, **Transfers**, **Location**, **Traceability**.

Step 3 - See the repairs of the machine

Click the repair button (wrench icon) at the top of the form.

> *Path:* `Inventory > Products > Lots / Serial Numbers > (serial number) > To Do / Done`

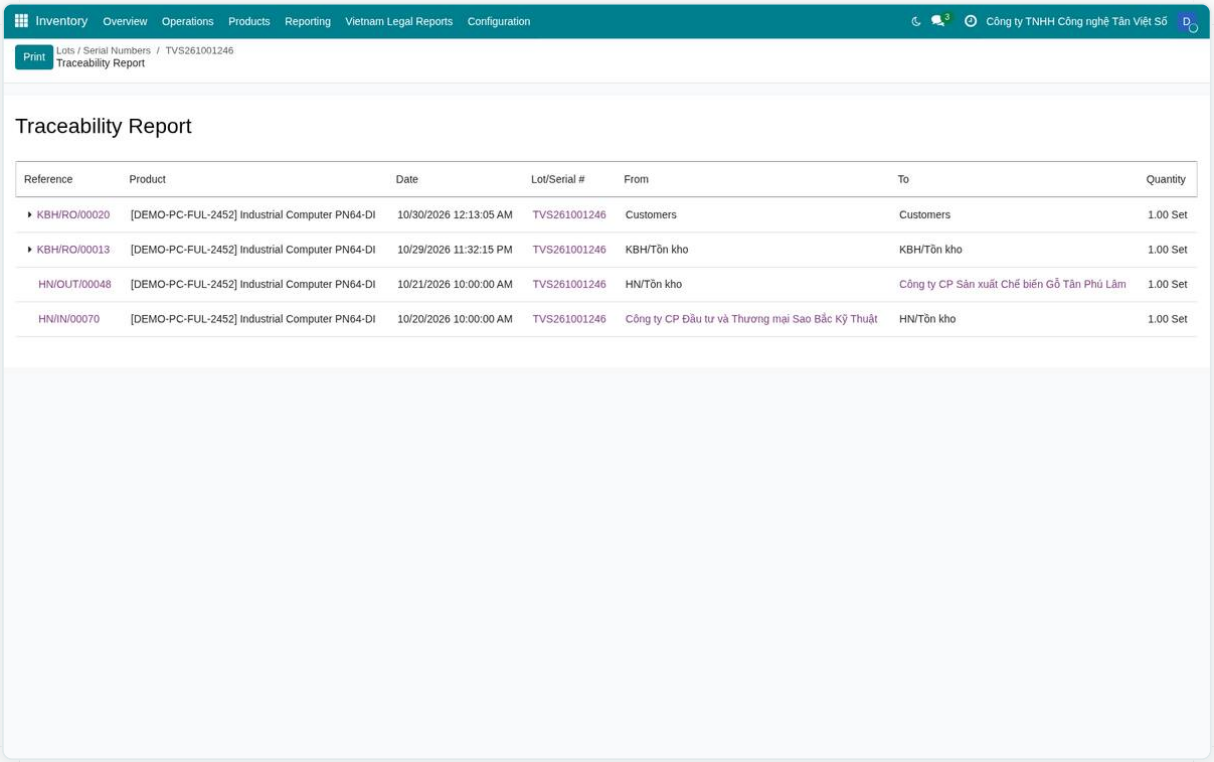


What you should see: the list of repair orders linked to this serial number; there are orders already done on this machine, in the status **Repaired**; the order your company made in the previous lesson is `KBH/RO/00020`.

Step 4 - Open the traceability report

Go back to the serial number and click **Traceability**.

> *Path:* `Inventory > Products > Lots / Serial Numbers > (serial number) > Traceability`



What you should see: lines in time order, newest on top: the repair orders (`KBH/RO/00020` of your company), delivery to the customer (`HN/OUT/00048` , 21/10) and receipt from the supplier (`HN/IN/00070` , 20/10). The delivery date of 21/10 is the basis for deciding whether the machine is still within the warranty period.

43 WARRANTY REPAIR REPORTS

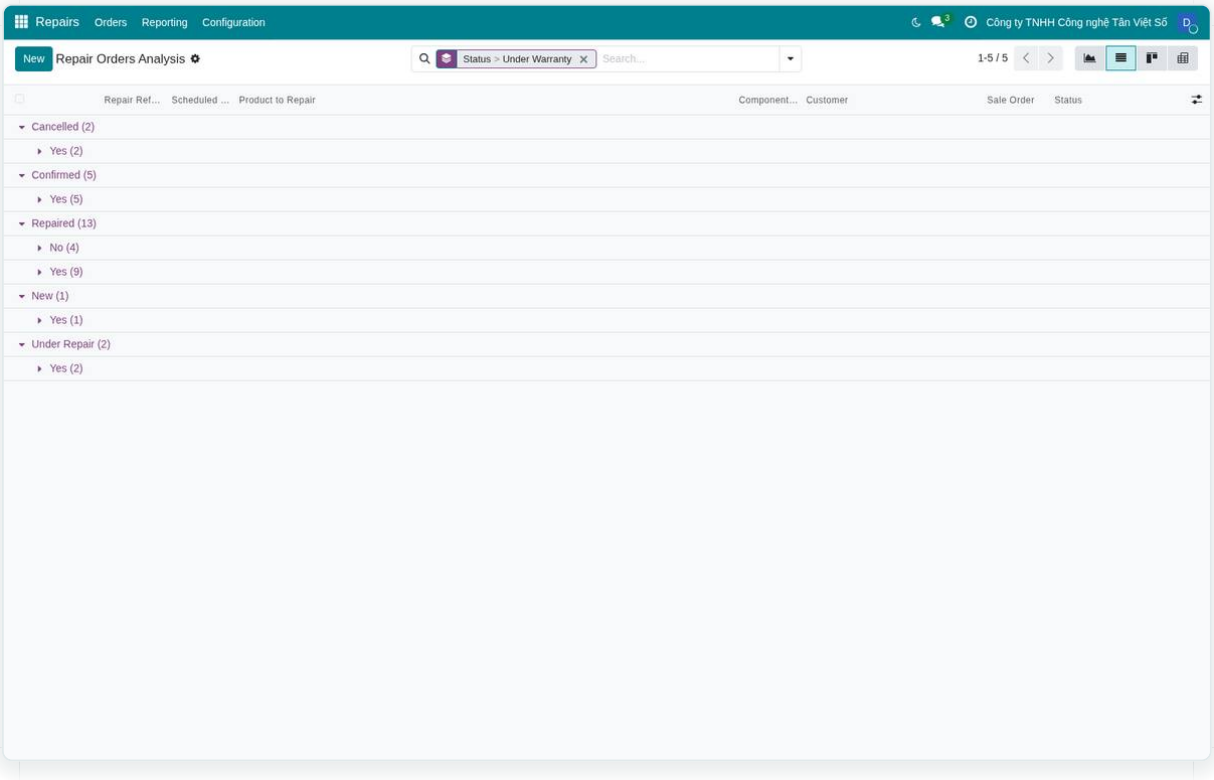
About 10 minutes. By the end of this lesson your company can read the number of orders by status, by warranty and by customer, and knows where the warranty cost of the period sits.

Report	Question it answers
`Repairs > Reporting > Repairs`	How many repair orders there are, by machine, by customer, by status, under warranty or not; available as a chart, a list and a pivot table
`Repairs > Orders`	Which orders are open and past their scheduled date; the Sale Order column shows which orders are charged
`Accounting > Reporting > Audit Reports > General Ledger`	How much the warranty cost (account 6418) is for the month
`Accounting > Accounting > Transactions > Journal Entries`	The cost entry of each order (search by the number `KBH/RO`)
`Inventory > Products > Lots / Serial Numbers`	The history of one machine: who bought it, from whom it was bought, how many times it was repaired

Step 1 - Group the orders by status and warranty

Open the report and click the list icon (three bars). Remove the default group "Product", open the group-by list (the arrow at the right of the search box), choose **Status**, then under **Custom Group** choose **Under Warranty**. Click the group lines to open them.

> *Path:* `Repairs > Reporting > Repairs`

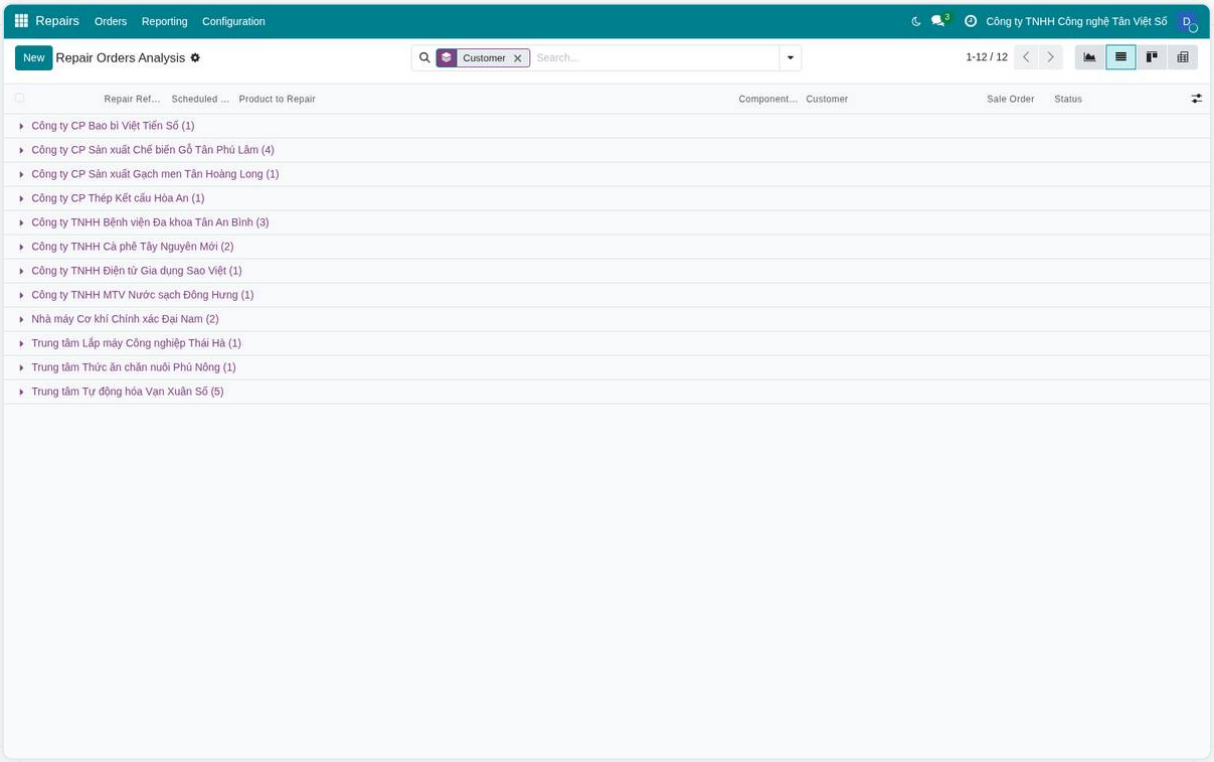


What you should see: the groups **Confirmed**, **Repaired** and **Under Repair** with the number of orders, and inside each group two branches **Yes** (under warranty) and **No** (out of warranty, charged). The screen title in the title bar reads Repair Orders Analysis.

Step 2 - Group the orders by customer

In the same report, remove the previous grouping and choose the group **Customer**.

> *Path:* `Repairs > Reporting > Repairs`

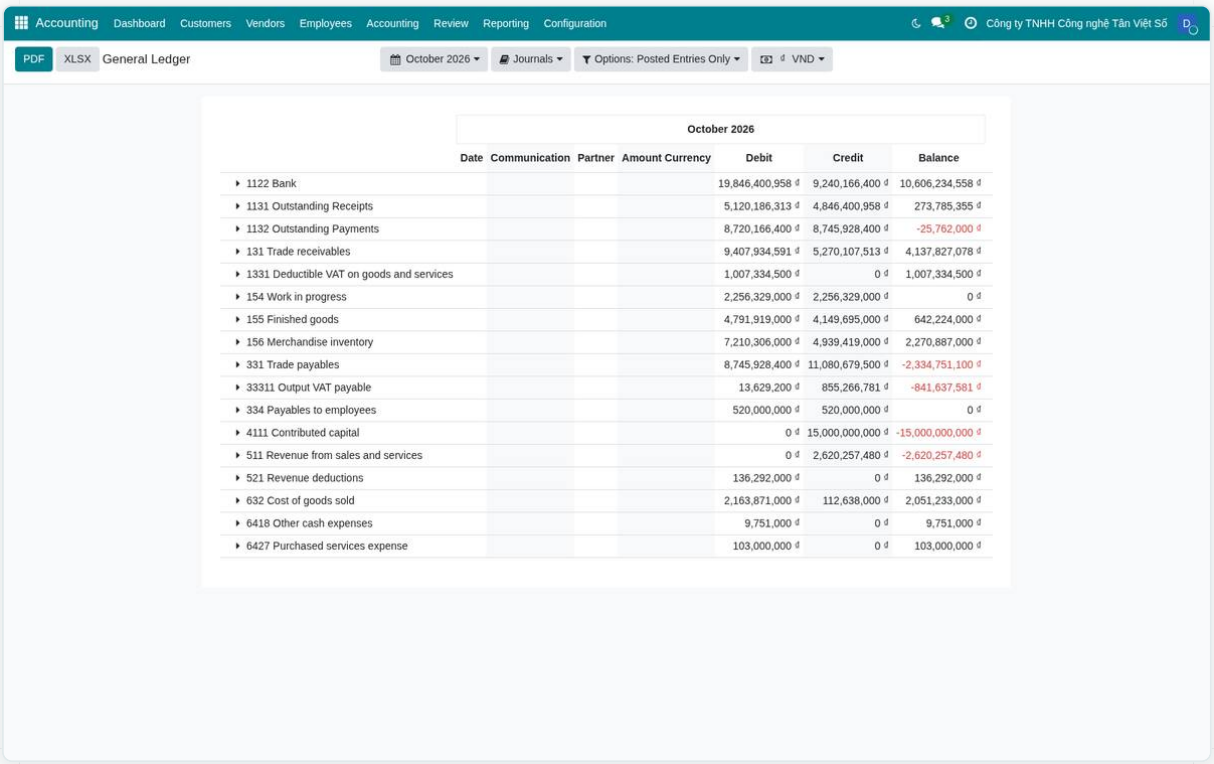


What you should see: each customer is a group with its number of orders; the customer Tân Phú Lâm has two more orders from the two lessons above. Reading it this way tells you which customer's machines break often so you can look after them.

Step 3 - Read the warranty cost 6418 in the General Ledger

Open the General Ledger, set the period to the current month and find the line `6418 Other cash expenses`.

> *Path:* `Accounting > Reporting > Audit Reports > General Ledger`



What you should see: the line `6418` has a positive **Debit** and **Balance**; it is the total cost of the parts of the repair orders completed in the month (every entry booked to 6418 in this environment comes from repair orders). The number grows each time an order is completed; it changes by the day, so the handbook does not state a fixed figure.

44 SELF-STUDY EXERCISE: WARRANTY REPAIRS

About 30 minutes. Your company works alone, without step-by-step screenshots; check each task against the **What you should see** of the lessons above.

1. For the customer **Công ty CP Sản xuất Chế biến Gỗ Tân Phú Lâm**, look up the serial number `TVS260900764` (the server on order S00064). Read the delivery date in the traceability report and note which supplier the machine was received from.
2. Create a new warranty repair order for this machine, operation type `Kho Bảo hành: Repairs`, the replacement part being a server power supply (code IN-PS-PSU 1300W-AS). Run the order to **Repaired**.
3. Open the entry of the order and check: the debit account is 6418, the credit account is 156, the amount equals the cost of the part.
4. Create a second order for the same customer, machine `TVS260900667`, with a fault caused by the customer (do not tick **Under Warranty**), create a quotation, confirm it, run the order to **Repaired**, create and confirm the invoice. Compare the invoice **Total** with the unit sales price of the part plus tax.

5. Open `Repairs > Reporting > Repairs`, group by **Status** then **Under Warranty**; identify the number of repaired orders under warranty and the number of charged orders. Compare with the General Ledger of account 6418.
6. Thinking question: a charged order still books its cost to 6418. If your company wants to separate this cost from warranty expense, what has to change in the configuration (hint: the destination location of the parts in the configuration lesson)?

PART VII. WEBSITE AND STORE FOR BUSINESS CUSTOMERS

This part answers the question: what does a business customer of your company see on the website, how do they place an order, and how does their order flow into the internal system until delivery and invoicing, and then back to the customer on the customer portal. The main readers are sales staff, storekeepers, accountants and the person in charge of the website.

The website **Tân Việt Số** has these pages: the home page (`/`), `/our-services` (Services), `/about-us` (About us), `/contactus` (Contact us) and the store `/shop` : 69 products in 6 categories (Industrial Computers, Servers, Components, Network Devices, Industrial Monitors, Accessories). A customer must have an account to place an order; payment is by bank transfer; delivery is to the customer's address or pick-up at the Hanoi warehouse.

The portal account used in this part: `muahang.dainam` / `Tanvietso@2026` (Ms. Đặng Thu Hà, Purchasing Department, **Nhà máy Cơ khí Chính xác Đại Nam**, a regular customer who therefore sees the standard price list; a reseller who logs in sees prices from the pricelist **Reseller Price (5% off)** set on their record). Website address: `https://tmppdemo.demo.viindoo.cloud` .

The web orders S00208, S00209 and S00210 are orders of the story; your company does not confirm, deliver or cancel them.

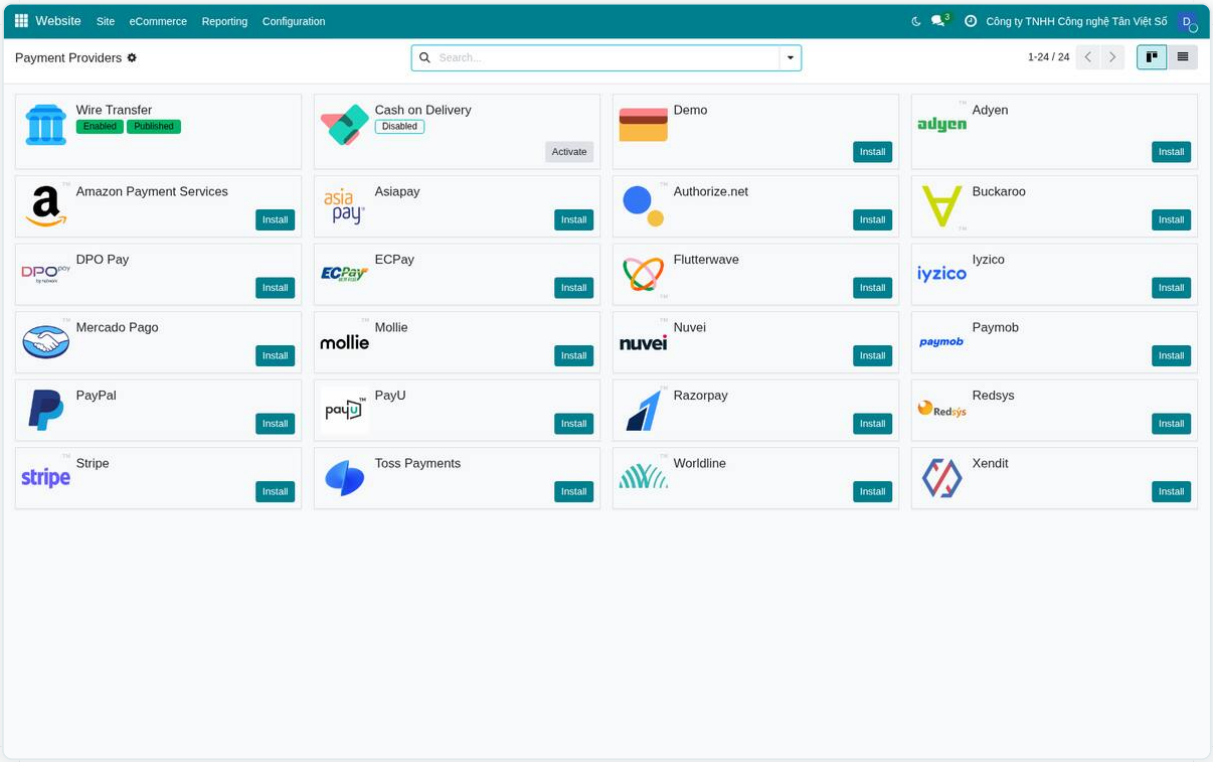
45 CONFIGURE THE WEBSITE AND THE STORE

About 15 minutes. By the end of this lesson your company knows the three places that decide whether a customer can place an order: the payment provider, the delivery method and the sign-in requirement.

Step 1 - Read the payment providers

Open the list of payment providers.

> *Path:* `Website > Configuration > eCommerce > Payment Providers`



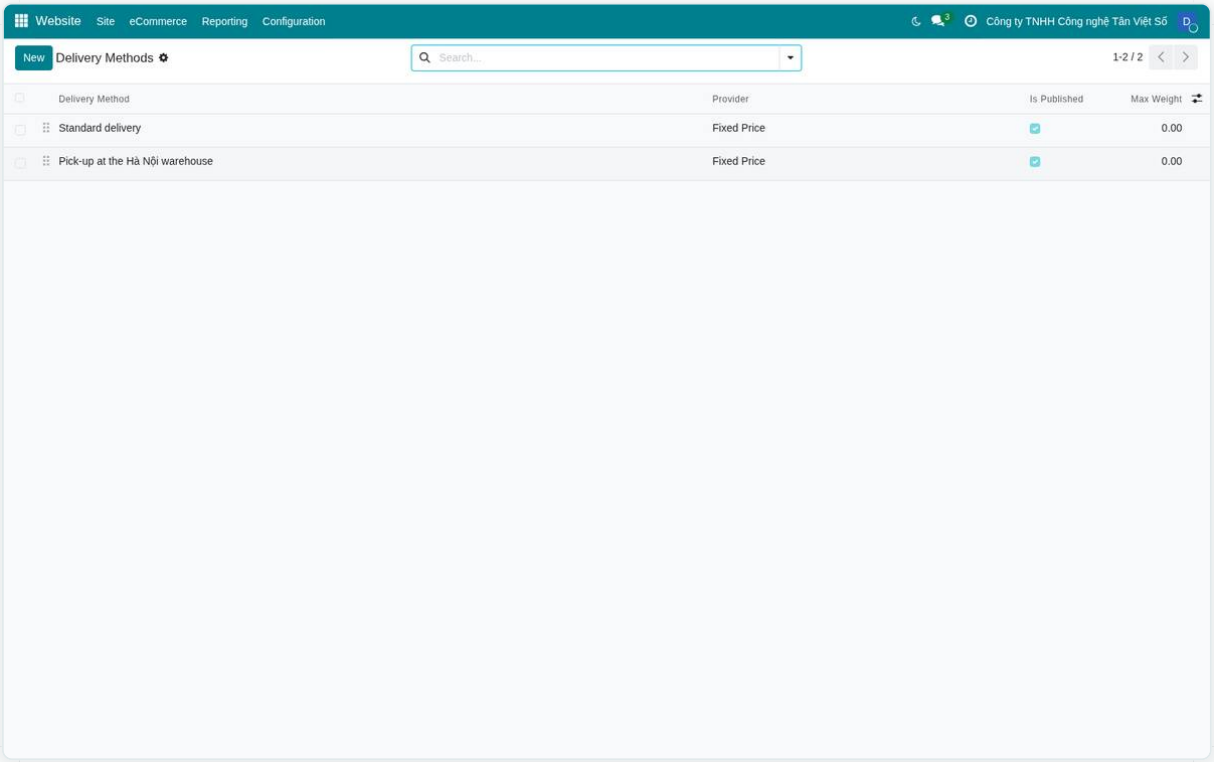
What you should see: the **Wire Transfer** card has two labels **Enabled** and **Published**; **Cash on Delivery** is **Disabled**. Only a provider that is enabled and published appears at the Payment step of the customer (see the lesson A business customer signs in and places an order).

What you lose if you do not enable it: the customer has no payment method to complete the order; the company also has no place to print its receiving bank account details on the confirmation page.

Step 2 - Read the delivery methods

Open the list of delivery methods.

> *Path:* `Website > Configuration > eCommerce > Delivery Methods`



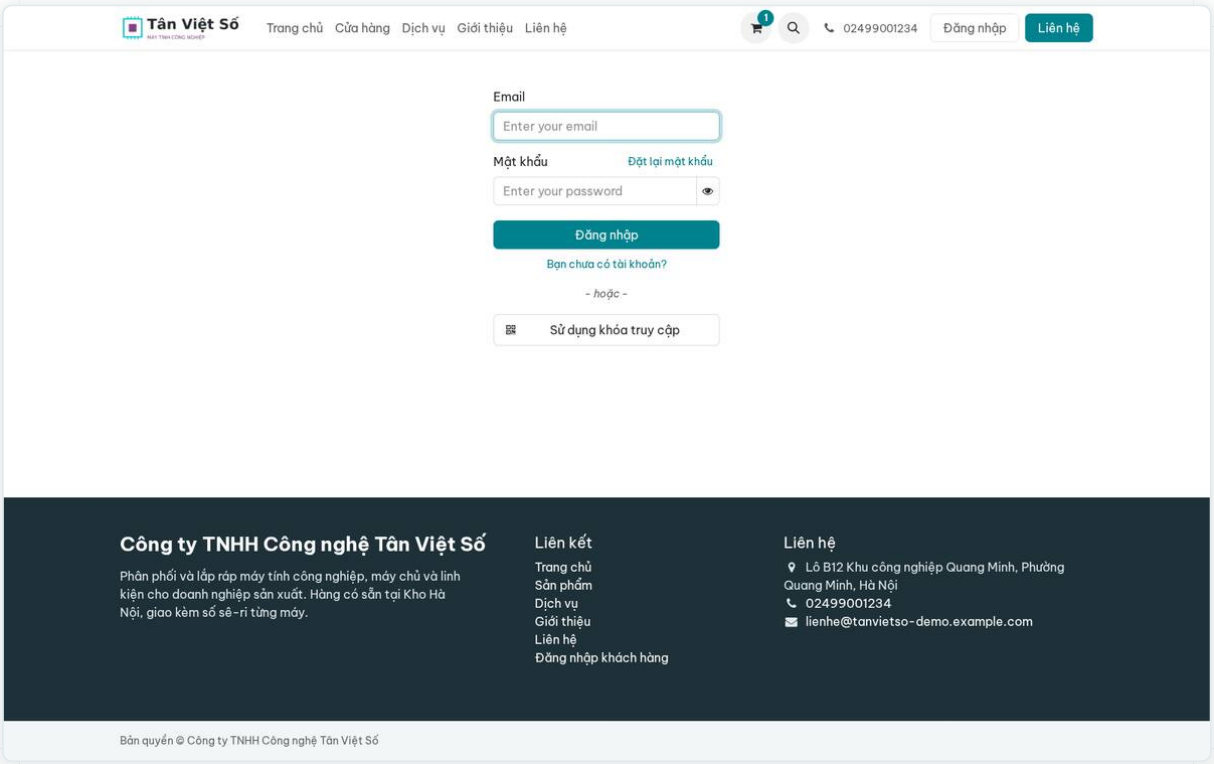
What you should see: two lines **Standard delivery** and **Pick-up at the Hanoi warehouse**, provider **Fixed Price**, the **Published** column ticked, price 0. These are the two choices the customer sees at the delivery step.

What you lose if you do not enable it: if you untick **Published**, the method no longer shows to the customer and a web order has no delivery method.

Step 3 - Check the sign-in requirement at checkout

Open a private (not signed in) window, go to the product page `Wired Computer Keyboard, model K102` , click **Add to cart**, open the cart and click **Checkout**.

> *Path:* `/shop > (product) > Add to cart > Cart > Checkout`



What you should see: the system redirects to the sign-in page (the address contains `redirect=/shop/checkout`) with the Email and Password fields and the link **Don't have an account?**. A customer without an account cannot place an order; the company issues a portal account to each business customer. The cart of the anonymous visitor is kept and appears in `Website > eCommerce > Orders > Abandoned Carts`.

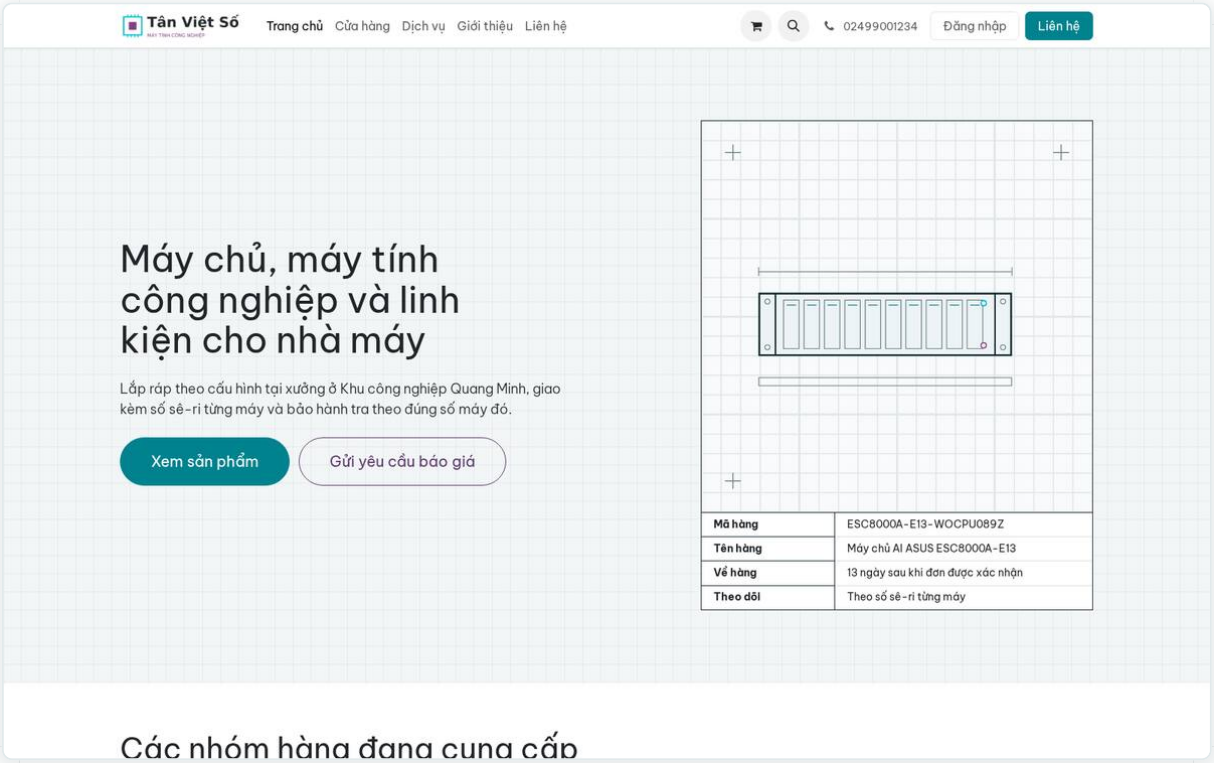
46 A VISITOR BROWSES THE WEBSITE AND THE STORE

About 10 minutes. By the end of this lesson your company sees the website through the eyes of a visitor who is not signed in: the home page, the product categories and the product detail page.

Step 1 - Open the home page

Open `https://tmppdemo.demo.viindoo.cloud` in a private window.

> *Path:* `/`

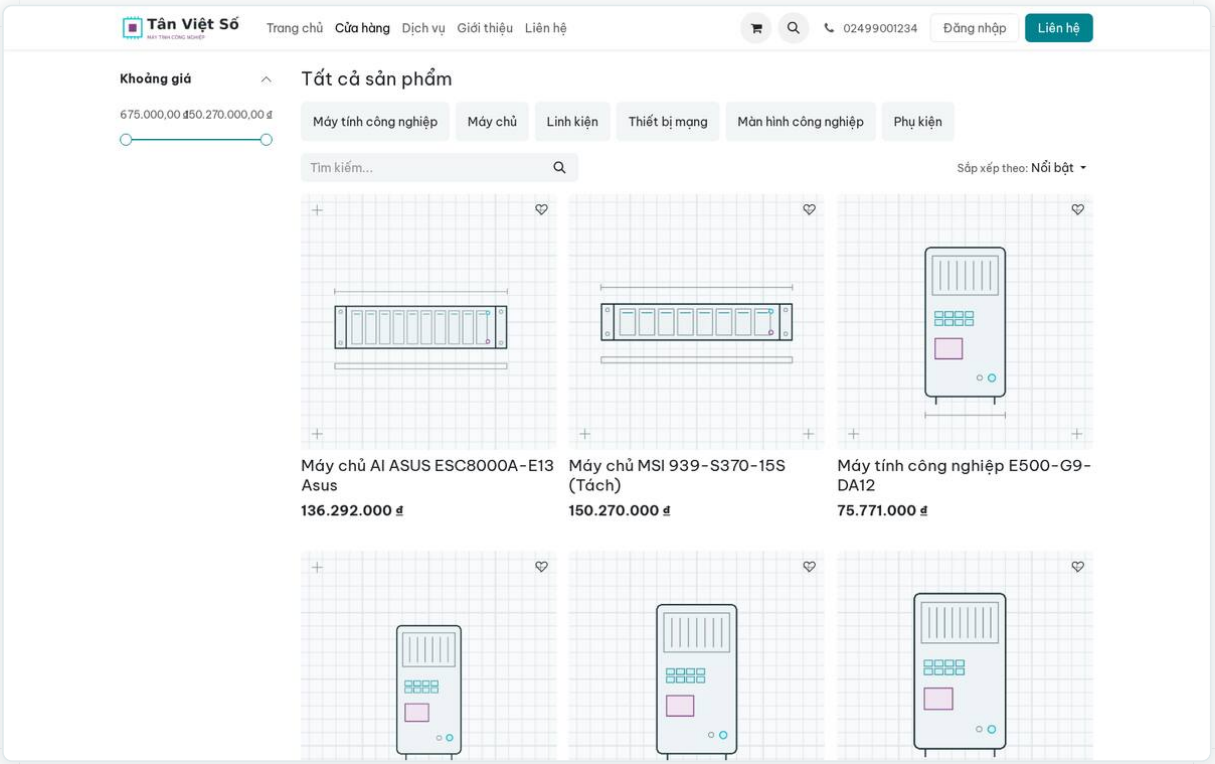


What you should see: the Tân Việt Số logo, the menu bar **Home, Shop, Services, About us, Contact us**, the cart, the phone number, the buttons **Sign in** and **Contact us**; the headline "Servers, industrial computers and components for factories" with the two buttons **View products** and **Request a quotation**.

Step 2 - Open the store

Click **Shop** in the menu bar.

> *Path:* `/shop`

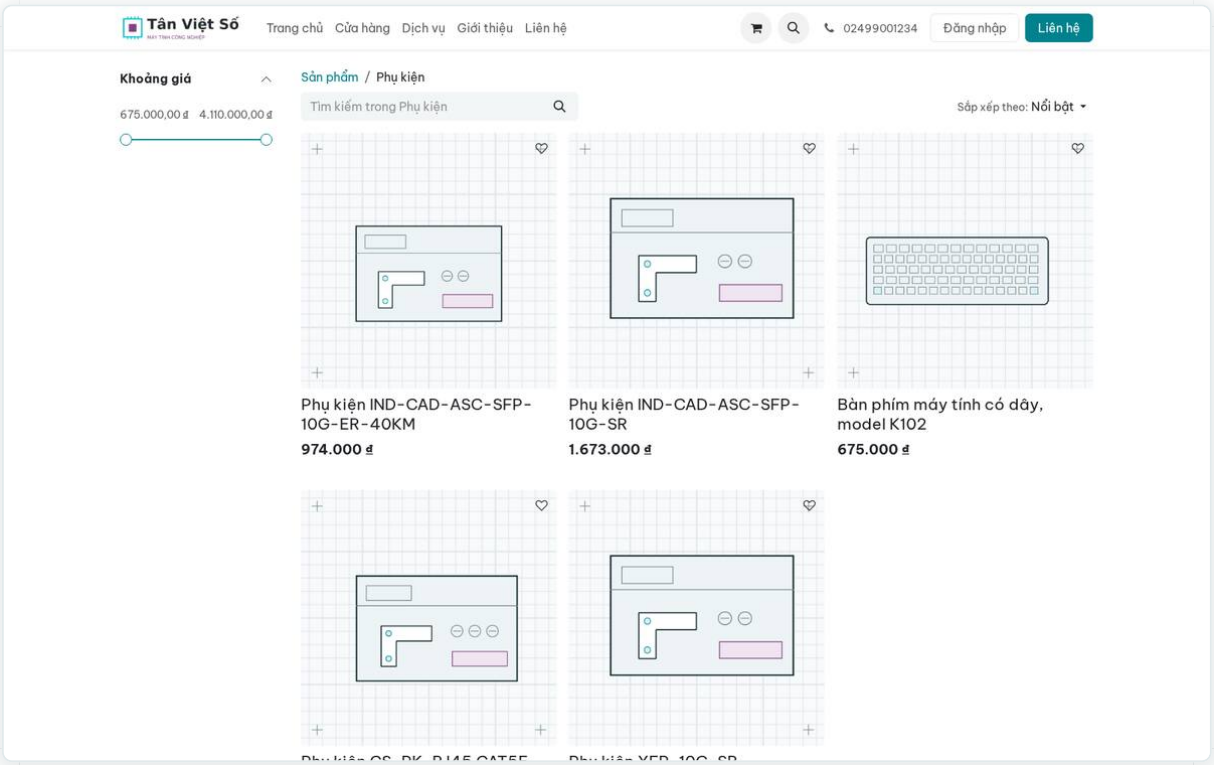


What you should see: the heading "All products", six category buttons (Industrial Computers, Servers, Components, Network Devices, Industrial Monitors, Accessories), the **Price range** filter, the search box and a grid of products with image, name and price.

Step 3 - Choose a product category

Click the category **Accessories**.

> *Path:* `/shop > Accessories`

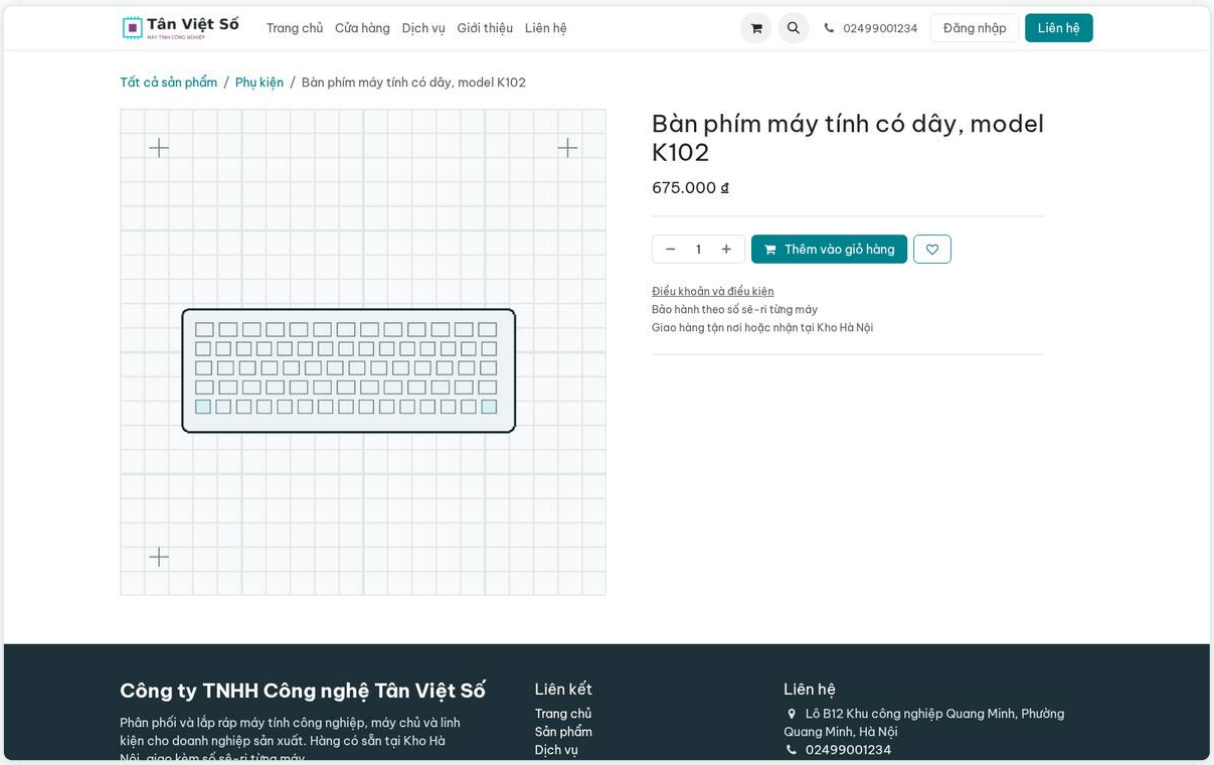


What you should see: the breadcrumb "Products / Accessories", only the products of the category, and the price range filter narrowed to the prices of the category.

Step 4 - Open the product page

Click the product **Wired Computer Keyboard, model K102**.

> *Path:* `/shop > Accessories > Wired Computer Keyboard, model K102`



What you should see: the product image, the price 675,000 VND, the quantity selector, the button **Add to cart**, and three lines: the link **Terms and conditions**, "Warranty by the serial number of each machine" and "Delivery to your address or pick-up at the Hanoi warehouse".

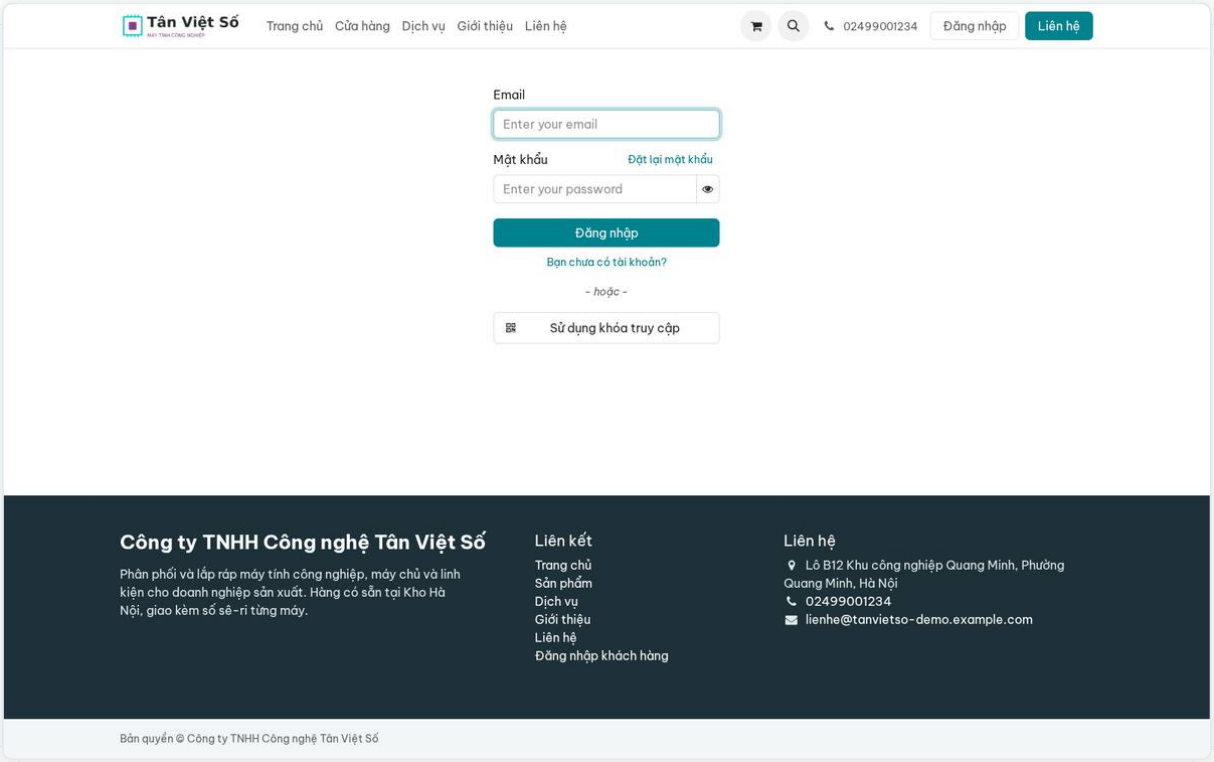
47 A BUSINESS CUSTOMER SIGNS IN AND PLACES AN ORDER

About 20 minutes. By the end of this lesson your company has played the role of Ms. Đặng Thu Hà of Nhà máy Cơ khí Chính xác Đại Nam, placed a small order with payment by bank transfer and holds the order number. The order number is used in the next lesson.

Step 1 - Sign in with the portal account

Click **Sign in**, enter `muahang.dainam` and the password `Tanvietso@2026`, click **Sign in**.

> *Path:* `/web/login`

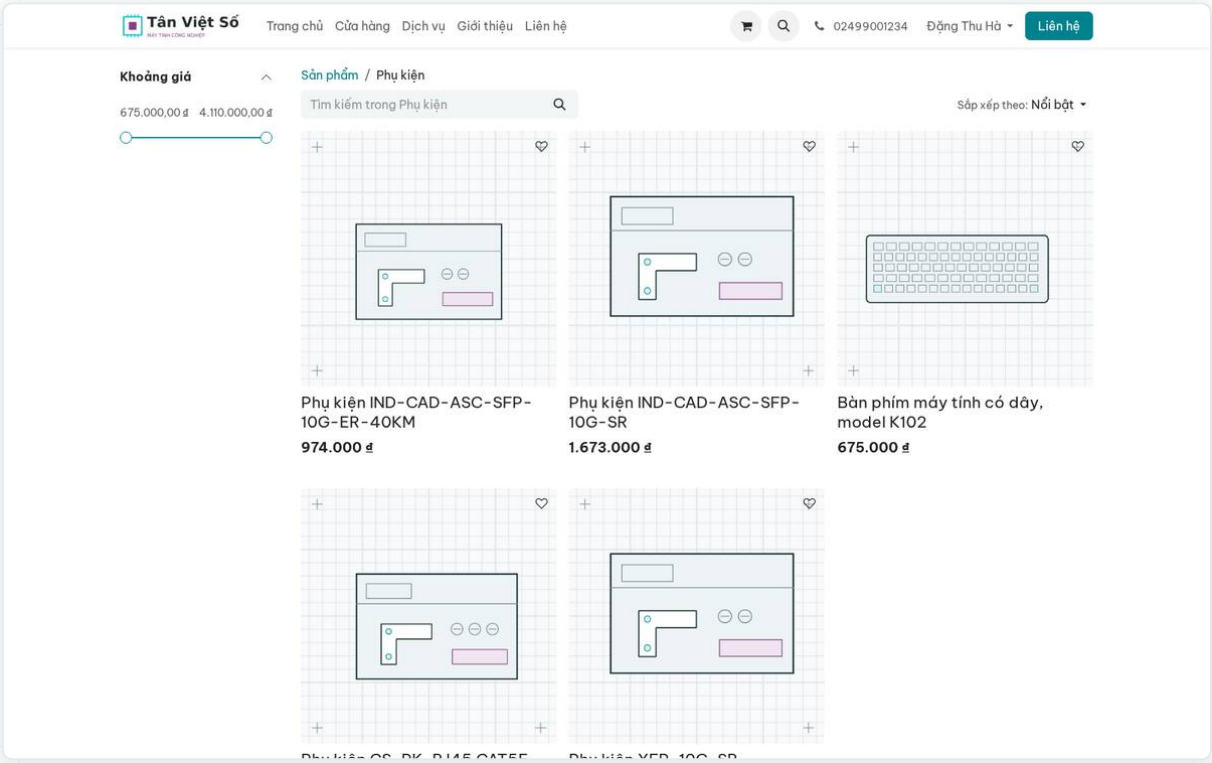


What you should see: after you sign in, the system takes you to the customer portal `/my`; at the right of the menu bar the name "Đặng Thu Hà" replaces the Sign in button. The input boxes of the sign-in page read "Enter your email" and "Enter your password".

Step 2 - See the customer's prices

Go to the store and click the category **Accessories**.

> *Path:* `/shop > Accessories`

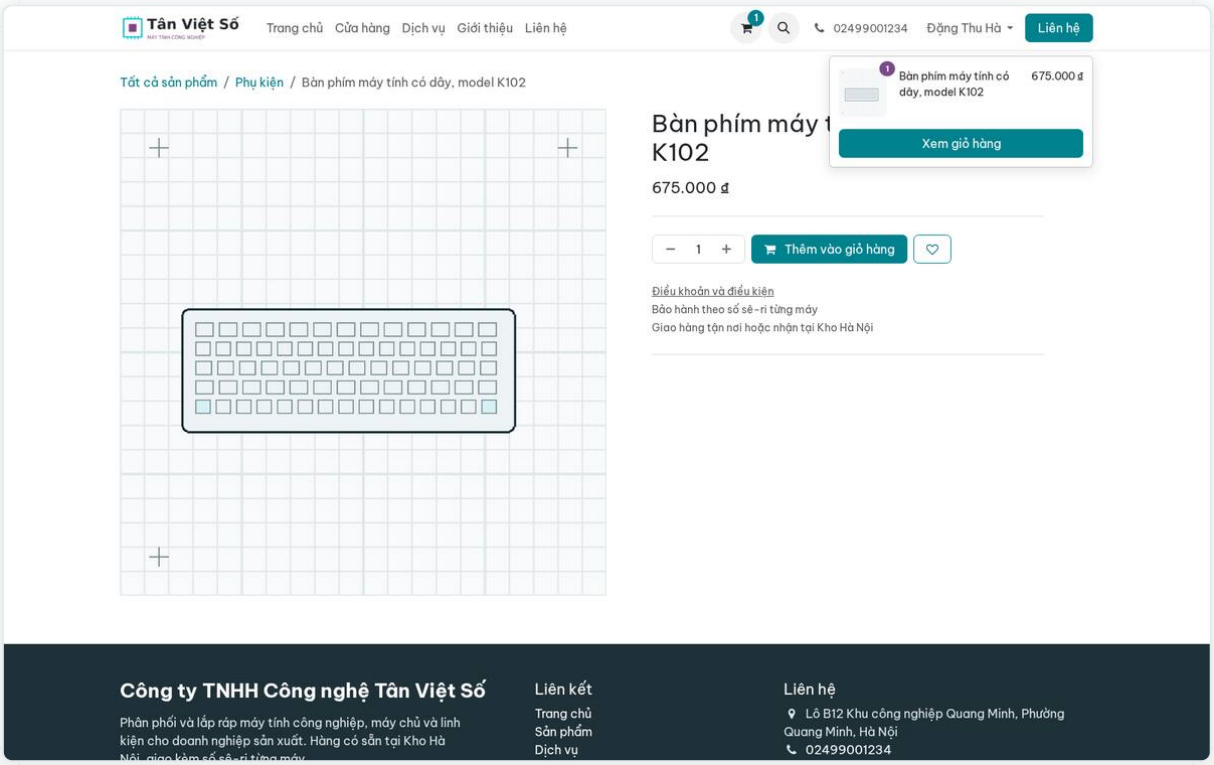


What you should see: prices are shown according to the pricelist linked to the customer. Đại Nam is a regular customer, so the price of K102 is still 675,000 VND (the standard price list); a reseller who signs in sees the 5% lower price from the pricelist **Reseller Price (5% off)**.

Step 3 - Add the product to the cart

Open **Wired Computer Keyboard, model K102**, click **Add to cart**.

> *Path:* `/shop > Accessories > Wired Computer Keyboard, model K102 > Add to cart`

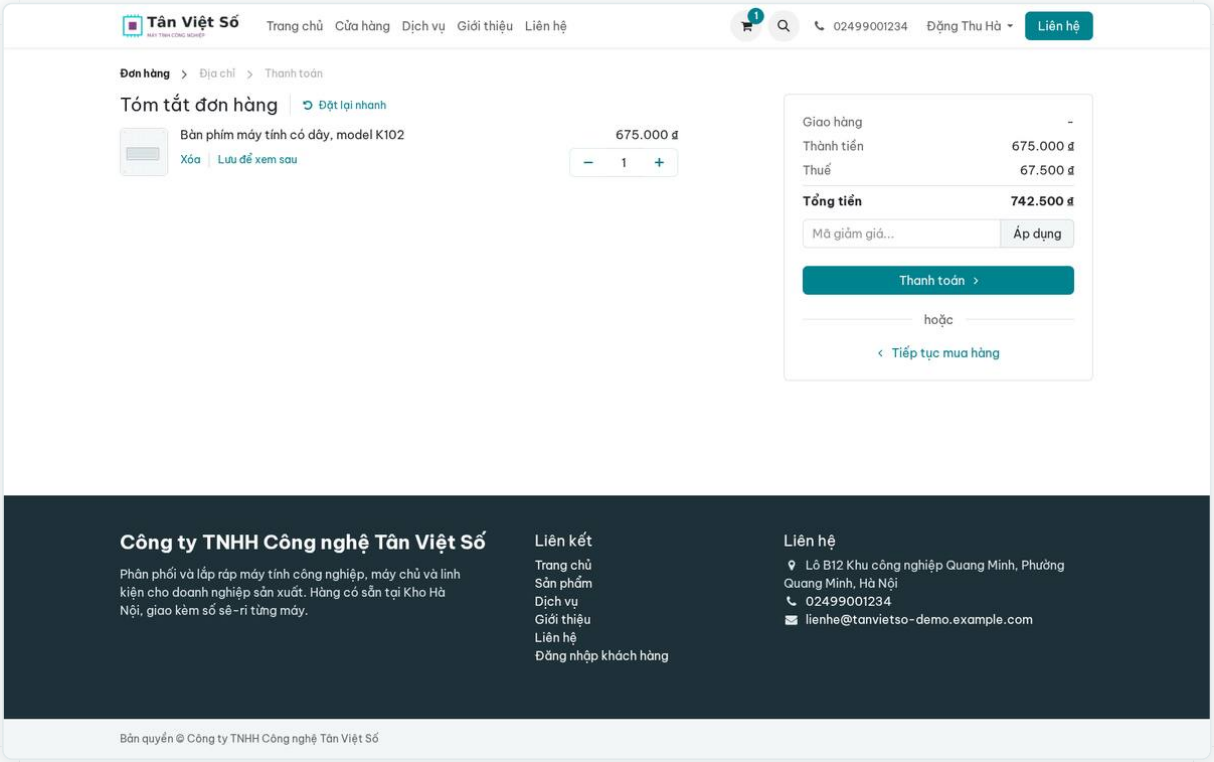


What you should see: a small box at the right shows the product just added, the price 675,000 VND and the button **View cart**; the cart icon shows the number 1.

Step 4 - Check the cart

Click **View cart**.

> *Path:* `/shop/cart`

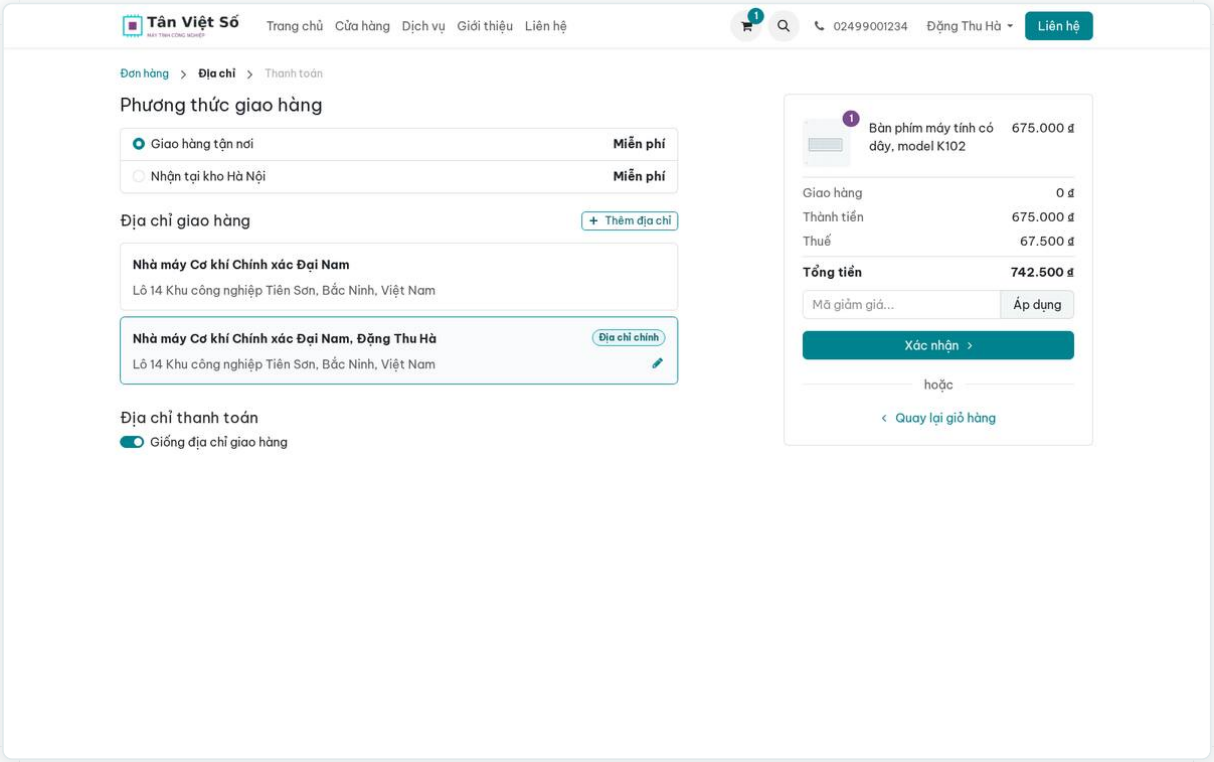


What you should see: the **Order Summary** panel with the K102 line quantity 1, **Subtotal** 675,000 VND, **Taxes** 67,500 VND, **Total** 742,500 VND, the **Discount code** box and the button **Checkout**.

Step 5 - Choose the delivery method and address

Click **Checkout**. Choose **Standard delivery** (or **Pick-up at the Hanoi warehouse**), keep the main address, leave "Same as delivery address" on for the billing address, click **Confirm**.

> *Path:* `/shop/cart > Checkout`

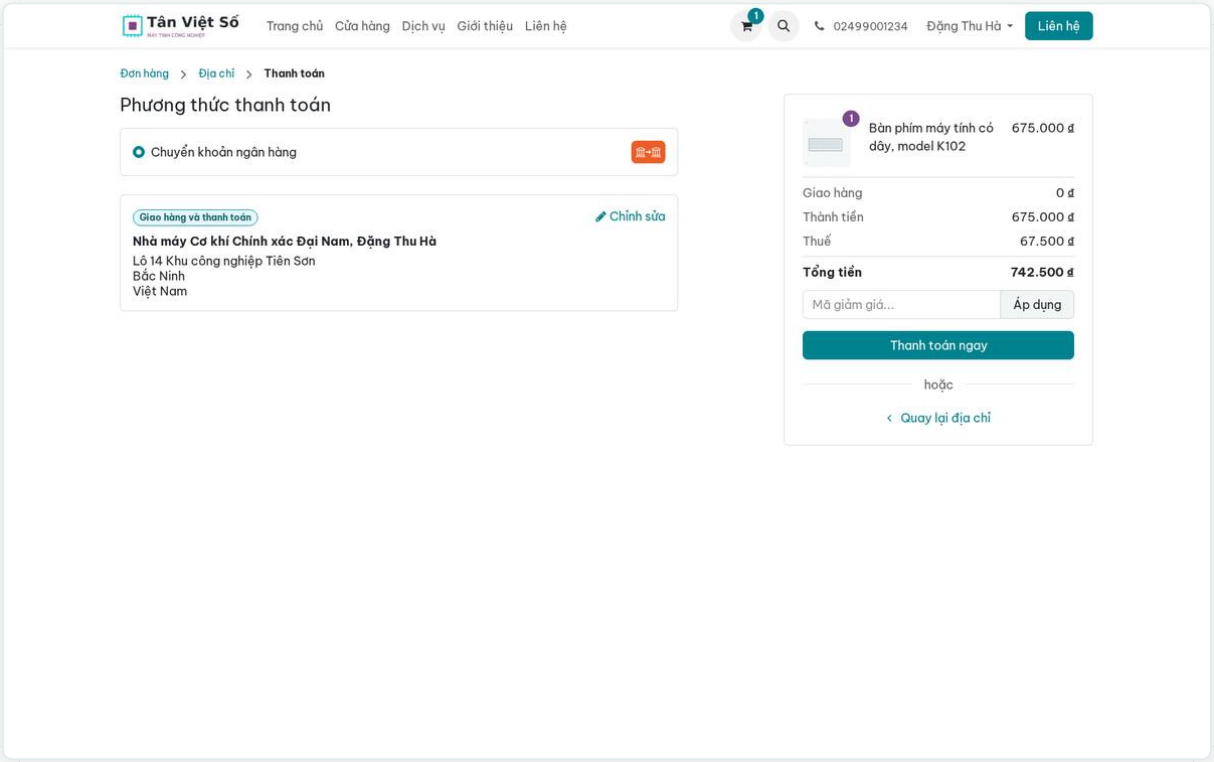


What you should see: two delivery methods both priced 0 VND (Free), two addresses of Đại Nam, the label **Main address** on the address of Ms. Đặng Thu Hà; the progress bar is at the **Address** step.

Step 6 - Choose payment by bank transfer

At the **Payment** step, keep the **Wire Transfer** method and click **Pay now**.

> *Path:* `/shop/payment`

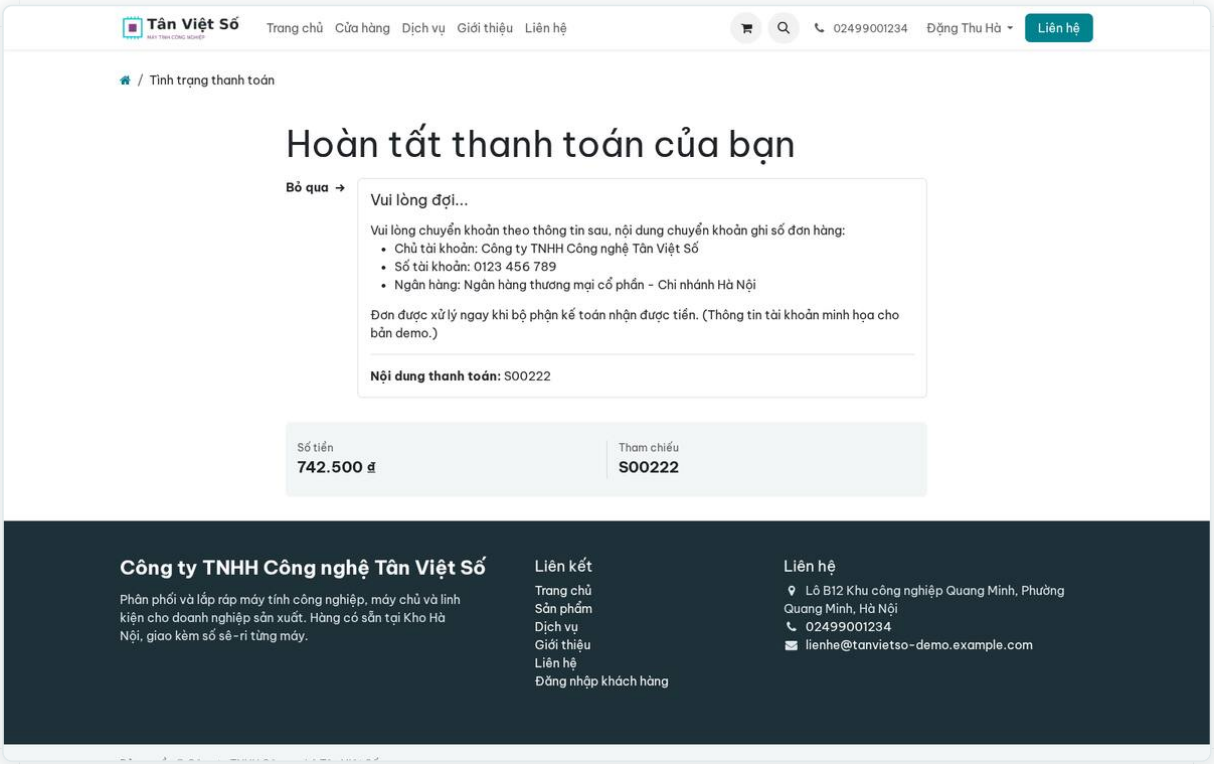


What you should see: only one method, **Wire Transfer**, the panel **Delivery and payment** showing the address, and the button **Pay now**.

Step 7 - Read the transfer details and note the order number

After you click, read the result page.

> *Path:* `/payment/status`



What you should see: the page "Complete your payment" gives the account holder, the account number, the bank, the **Payment communication** which is the order number (for example `S00222`) and the **Amount** 742,500 VND. The account details are sample details of the demo. Note the order number; the number of your company may differ from the example.

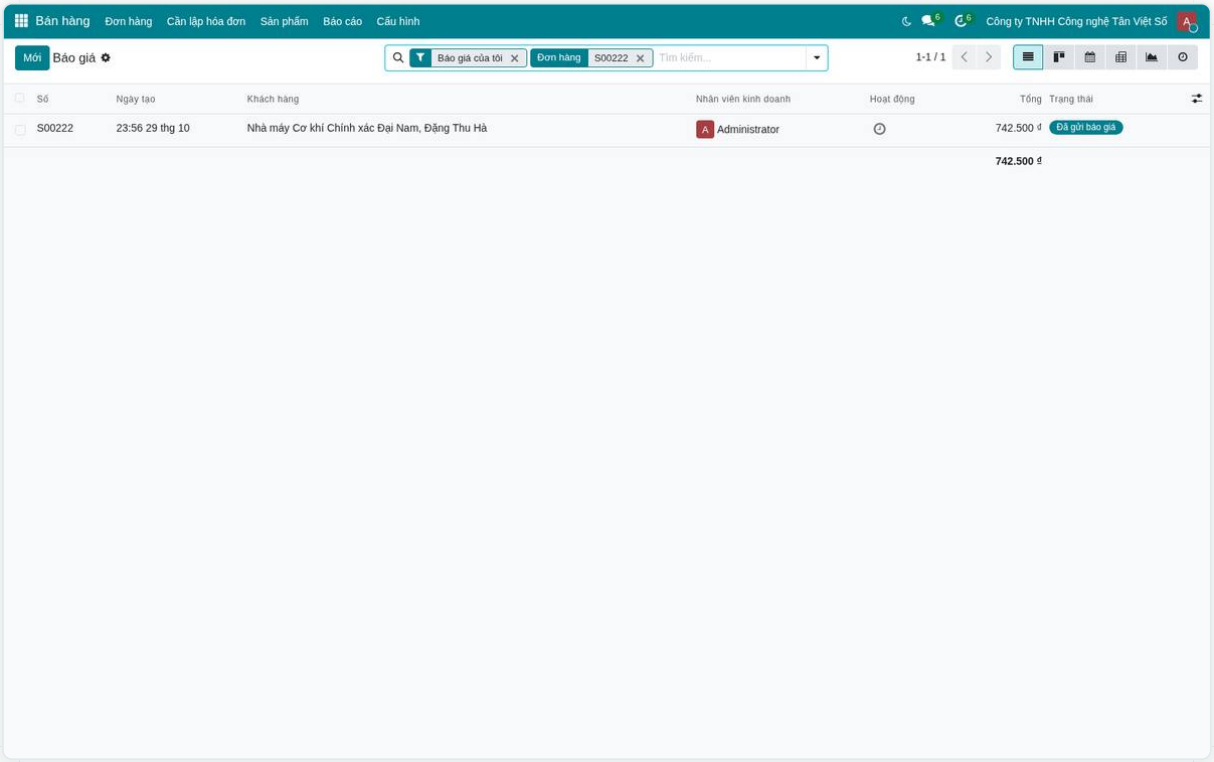
48 PROCESS A WEB ORDER IN THE INTERNAL SYSTEM

About 20 minutes. By the end of this lesson your company has taken the web order of the previous lesson into Sales, confirmed it, delivered it and invoiced it. The example number `S00222` is used below; your company replaces it with its own order number.

Step 1 - Find the order in the list of quotations

Open the list of quotations and search by the order number.

> *Path:* `Sales > Orders > Quotations`

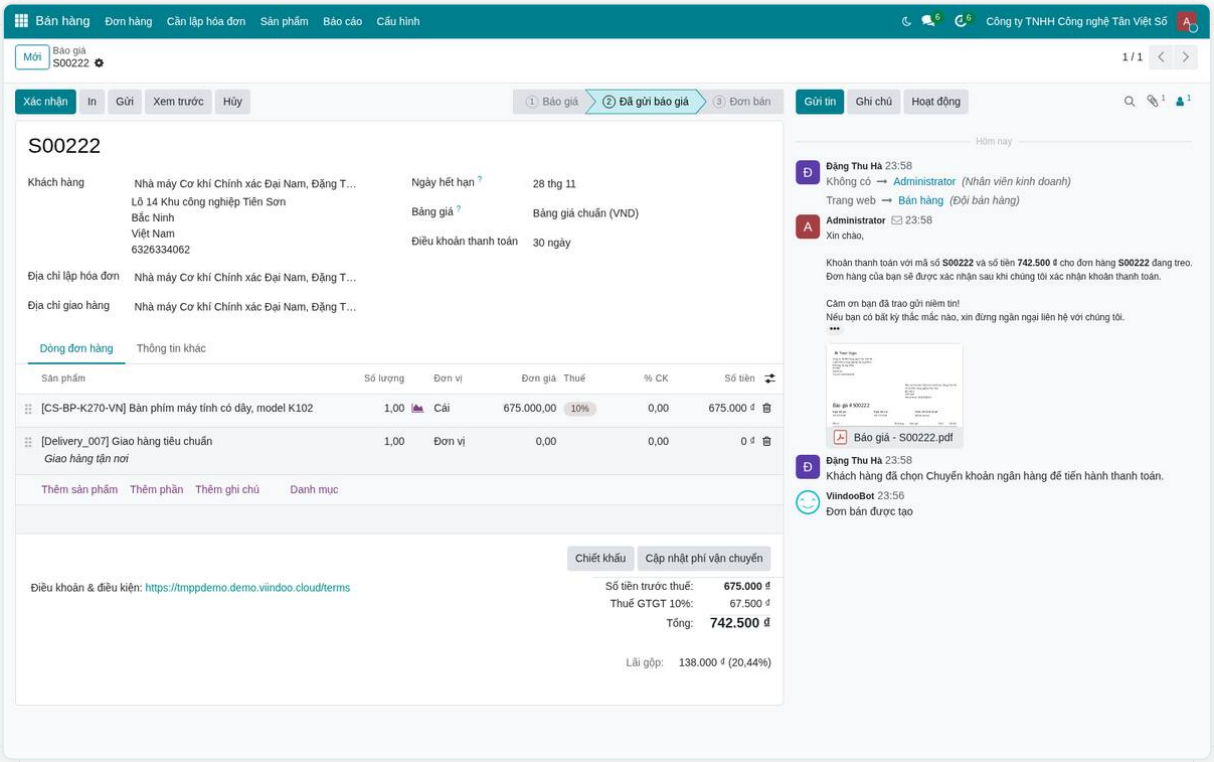


What you should see: the order with the customer "Nhà máy Cơ khí Chính xác Đại Nam, Đặng Thu Hà", total 742,500 VND, status **Quotation Sent** (the customer chose a bank transfer and the money has not been confirmed yet, so the order waits for the staff).

Step 2 - Open the order and read the details

Click the order.

> *Path:* `Sales > Orders > Quotations > (web order)`

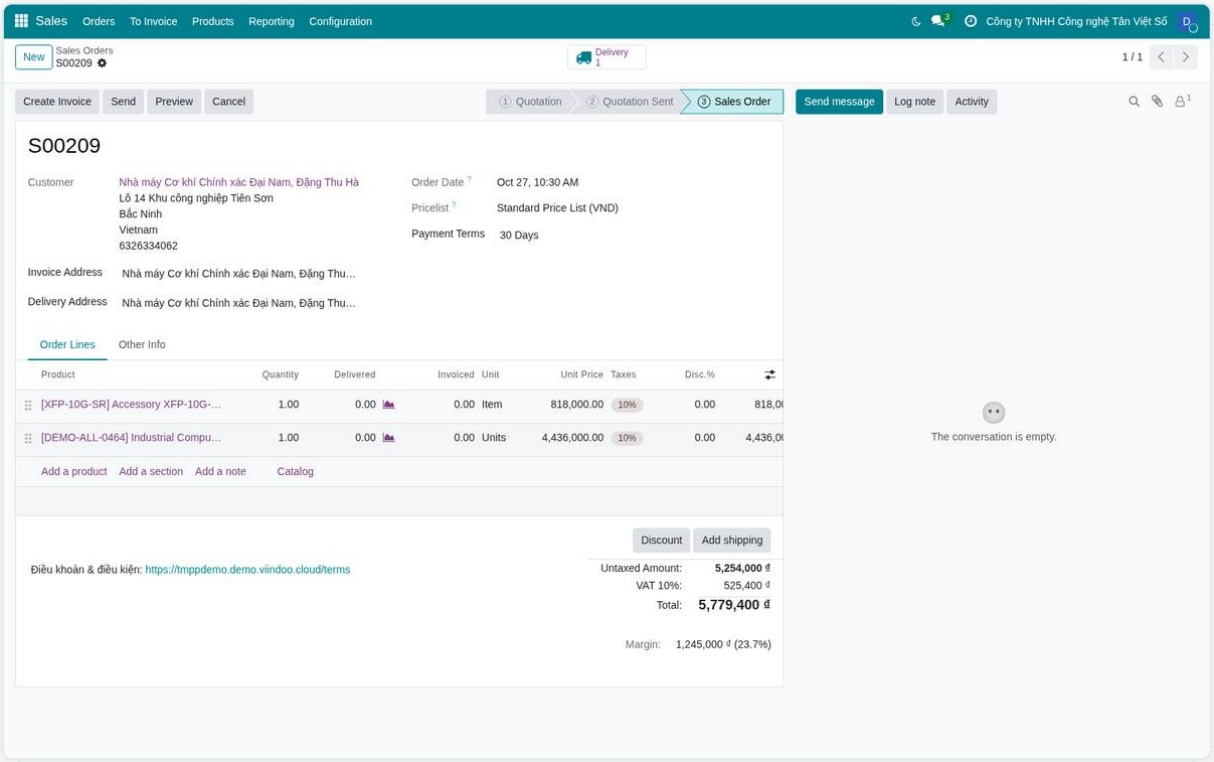


What you should see: two product lines (K102 and the line **Standard delivery** priced 0), **Pricelist** `Standard Price List (VND)`, payment terms 30 Days, and in the chatter on the right: the quotation PDF sent automatically, and the line "The customer chose Wire Transfer to proceed with payment". The system sets the **Salesperson** to Administrator. To recognise web orders, use the filter **From Website** in the last reporting lesson of this part.

Step 3 - Confirm the order when the money arrives

When the accountant has received the bank transfer, click **Confirm**.

> *Path:* `Sales > Orders > Quotations > (web order) > Confirm`

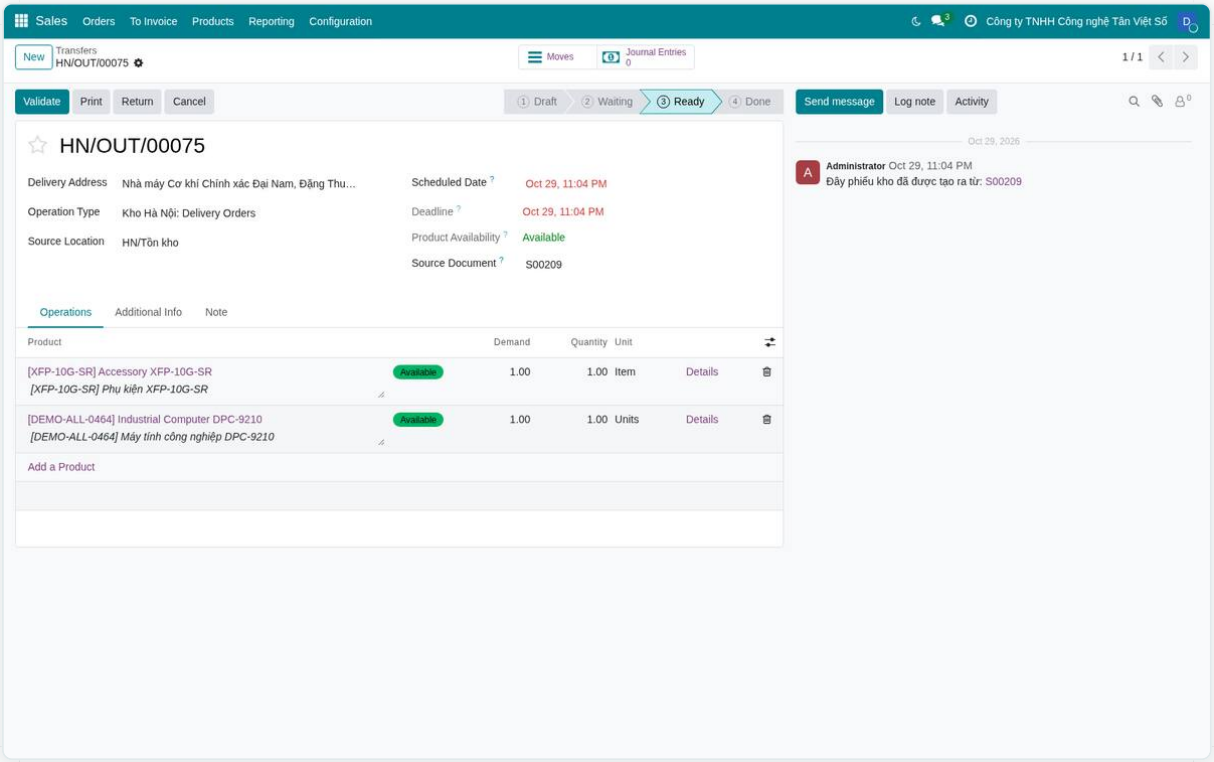


What you should see: the status **Sales Order**, a smart button **Delivery 1** appears, and the button **Create Invoice**.

Step 4 - Open the delivery order

Click the smart button **Delivery**.

> *Path:* `Sales > Orders > Orders > (web order) > Delivery`

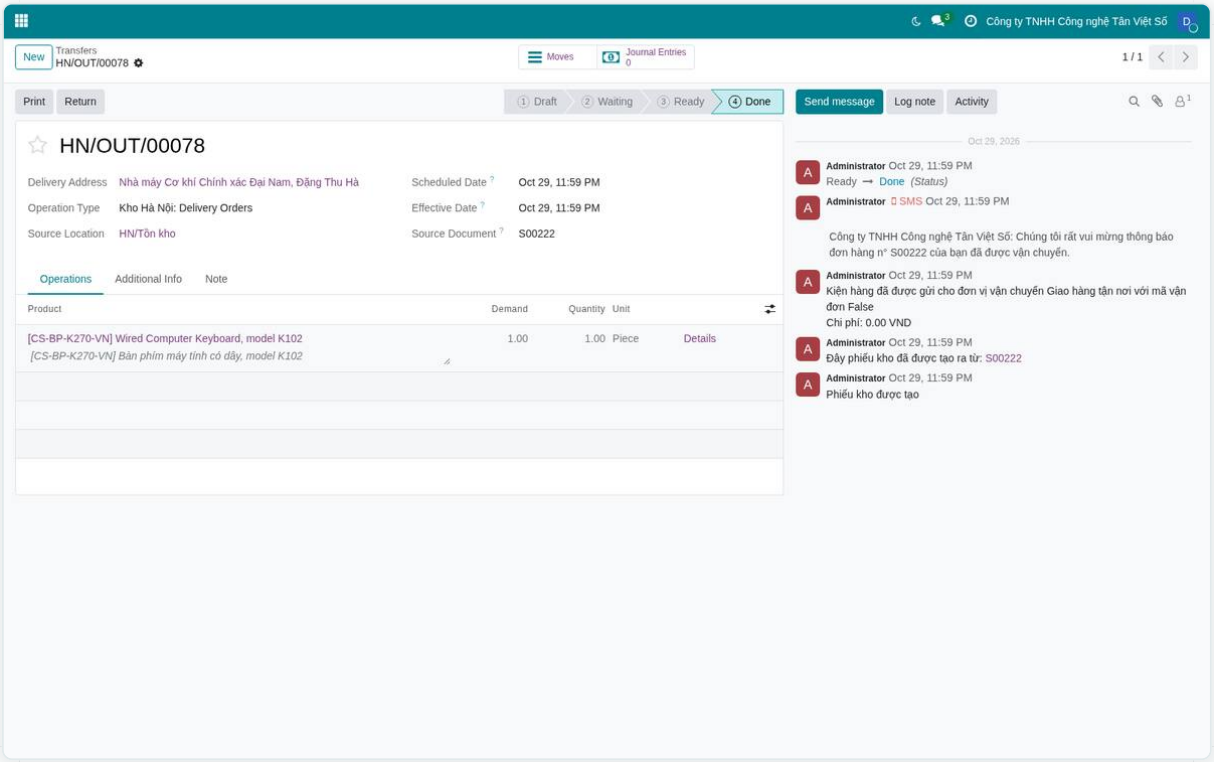


What you should see: the transfer `HN/OUT/xxxxx` of type `Kho Hà Nội: Delivery Orders`, **Source Document** is the order number, status **Ready**, product availability **Available**.

Step 5 - Validate the delivery

Click **Validate** on the delivery order.

> *Path:* `Sales > Orders > Orders > (web order) > Delivery > Validate`

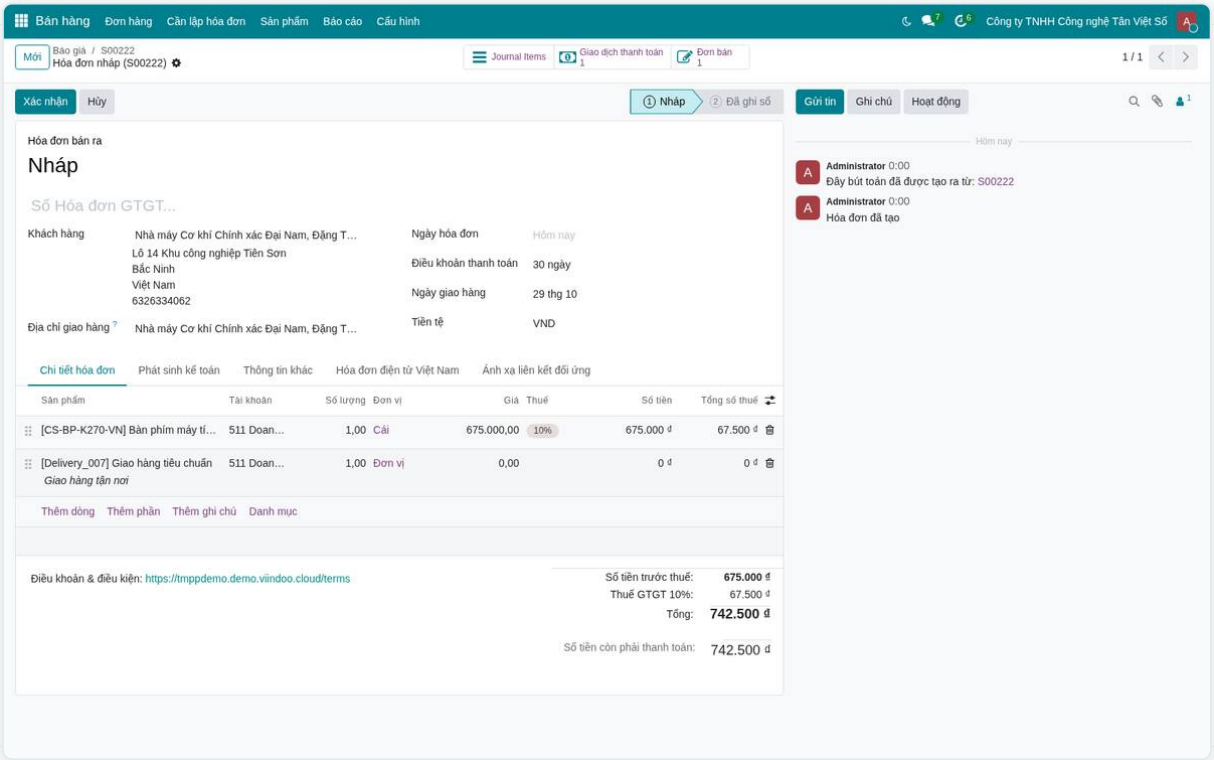


What you should see: the status **Done**, the chatter records that the goods were sent to the carrier "Standard delivery" (cost 0 VND). The line "tracking reference False" in the chatter appears because a fixed-price delivery method has no tracking number.

Step 6 - Create the draft invoice

Go back to the order, click **Create Invoice**, choose **Create Draft**.

> *Path:* `Sales > Orders > Orders > (web order) > Create Invoice`

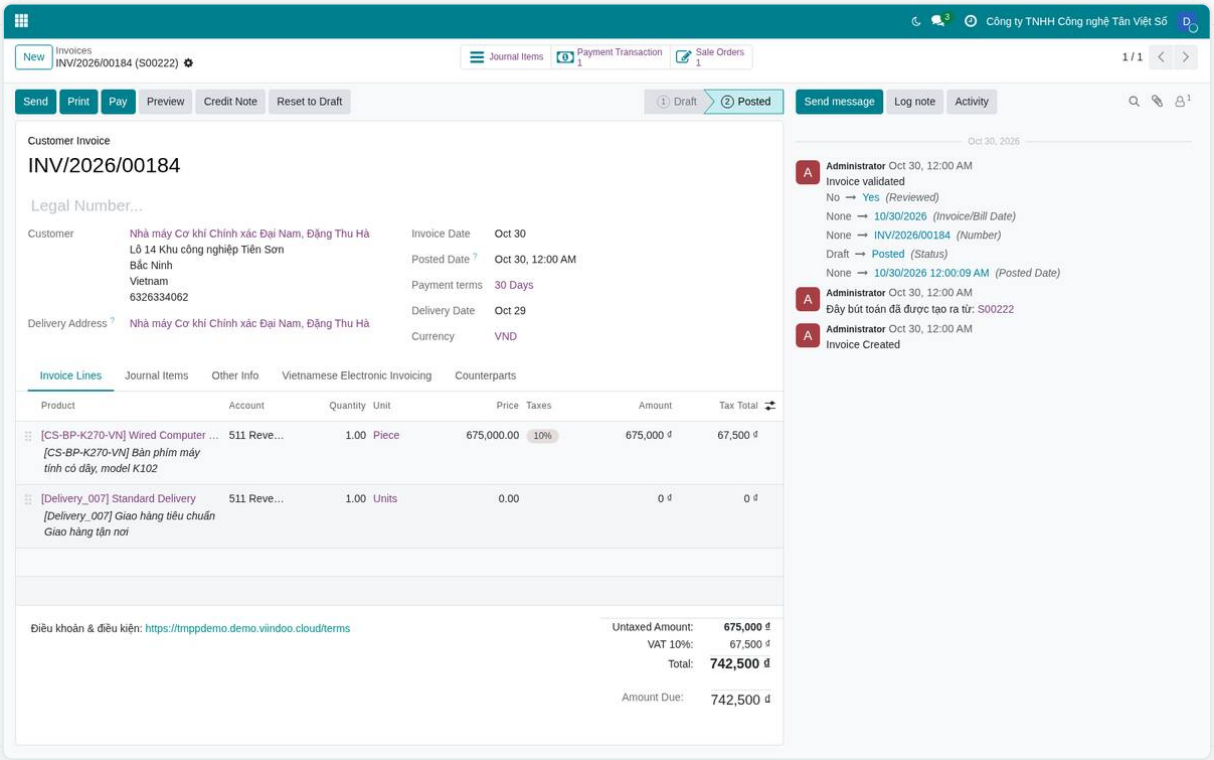


What you should see: a **Draft** invoice with two lines (K102 and the delivery fee 0), tax 10%, total 742,500 VND.

Step 7 - Confirm the invoice

Click **Confirm**.

> *Path:* `Accounting > Customers > Invoices > (invoice)`



What you should see: the invoice carries a number of the form `INV/2026/xxxxx`, status **Posted**, and the button **Pay** to record the money the customer transferred. An e-invoice is issued only when your company connects the account of an e-invoice provider.

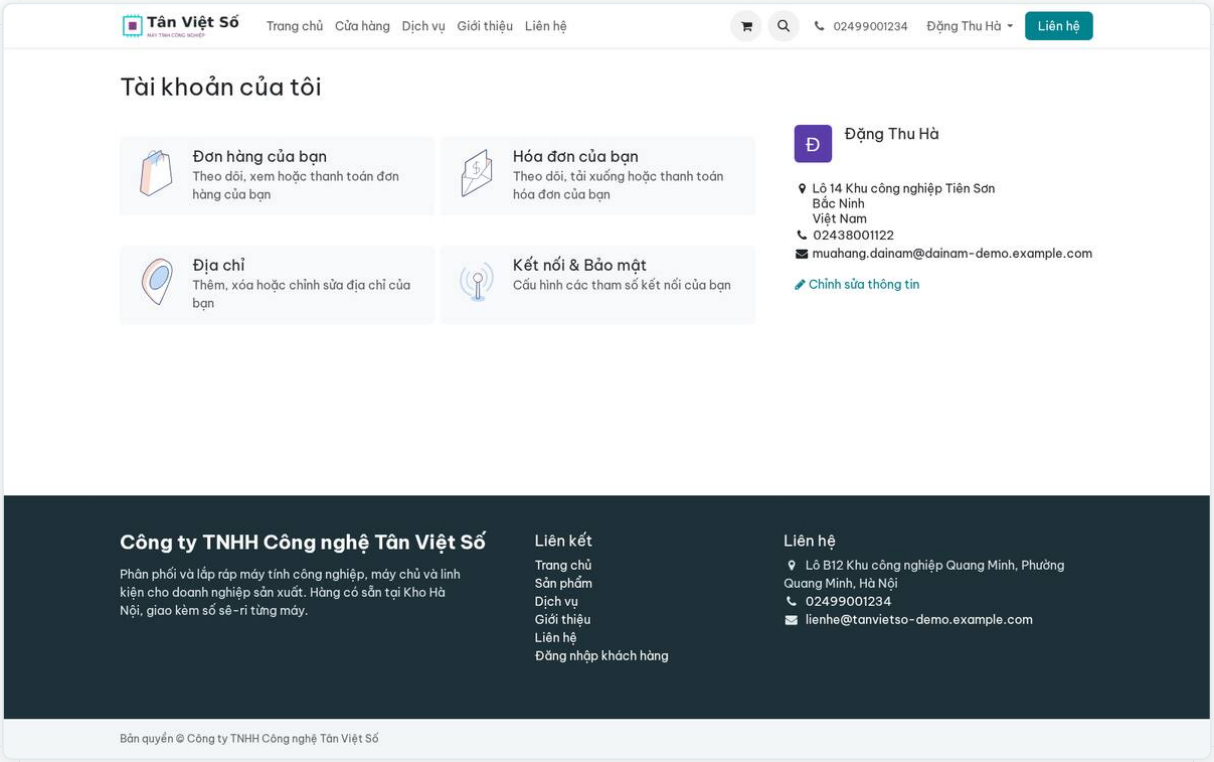
49 THE CUSTOMER VIEWS ORDERS AND INVOICES ON THE PORTAL

About 10 minutes. By the end of this lesson your company sees what the customer sees after ordering: the order, the delivery status, the invoice and the button **Pay Now**.

Step 1 - Open the customer portal

Sign in with the customer account and open `/my`.

> *Path:* `/my`

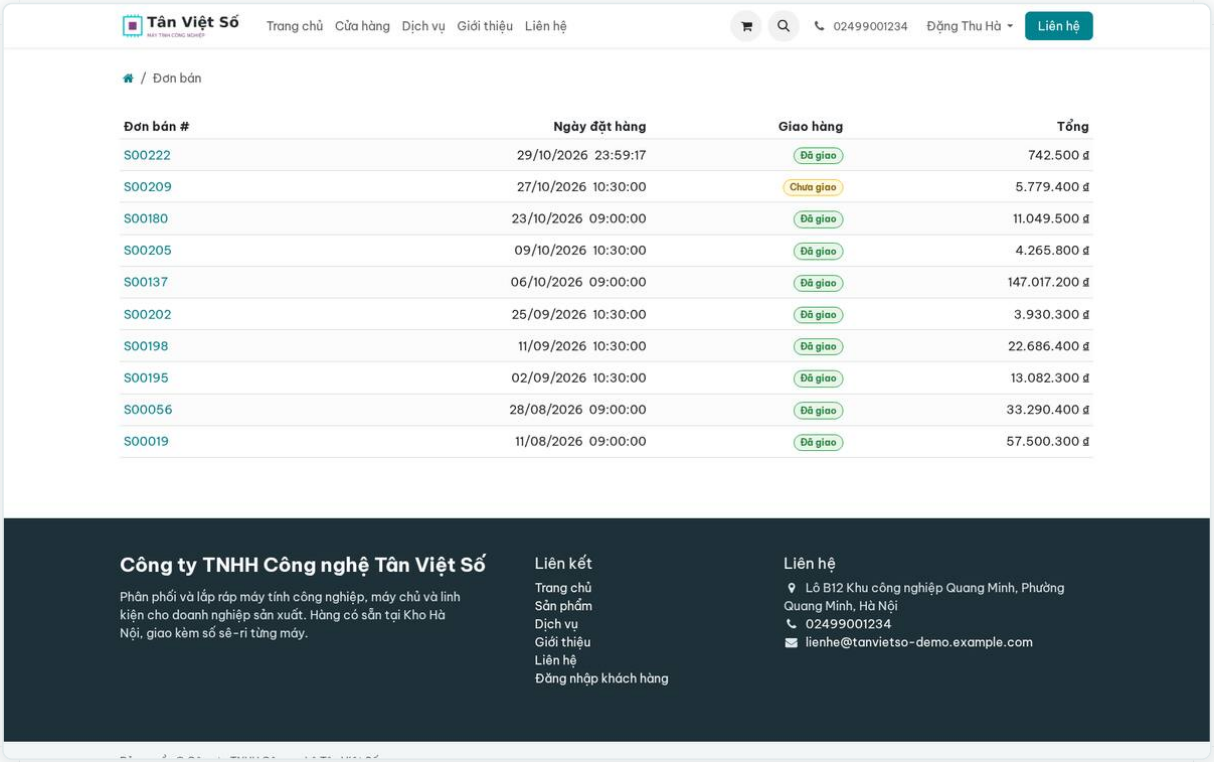


What you should see: the page "My Account" with four tiles: **Your Orders**, **Your Invoices**, **Addresses**, **Connection & Security**; at the right are the name, address and email of Ms. Đặng Thu Hà.

Step 2 - See the list of orders

Click the tile **Your Orders**.

> *Path:* `/my/orders`

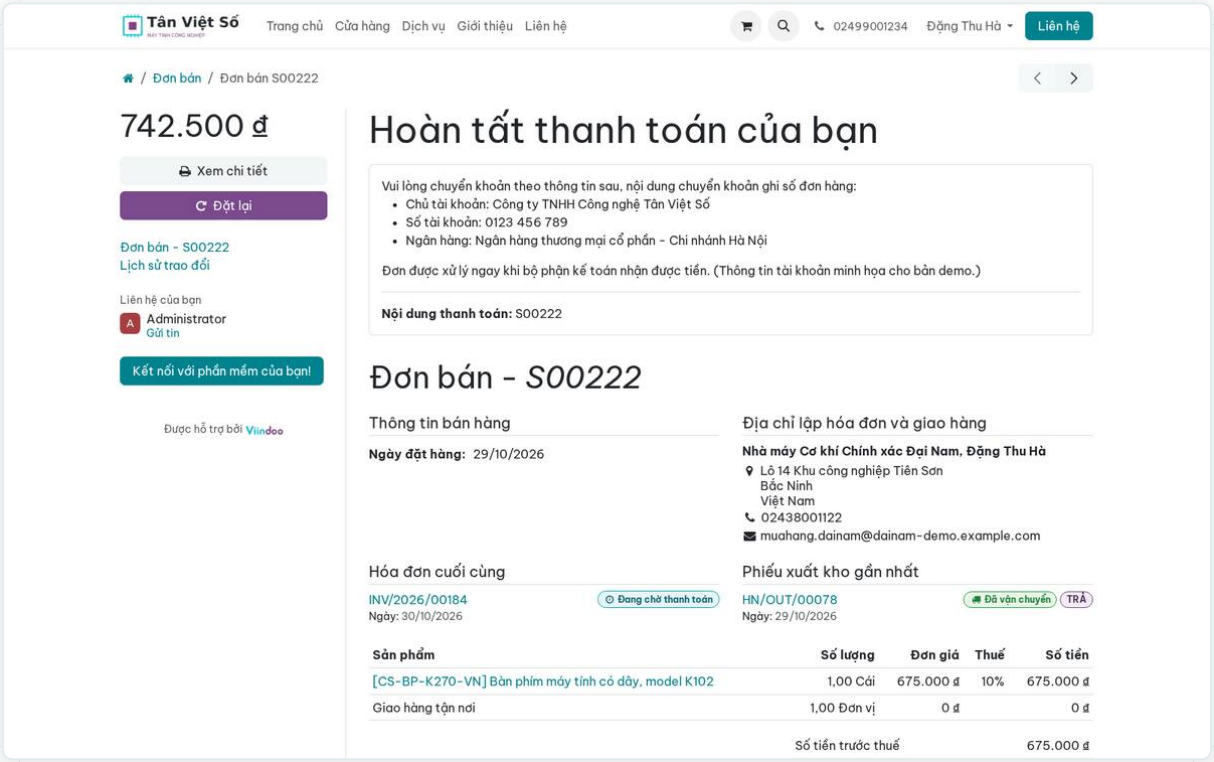


What you should see: the order just placed is at the top of the list with the label **Delivered** (after your company completes the delivery order), total 742,500 VND; older orders have the label **Delivered** or **Not delivered**.

Step 3 - Open an order

Click the order number.

> *Path:* `/my/orders > (order)`

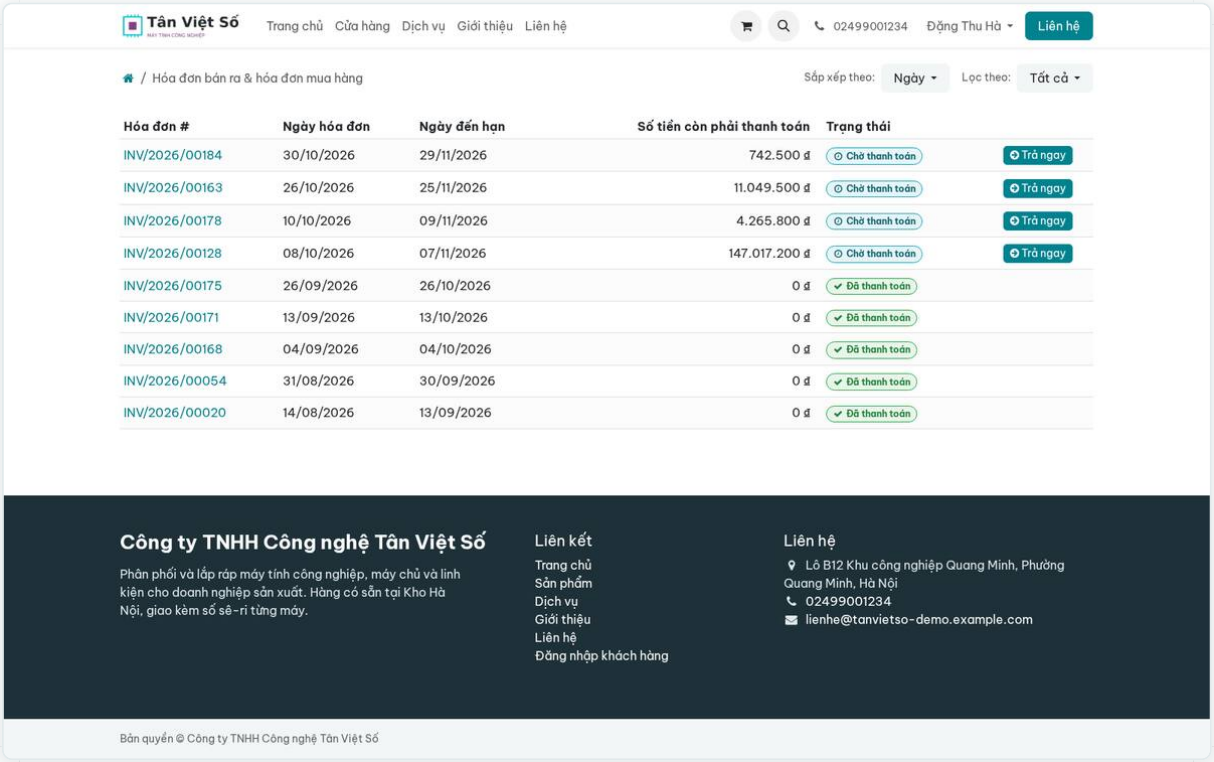


What you should see: the buttons **View Details** and **Reorder**, the bank transfer instructions, the panel **Last Invoice** (the invoice number and the payment status label), the panel **Last Delivery Order** (the transfer number, label **Shipped**) and the product table.

Step 4 - See the list of invoices

Go back to `/my` and click the tile **Your Invoices**.

> *Path:* `/my/invoices`



What you should see: the invoice of the order just processed has the label **Waiting for Payment** and the button **Pay Now**; older paid invoices have the label **Paid**, and the amount due is 0.

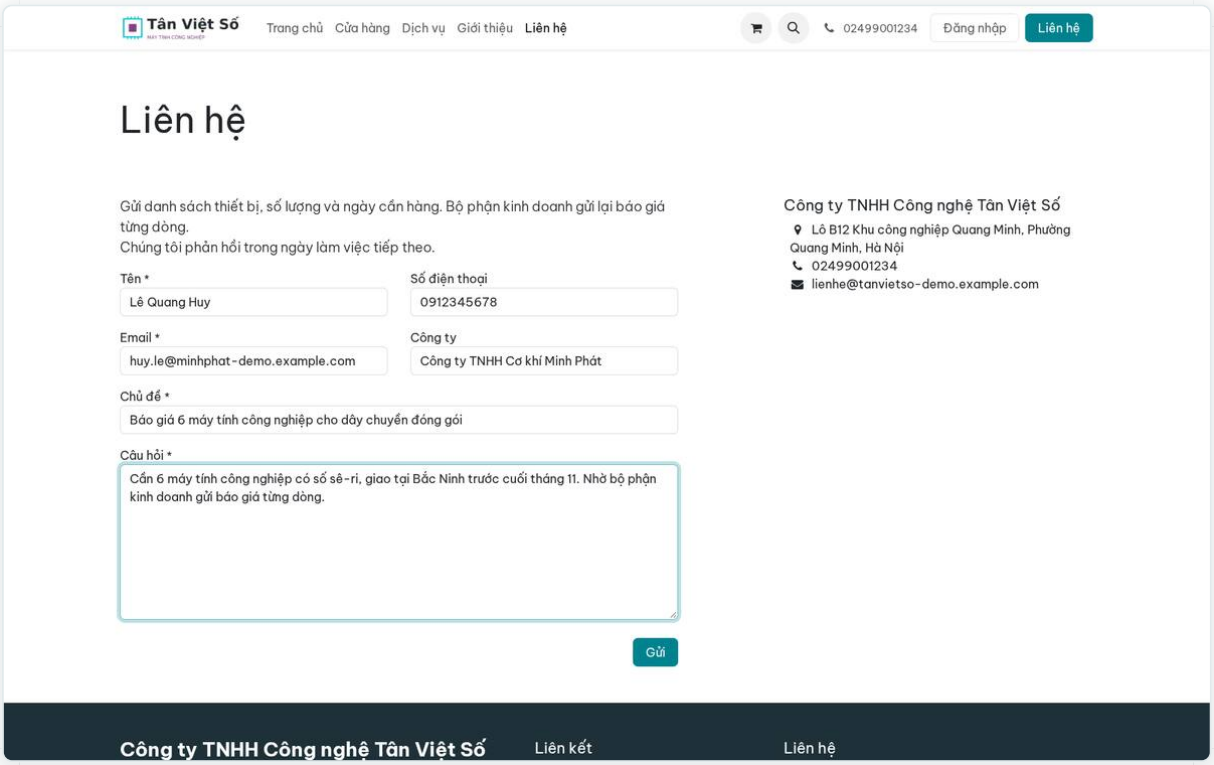
50 THE CONTACT FORM ON THE WEBSITE

About 10 minutes. By the end of this lesson your company sees a request for a quotation from a customer without an account become an opportunity in CRM.

Step 1 - Fill in the Contact us form

Open the page **Contact us**, fill in Name (for example Lê Quang Huy), Phone, Email, Company, Subject, Question.

> *Path:* `/contactus`

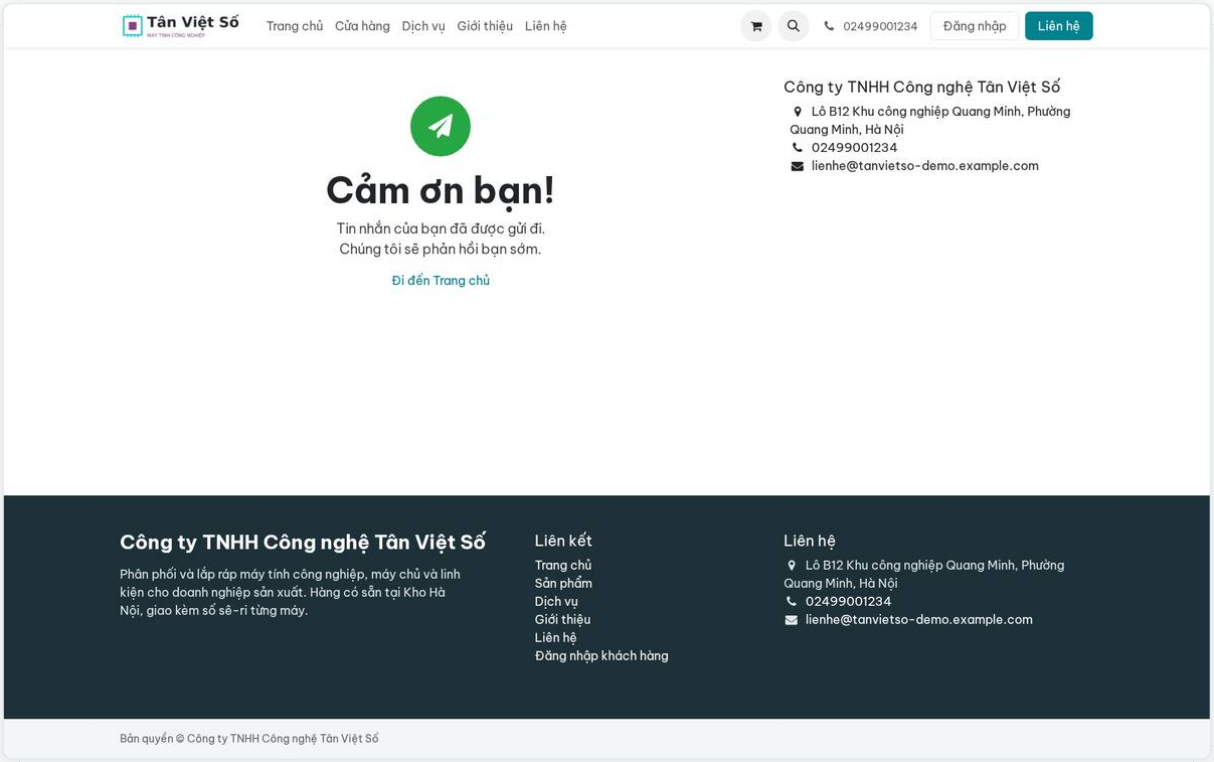


What you should see: the fields marked `*` (Name, Email, Subject, Question) are required; at the right are the company's address, phone number and email.

Step 2 - Submit and read the thank-you page

Click **Submit**.

> *Path:* `/contactus > Submit`

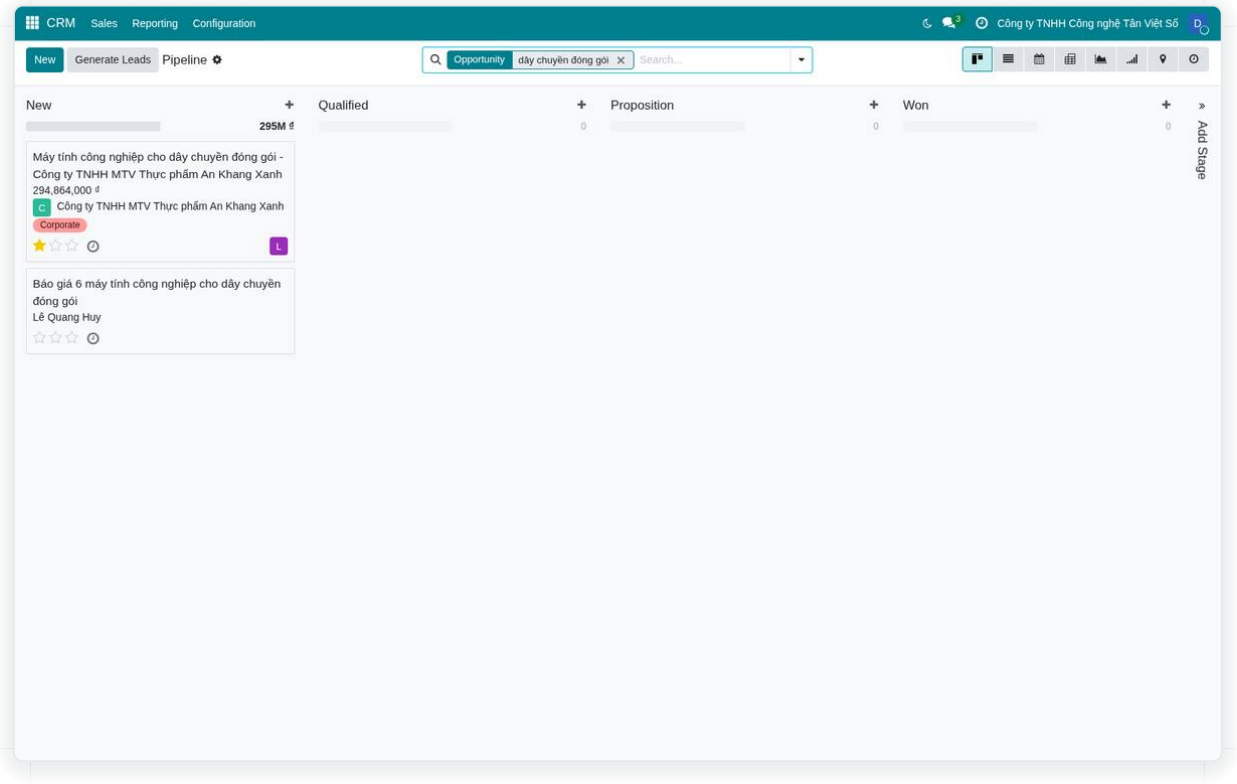


What you should see: the page "Thank you!" with the line "Your message has been sent".

Step 3 - Find the opportunity in CRM

Sign in to the internal system, open the pipeline, remove the filter "My Pipeline" (a new opportunity has no salesperson yet) and search by subject.

> *Path:* `CRM > Sales > My Pipeline`

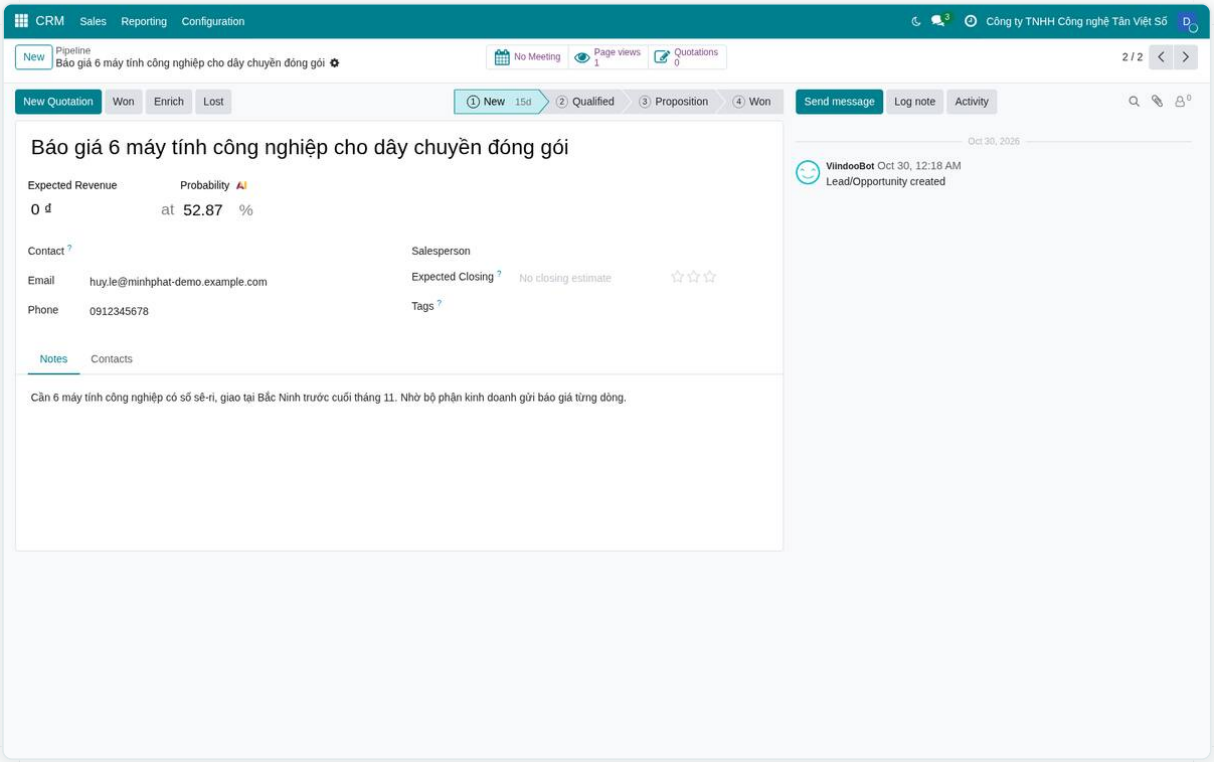


What you should see: the opportunity card with exactly the subject the customer typed, showing the contact name, in the **New** column. The opportunity belongs to the sales team **Website**.

Step 4 - Open the opportunity

Click the card.

> *Path:* `CRM > Sales > My Pipeline > (opportunity)`



What you should see: the title is the Subject the customer typed, the customer's email and phone, the **Notes** tab holds the Question word for word, and the chatter says "Lead/Opportunity created". There is no salesperson yet: the person in charge assigns a handler, then clicks **New Quotation** to prepare a quotation from the opportunity.

51 SALES REPORTS OF THE WEBSITE

About 10 minutes. By the end of this lesson your company reads the web order revenue by month and filters web orders separately in Sales.

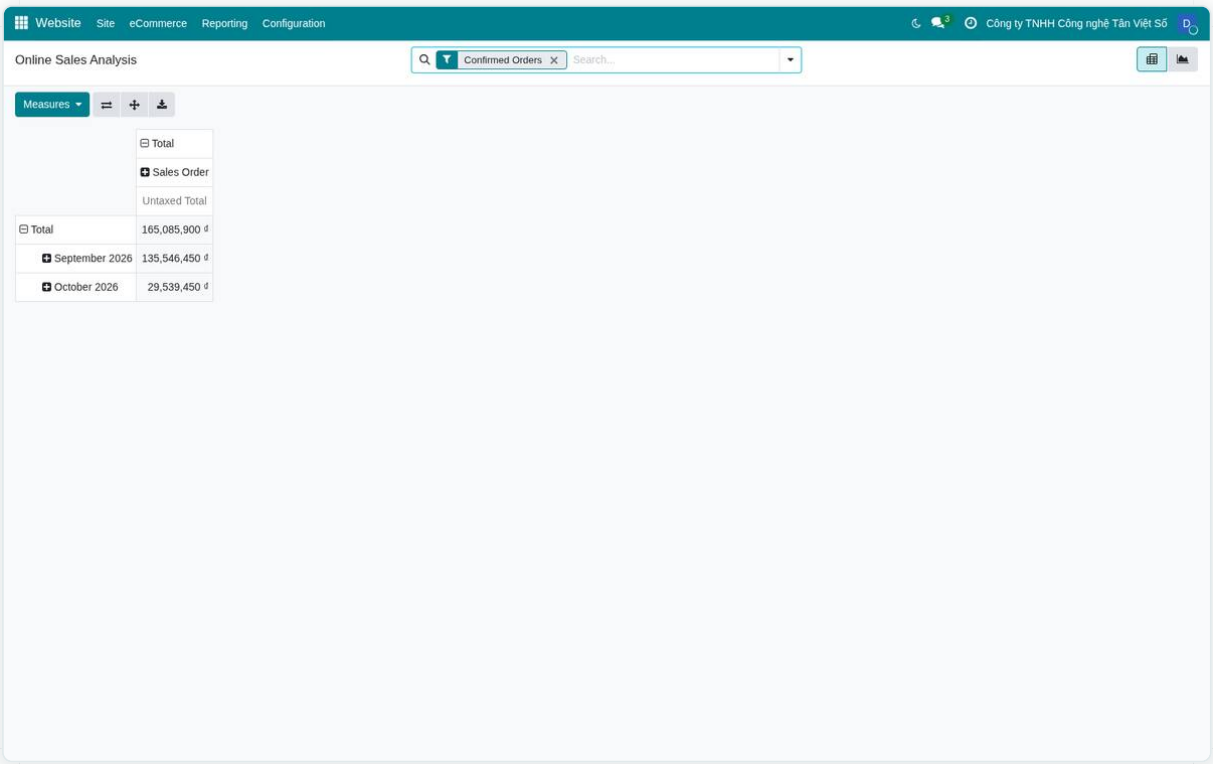
Report	Question it answers
`Website > Reporting > Online Sales`	Revenue of the orders confirmed from the website, by month, untaxed amount
`Website > eCommerce > Orders > Orders`	List of orders confirmed from the website, invoice status, total
`Website > eCommerce > Orders > Unpaid Orders`	Orders placed by customers but not yet confirmed (waiting for bank transfer)
`Website > eCommerce > Orders > Abandoned Carts`	Carts the customer left, including customers who are not signed in
`Website > Reporting > Visitors`	Who has visited the website
`Website > Reporting > Page Views`	Which pages are viewed most

Report	Question it answers
`Website > Reporting > Analytics`	Traffic analysis of the website
`Sales > Reporting > Sales`	Revenue by time, product, customer, salesperson, sales team; use the filter to separate web orders

Step 1 - Open the Online Sales report

Open the report.

> *Path:* `Website > Reporting > Online Sales`

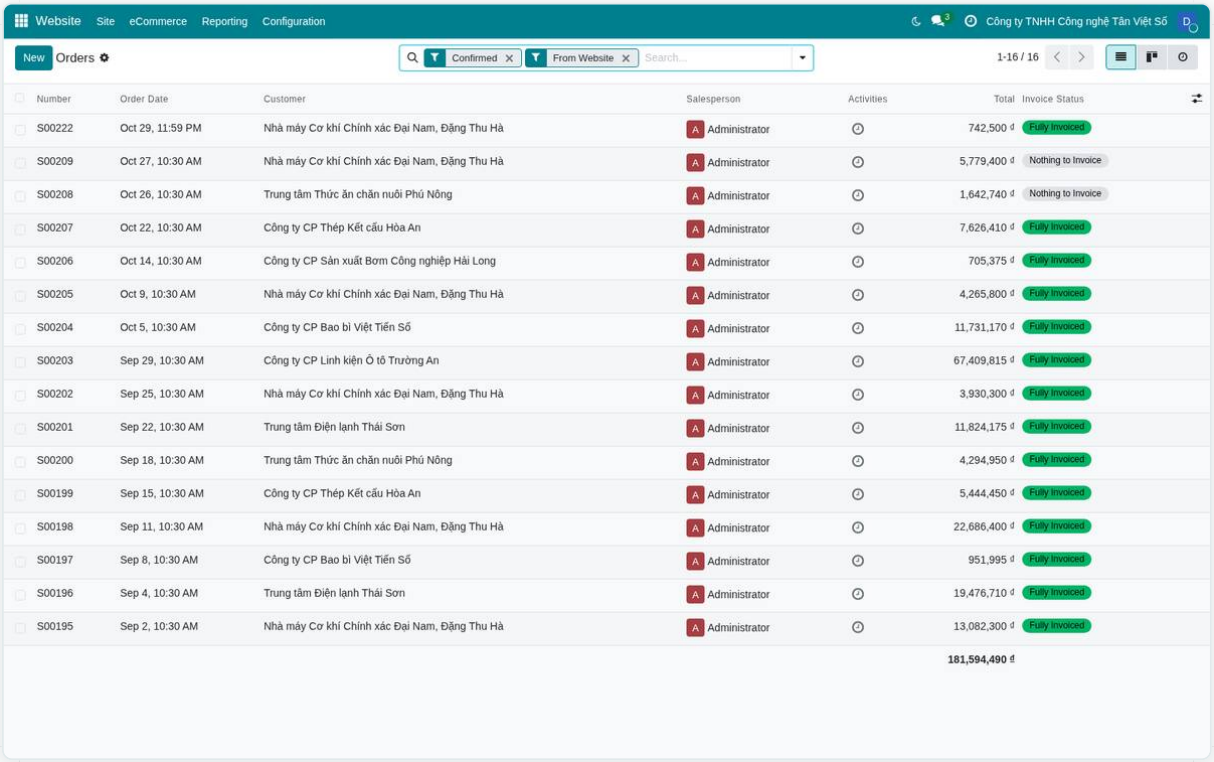


What you should see: a pivot table with the default filter **Confirmed Orders**, the measure **Untaxed Total** for each month (September and October 2026). Click the plus sign in a row or column header to break it down by customer or product.

Step 2 - Open the list of web orders

Open the list of orders of the website.

> *Path:* `Website > eCommerce > Orders > Orders`



What you should see: two filters **Confirmed** and **From Website**; each line is an order, the **Invoice Status** column (Fully Invoiced, Nothing to Invoice), the **Total** at the bottom of the column. The order you just processed is at the top of the list.

52 SELF-STUDY EXERCISE: WEBSITE AND STORE

About 30 minutes. Your company works alone, without step-by-step screenshots.

1. Open a private window, find in the store one product of the category **Industrial Monitors** and one product of the category **Network Devices**; note the prices of the two products.
2. Sign in as `muahang.dainam`, add both products to the cart, choose **Pick-up at the Hanoi warehouse**, pay by bank transfer. Note the order number.
3. In `Sales > Orders > Quotations`, find the order, confirm it, complete the delivery order, create and confirm the invoice.
4. Open the customer portal `/my/orders` and `/my/invoices`; check that the total of the order equals the total of the invoice.
5. Open `Website > Reporting > Online Sales`: is the order of your company already in the figure of the current month? Open `Website > eCommerce > Orders > Abandoned Carts` and find the cart of the anonymous visitor from the configuration lesson.
6. Thinking question: a reseller needs to see the 5% lower price when they enter the website. What does your company need to check on the customer's record (hint: the pricelist linked to the customer), and where, to confirm that the customer sees the right price?

PART VIII. ACCOUNTING

This part answers the question "when an order is sold, what do the books record, has the money come in, who owes whom, is the company making a profit or a loss". Your company goes from configuration, through a full sales cycle (invoice, cost of goods, two-installment collection, bank reconciliation), to receivables and payables, operating expenses and the financial statements under Circular 99. Readers: accountant, director. Every path starts from the **Accounting** app, except the sales step at the start of the hands-on lesson. The customer in the hands-on lessons is **Công ty CP Sản xuất Đường mía Tân Thới An**.

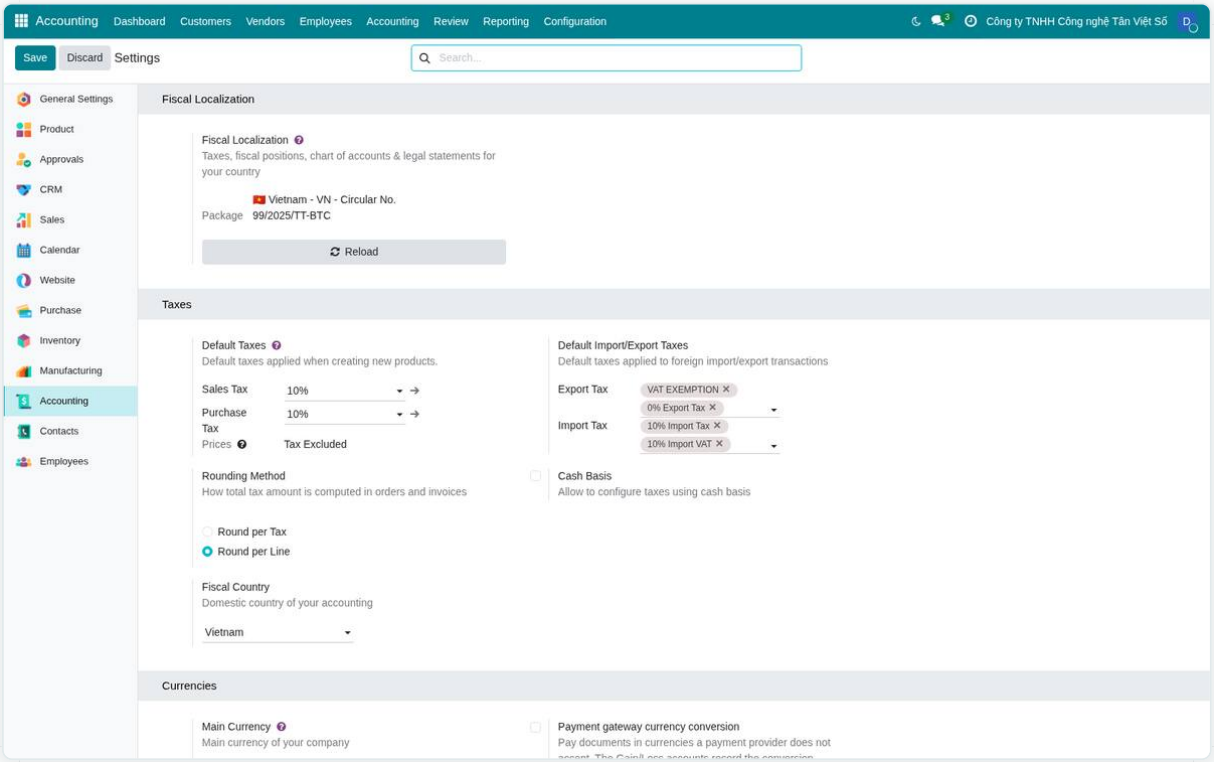
53 READ THE ACCOUNTING CONFIGURATION

About 10 minutes. By the end of this lesson your company knows which accounting regime the system follows, which journals exist, what the default tax is, and which accounts money passes through before it reaches the bank.

Step 1 - See the accounting regime and the default taxes

Open the **Configuration** menu and click **Settings**. The screen opens straight on the **Accounting** section. Read only; do not click **Save**.

> *Path:* `Accounting > Configuration > Settings`



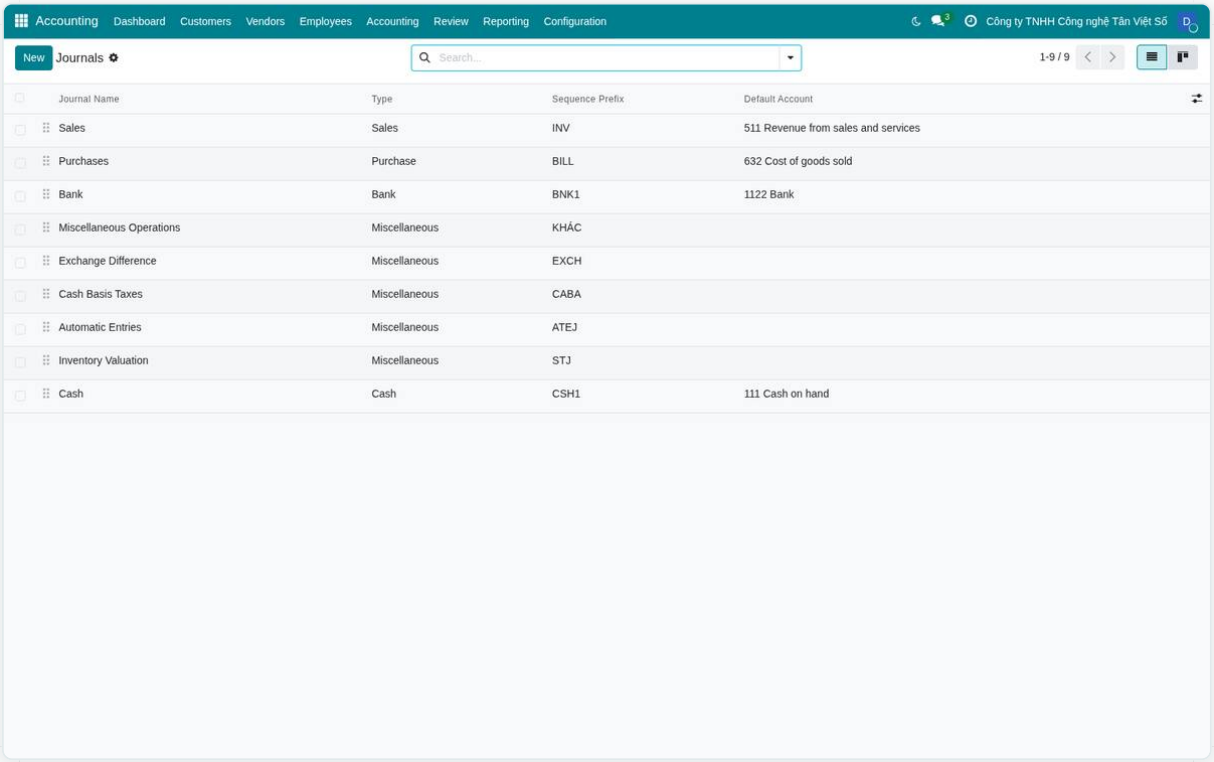
What you should see: the **Fiscal Localization** section, where the **Package** box is the Vietnam package under **Circular No. 99/2025/TT-BTC**; the **Default Taxes** section: **Sales Tax 10%**, **Purchase Tax 10%**, with **Prices** set to **Tax Excluded**.

The Vietnam package loads the chart of accounts, the VAT taxes and the financial statement forms B01-DN, B02-DN and B03-DN under Circular 99. Without this package your company would have to define every account and every report form by hand. The default tax of 10% is assigned to every new product; for a product with a different tax rate, change it on the product.

Step 2 - See the journals

Open **Configuration**, section **Accounting**, and click **Journals**.

> *Path:* `Accounting > Configuration > Accounting > Journals`



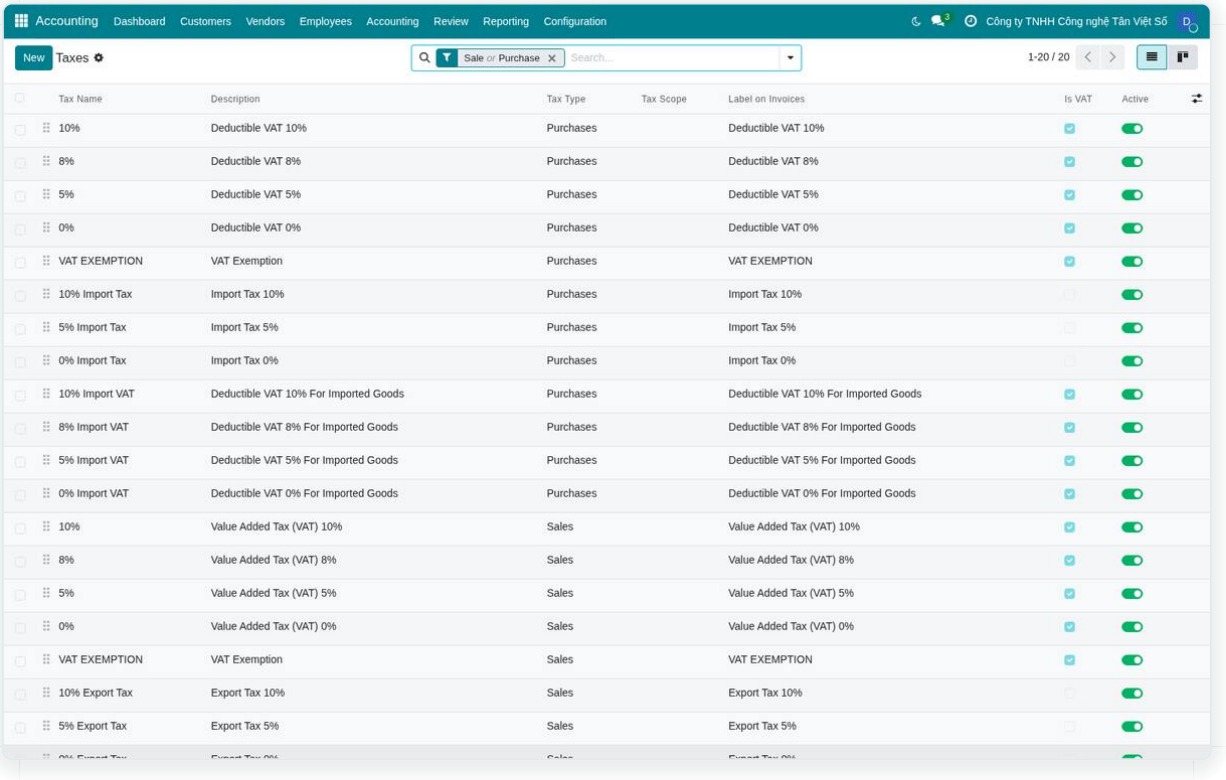
What you should see: the journals **Sales** (prefix INV, account 511), **Purchases** (BILL), **Bank** (BNK1, account 1122), **Cash** (CSH1, account 111), **Miscellaneous Operations** (KHÁC), **Inventory Valuation** (STJ) and a few system journals (Exchange Difference, Cash Basis Taxes, Automatic Entries).

Every document falls into exactly one journal, so the document number tells you at once what it is: sales invoices **INV/2026/...**, vendor bills **BILL/2026/...**, bank receipts and payments **PBNK1/2026/...**, bank statement lines **BNK1/2026/...**. The **Inventory Valuation** journal holds the stock entries the system generates (receipts, assembly).

Step 3 - See the list of taxes

Open **Configuration**, section **Accounting**, and click **Taxes**.

> *Path:* `Accounting > Configuration > Accounting > Taxes`

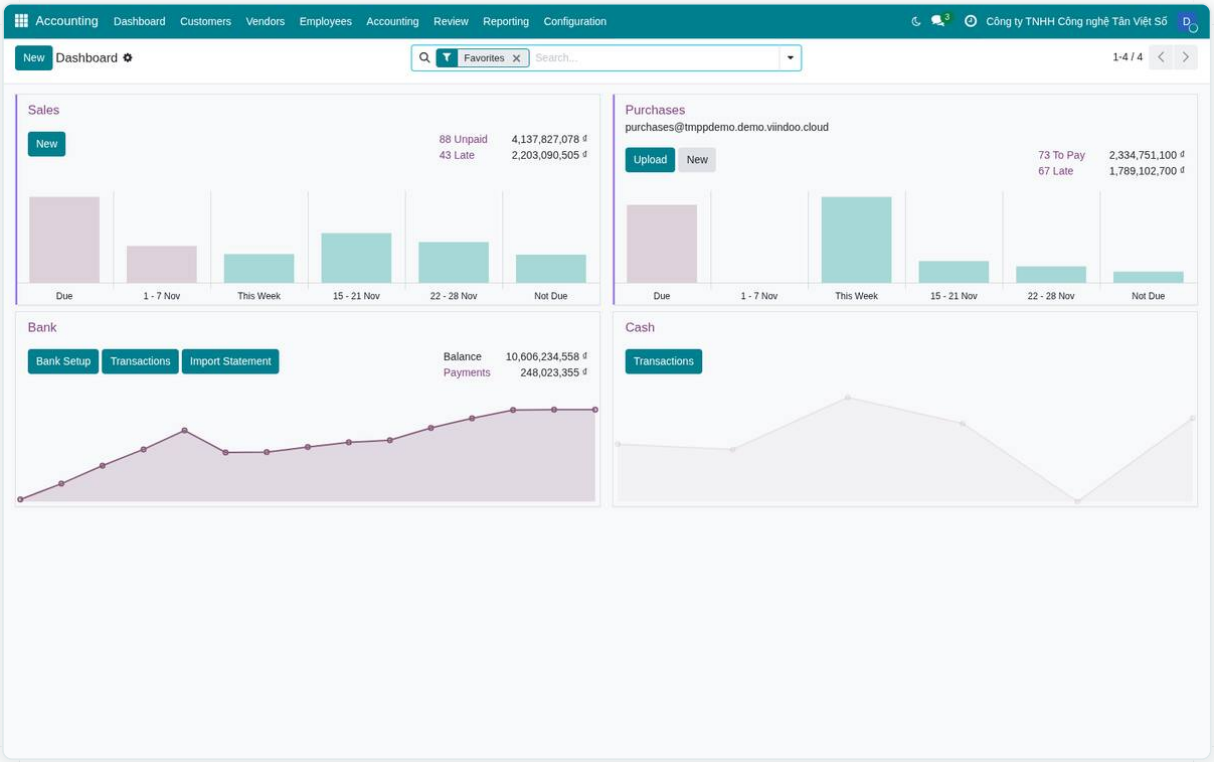


What you should see: each VAT rate (10%, 8%, 5%, 0%, VAT EXEMPTION) has two lines: **Purchases** (Deductible VAT, account 1331) and **Sales** (Value Added Tax (VAT), payable on account 33311); plus the lines for import tax, VAT on imported goods and export tax.

Step 4 - See the accounting dashboard

Click **Dashboard** on the menu bar.

> *Path:* `Accounting > Dashboard`



What you should see: four cards. The **Sales** card shows the number of invoices **Unpaid** and the number **Late**; the **Purchases** card shows the number of invoices **To Pay**; the **Bank** card has the buttons **Bank Setup**, **Transactions**, **Import Statement**, a **Balance** line (the bank journal balance according to the statements) and a **Payments** line (money already recorded as received or paid but not yet seen on the statement). The figures change with the date you open the system and with new documents.

Which account the money passes through. When the accountant records a customer payment, the receipt is not posted straight to 1122 Bank but to **1131 Outstanding Receipts**; a payment to a supplier is posted to **1132 Outstanding Payments**. Only when a bank statement line is reconciled with the receipt or payment does the money move to **1122**. This way the balance of 1122 always equals the balance on the statement, while 1131/1132 show which items are waiting for the bank to report them. Without separating these two accounts the accountant could not tell money that is "recorded" from money that has "arrived". For how to reconcile, see the lesson *Reconcile the bank statement*.

The product category decides the stock account. Every product category uses automatic inventory valuation, average cost for stock outflows, revenue account 511 and cost of goods account 632. The stock account depends on the type of goods:

Category	Stock account	Example
Goods (and the other categories of items bought for resale)	156 Merchandise inventory	Switches, monitors, complete machines
Components ("Linh kiện")	152 Raw materials	Mainboards, RAM, hard disks used to assemble machines

Category	Stock account	Example
Finished goods ("Thành phẩm (Lắp ráp)")	155 Finished goods	Machines assembled at the Workshop

For details of each category, how to change it and how to check it, see the General Configuration part, the lesson on product categories and accounts Product categories and accounting accounts (152, 155, 156).

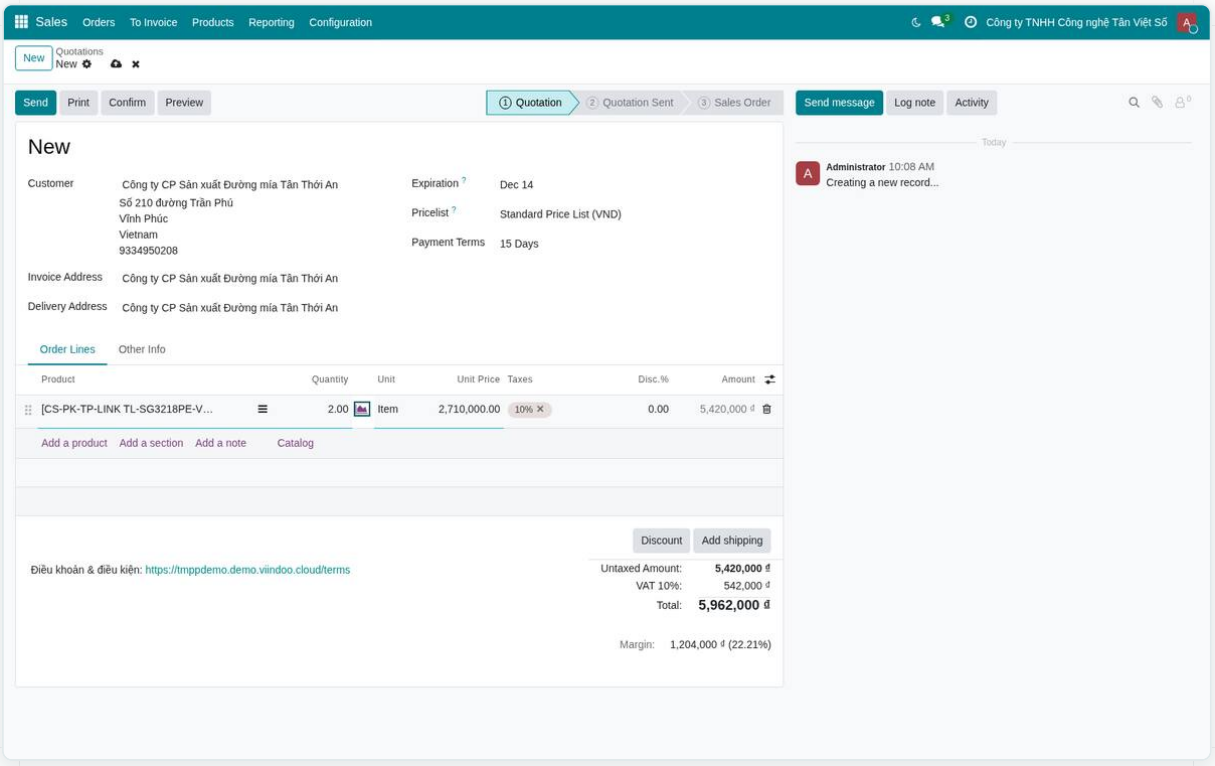
54 SELL A STOCK ITEM, ISSUE THE INVOICE AND READ THE COST OF GOODS

About 20 minutes. By the end of this lesson your company has sold two switches to Tân Thới An, delivered them, issued the invoice, and seen on **one and the same invoice** the revenue, the VAT, the receivable and the cost of goods.

Step 1 - Create a quotation for Tân Thới An

Open **Sales**, menu **Orders > Quotations**, click **New**. In the **Customer** box type `Tân Thới An` and choose **Công ty CP Sản xuất Đường mía Tân Thới An**. On the **Order Lines** tab click **Add a product**, type `TL-SG3218PE`, choose **[CS-PK-TP-LINK TL-SG3218PE-VN] 16port POE TP-LINK TL-SG3218PE**, and change **Quantity** to `2`.

> *Path:* `Sales > Orders > Quotations`



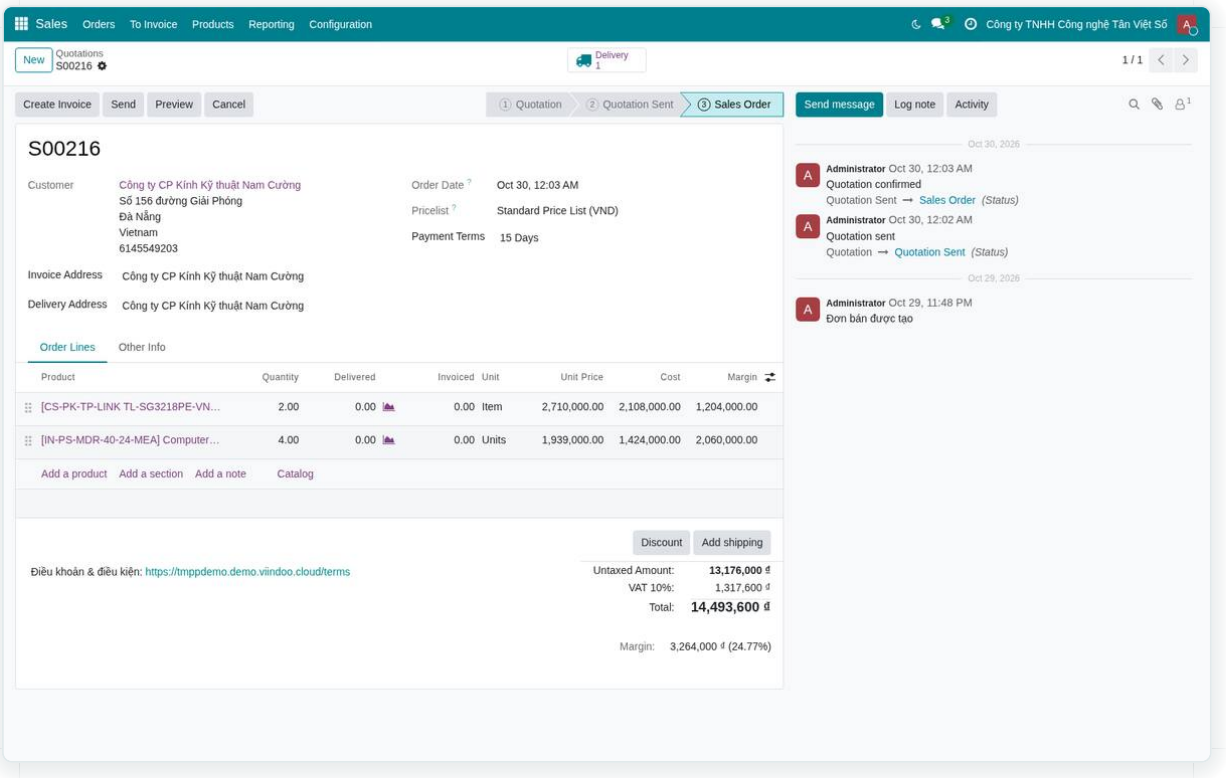
What you should see: Pricelist "Standard Price List (VND)" and **Payment Terms** "15 Days" filled in automatically from the customer; unit price **2,710,000.00**, tax **10%**. In the totals: **Untaxed Amount 5,420,000 VND**, **VAT 10% 542,000 VND**, **Total 5,962,000 VND**, **Margin 1,204,000 VND (22.21%)**. On the **Other Info** tab, the **Warehouse** box is **Kho Hà Nội**.

The margin here is calculated on the current average cost of the switch (2,108,000 per unit). Remember the figure **1,204,000**: soon the cost of goods on the invoice will match it exactly.

Step 2 - Confirm the order

Click **Confirm**.

> *Path:* still on the quotation from the previous step (`Sales > Orders > Quotations`)

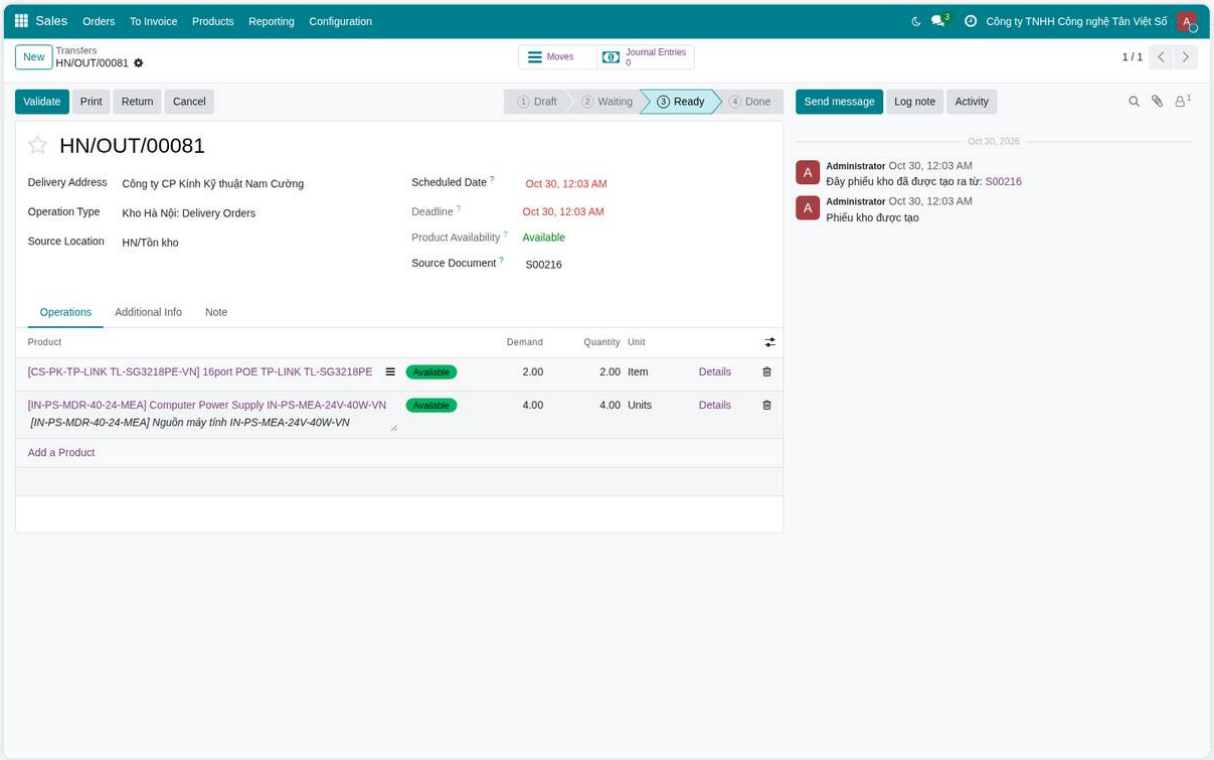


What you should see: the status changes to **Sales Order**, and the top corner shows the smart button **1 Delivery**.

Step 3 - Open the delivery order

Click the **Delivery** button.

> *Path:* the **Delivery** button on the sales order

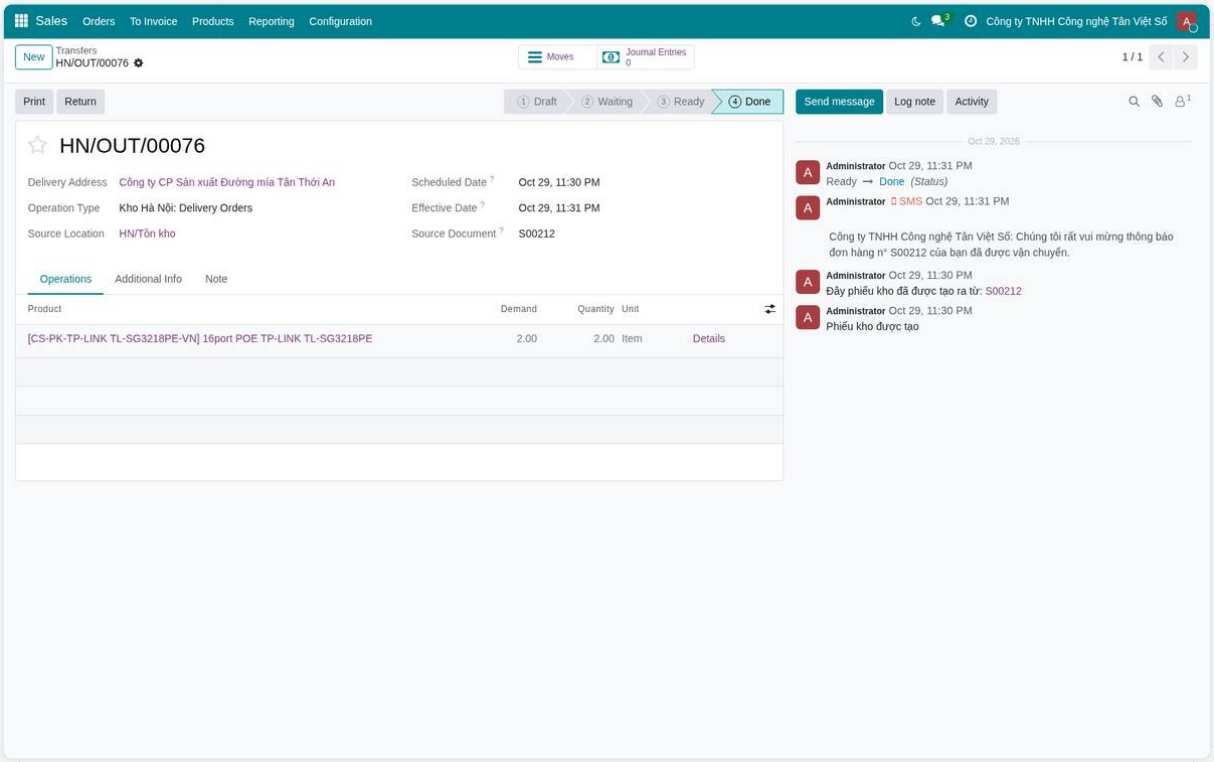


What you should see: a transfer **HN/OUT/...**, **Operation Type: Kho Hà Nội: Delivery Orders**, **Source Location HN/Tồn kho**, status **Ready**, the switch line **Demand 2.00 / Quantity 2.00**, availability **Available**.

Step 4 - Confirm the delivery

Click **Validate** on the transfer. If the **SMS** box appears ("You are about to confirm this Delivery Order by SMS Text Message"), click **Confirm** in that box (do not click **Disable SMS**, because that is a shared setting).

> *Path:* still on the **transfer** from the previous step

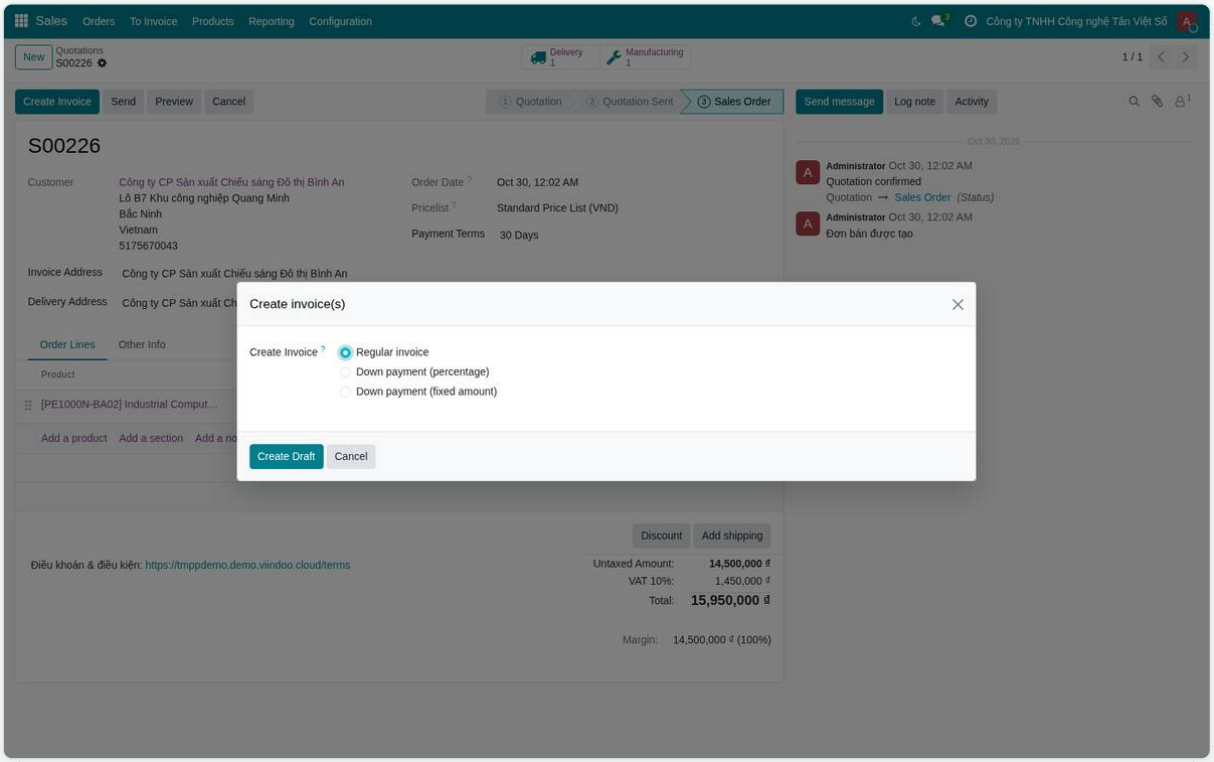


What you should see: status **Done**, and the **Effective Date** box is the moment your company clicked. The smart button **Journal Entries** shows **0**: the delivery of goods for sale does **not** generate a cost-of-goods entry by itself; the cost of goods is recorded when the invoice is posted (step 7). This way the revenue and the cost of goods of one sale always sit in the same document, on the same date.

Step 5 - Create the invoice from the sales order

Click **S00...** (the order number) in the breadcrumb at the top to go back to the sales order. Click **Create Invoice**.

> *Path:* `Sales > Orders > Orders` (open the order you just created), button **Create Invoice**



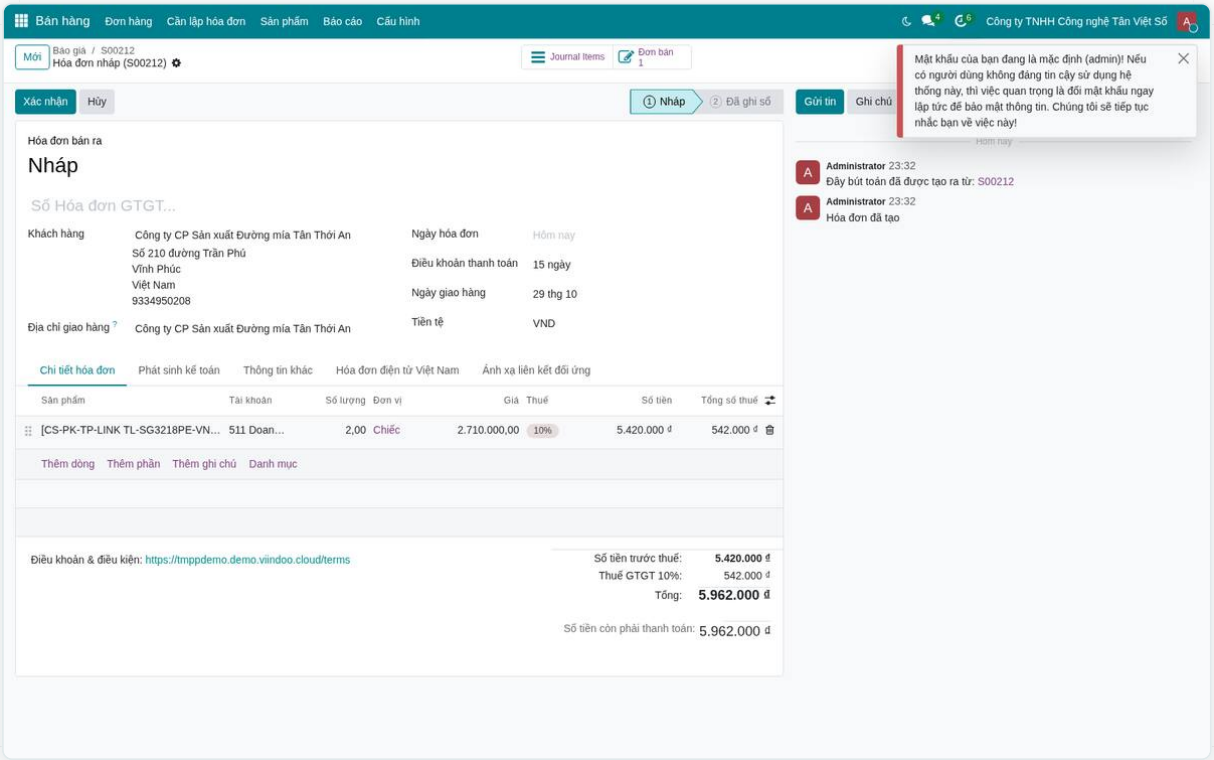
What you should see: the **Create invoice(s)** dialog with the choices **Regular invoice** (selected), **Down payment (percentage)**, **Down payment (fixed amount)**.

The orders of the whole company that still need an invoice are listed at `Sales > To Invoice > Orders to Invoice`; stockable products are invoiced **by the quantity delivered**, so an order that has not been delivered cannot yet be invoiced for goods.

Step 6 - Create the draft invoice

Keep **Regular invoice** and click **Create Draft**.

> *Path:* still in the **dialog** from the previous step

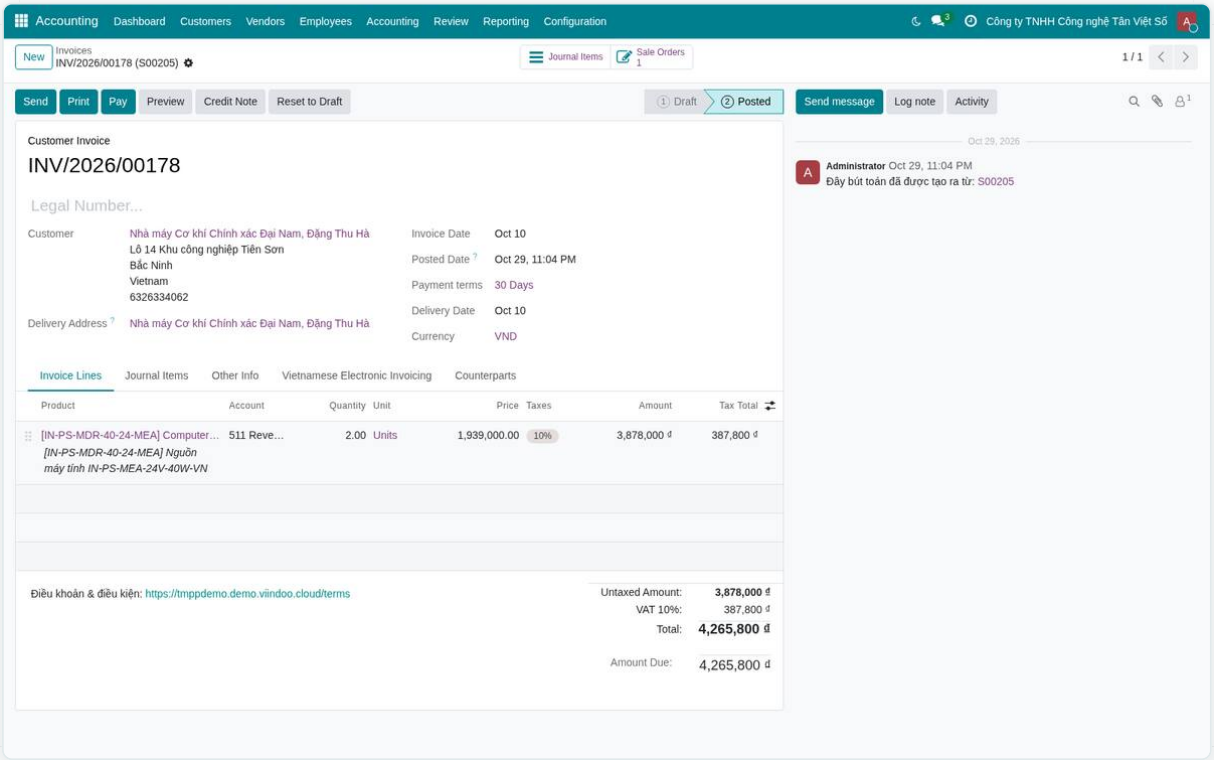


What you should see: a customer invoice in the **Draft** status, customer Tân Thới An, **Payment Terms 15 Days**, **Delivery Date** is the date of the delivery you just made; the switch line **2.00 Item**, account **511 Revenue from sales and services**, **5,420,000 VND**; total **5,962,000 VND**. If the **Invoice Date** box is empty, the system uses today's date when you confirm.

Step 7 - Post the invoice

Click **Confirm**.

> *Path:* still on the **invoice** from the previous step (`Accounting > Customers > Invoices`)

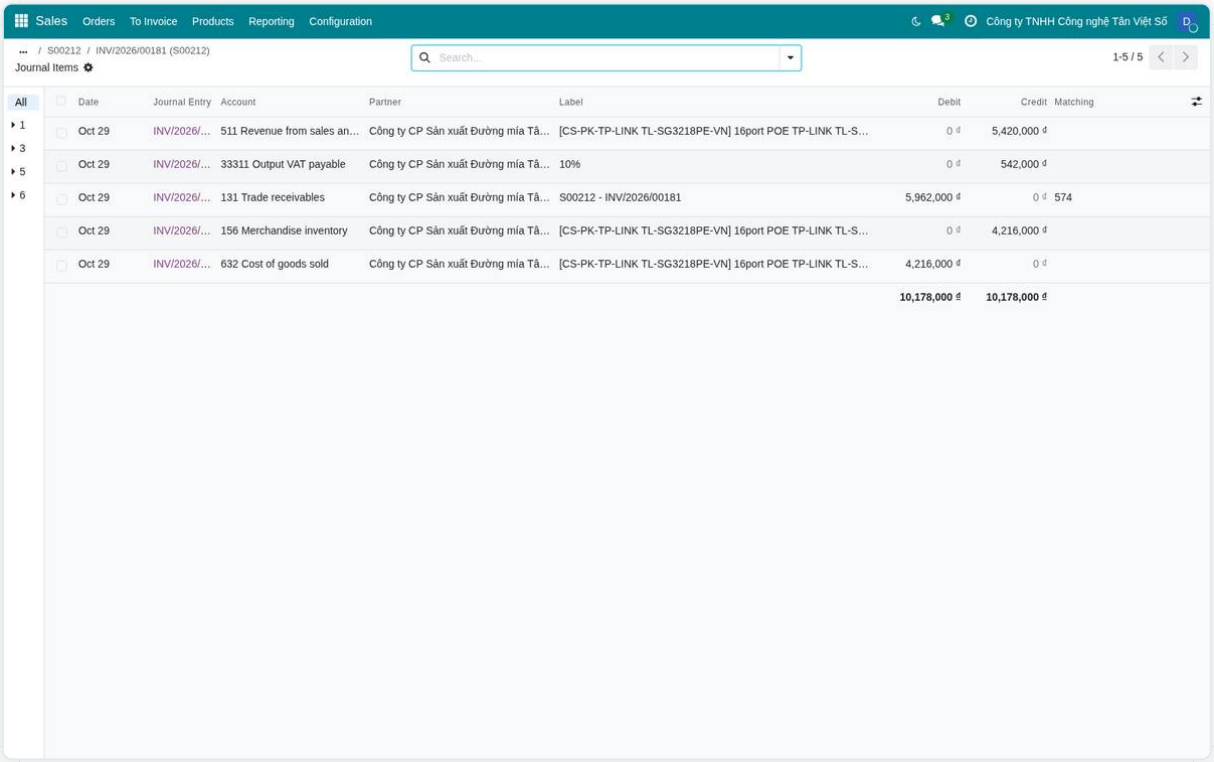


What you should see: the invoice carries the number **INV/2026/...**, status **Posted**, **Invoice Date** is today, **Payment Terms 15 Days** for Tân Thới An (the screenshot is a stand-in unpaid invoice of another customer, with 30 Days; the due date 15 days later appears on the printout and in Aged Receivable), and the buttons **Send**, **Print**, **Pay**, **Credit Note**.

Step 8 - Read the journal entry of the invoice

Click the smart button **Journal Items** at the top of the invoice.

> *Path:* the **Journal Items** button on the invoice (also visible on the **Journal Items** tab)



What you should see: five lines with the same document number INV/2026/..., total debit equal to total credit (**10,178,000 VND**):

Account	Debit	Credit
131 Trade receivables	5,962,000	
511 Revenue from sales and services		5,420,000
33311 Output VAT payable		542,000
632 Cost of goods sold	4,216,000	
156 Merchandise inventory		4,216,000

The cost of goods **4,216,000** = revenue 5,420,000 minus the margin **1,204,000** seen on the quotation in step 1. The margin your company sees when quoting is the margin that reaches the books. The switch belongs to the goods category, so the cost of goods is credited to **156**; if an assembled machine is sold, this line is **155**.

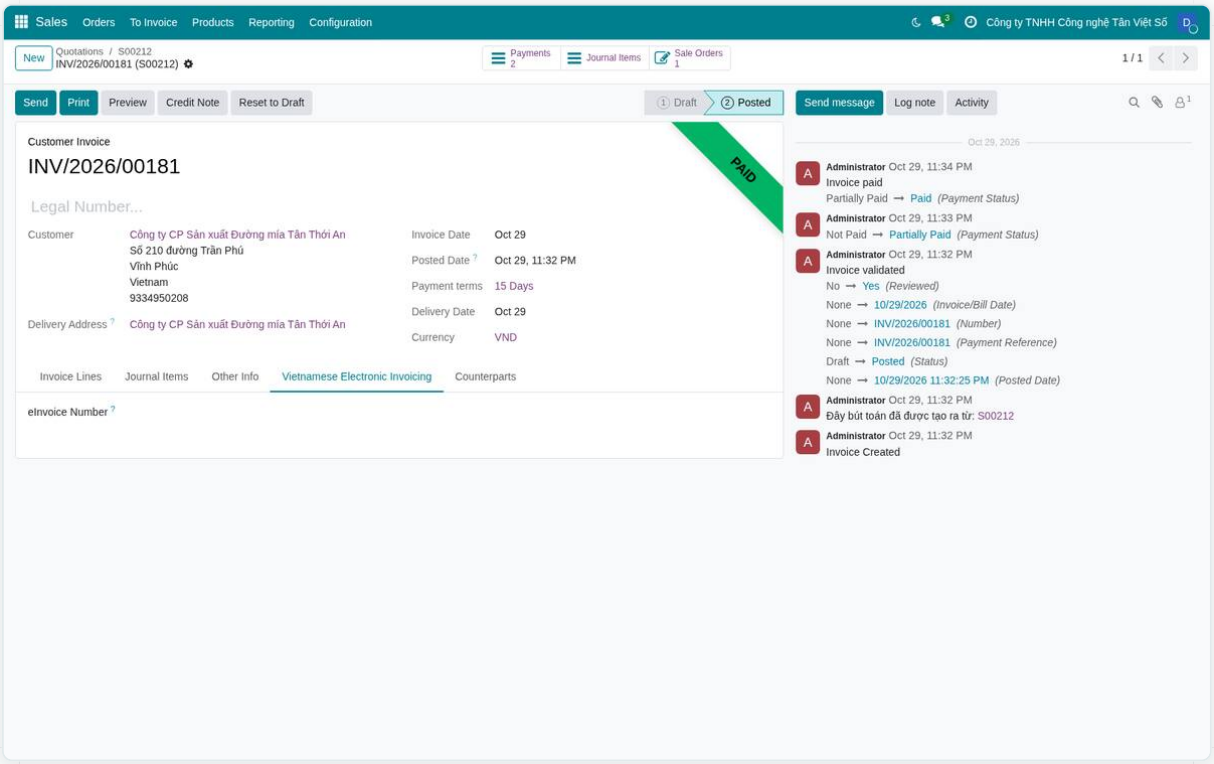
55 ELECTRONIC INVOICES: WHAT THE SYSTEM HAS

About 5 minutes. By the end of this lesson your company knows where the electronic invoice sits on the invoice and what is needed to issue one.

Step 1 - Open the Vietnamese Electronic Invoicing tab

On the invoice you just posted in the previous lesson, click the **Vietnamese Electronic Invoicing** tab.

> *Path:* `Accounting > Customers > Invoices` (open the invoice), tab **Vietnamese Electronic Invoicing**



What you should see: the tab has the **eInvoice Number** box; at the top of the invoice there is a **Legal Number...** box for writing the invoice number under the legal series. Both boxes are empty.

The demo system is **not yet connected** to an account with an electronic invoice provider, so there is no issue button. The electronic invoice is **issued when your company connects its account with an electronic invoice provider** (MISA meInvoice, Viettel S-Invoice or VN-Invoice): declare the provider, the series and the invoice template on the **Sales** journal, and enter the account issued by the provider. From then on a posted invoice is sent to the provider, and the electronic invoice number, the lookup code and the representation are recorded on the invoice itself; replacements and adjustments are also traced on the invoice. Before connecting, the accountant can enter the electronic invoice number by hand in this box so it can be looked up.

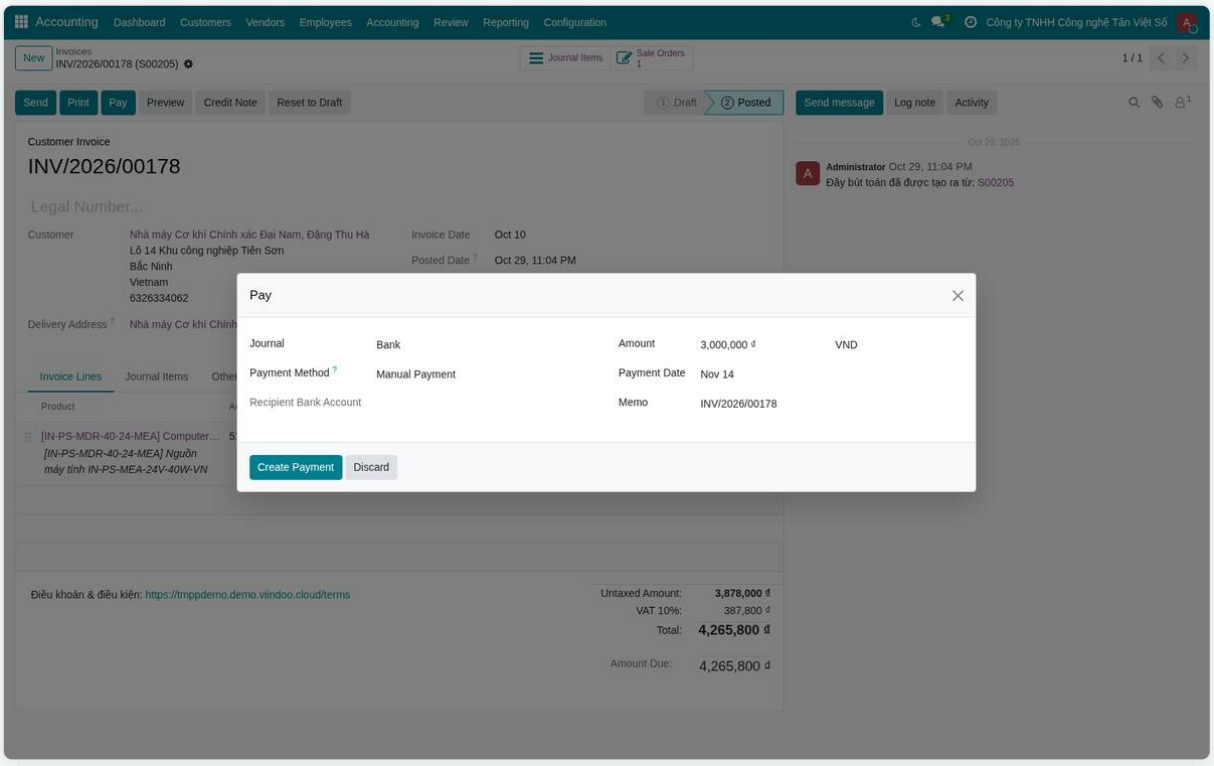
56 COLLECT FROM THE CUSTOMER IN TWO INSTALLMENTS

About 10 minutes. By the end of this lesson your company has recorded that Tân Thới An pays 3,000,000 first and the rest later, and knows which account the money collected sits in.

Step 1 - Record the first installment

On the invoice INV/2026/... of Tân Thới An, click **Pay**. In the **Amount** box change the value to `3000000`. Keep **Journal: Bank**, the default payment method and **Payment Date** set to today.

> *Path:* `Accounting > Customers > Invoices` (open the invoice), button **Pay**

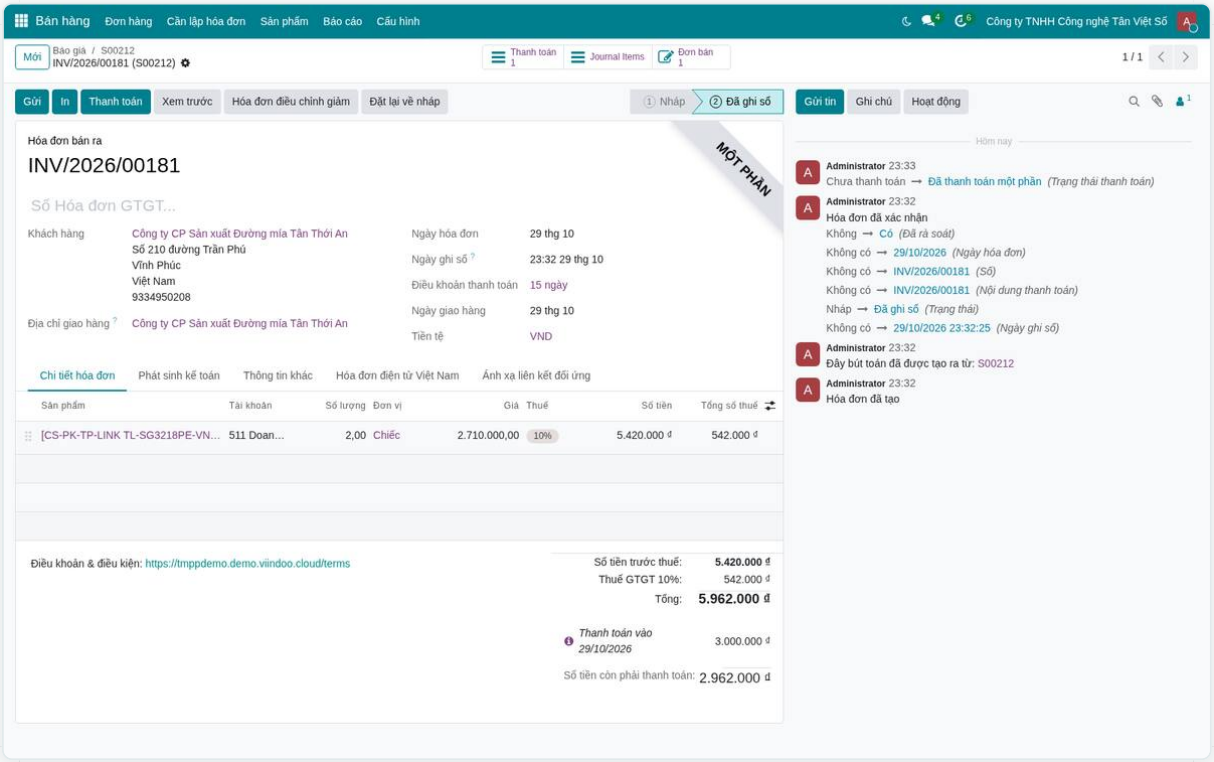


What you should see: the **Pay** dialog, **Amount 3,000,000 VND**, **Memo** is the invoice number.

Step 2 - Create the payment

Click **Create Payment**.

> *Path:* still in the **dialog** from the previous step

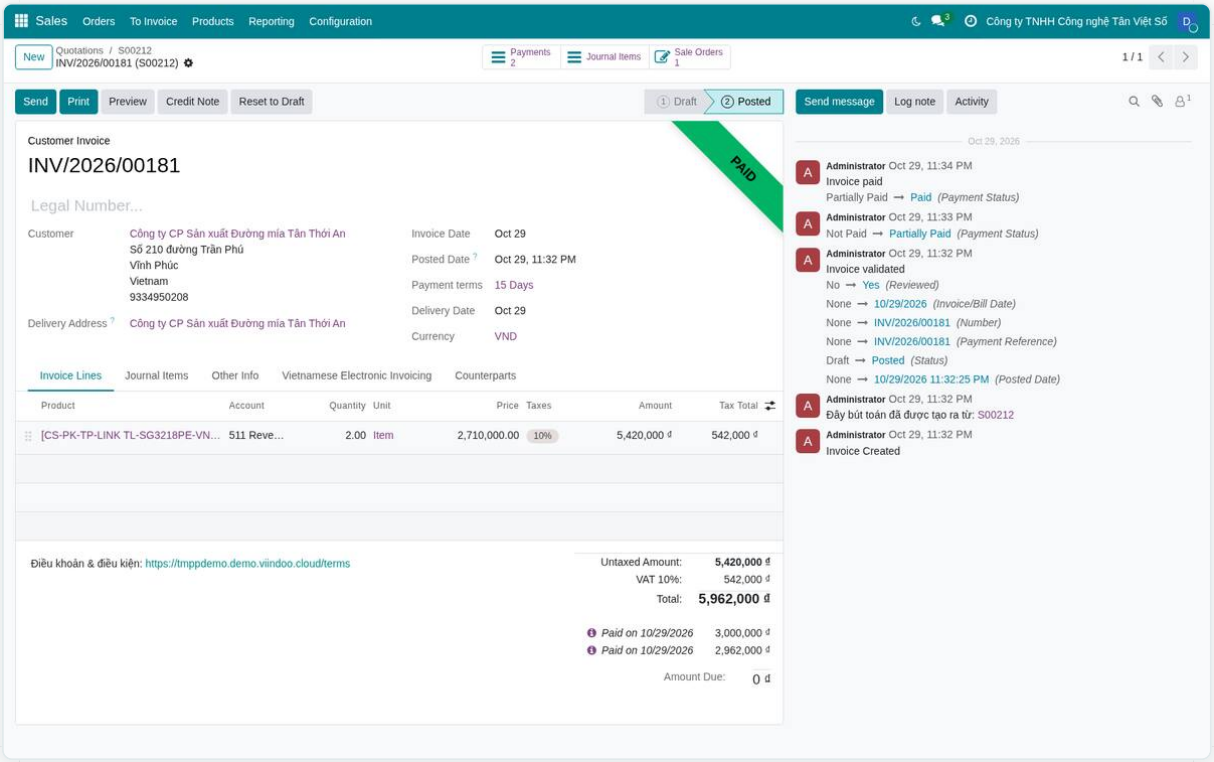


What you should see: a diagonal ribbon **PARTIAL** in the corner of the invoice; the totals have a line **Paid on ... 3,000,000 VND** and **Amount Due 2,962,000 VND**; the chatter on the right records "Not Paid -> Partially Paid"; the smart button **1 Payment**.

Step 3 - Record the rest

Click **Pay** again. The dialog fills in **2,962,000** by itself; click **Create Payment**.

> *Path:* still on the **invoice** from the previous step

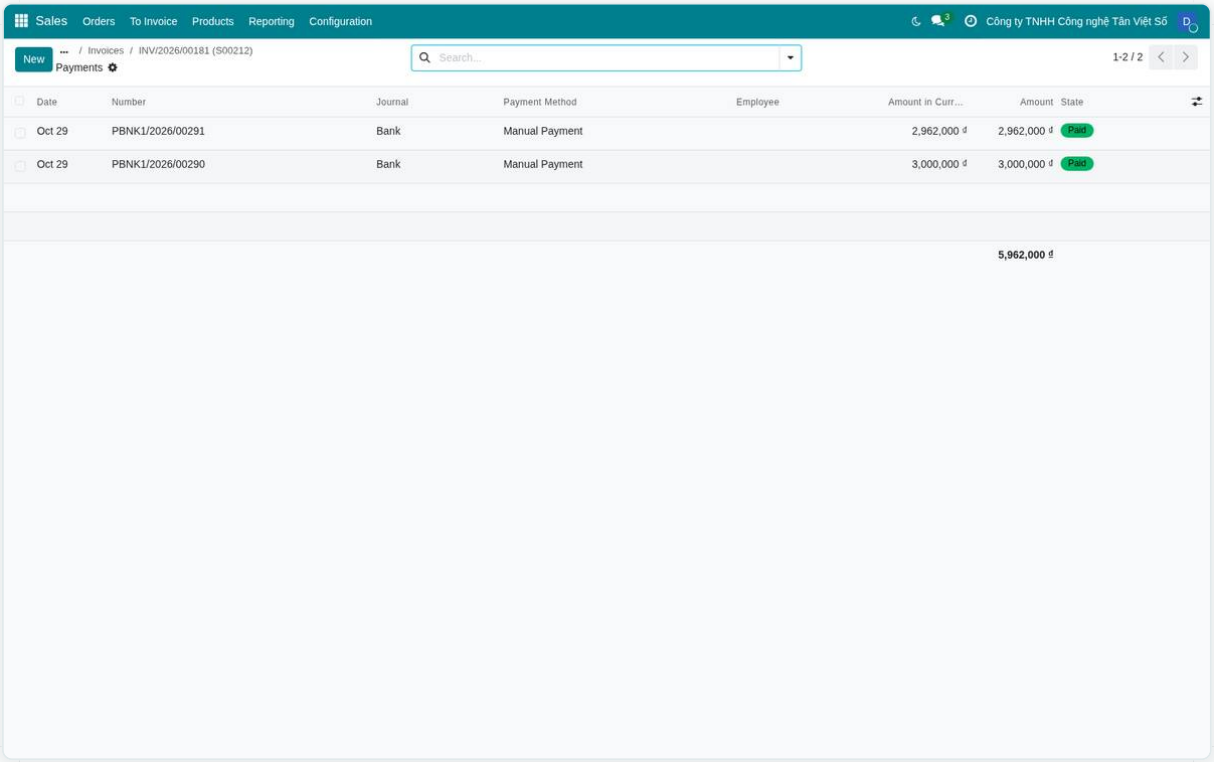


What you should see: the diagonal ribbon **PAID**, two payment lines 3,000,000 and 2,962,000, **Amount Due 0 VND**, the smart button **2 Payments**.

Step 4 - See the two receipts

Click the smart button **Payments**.

> *Path:* the **Payments** button on the invoice (or `Accounting > Customers > Payments`)

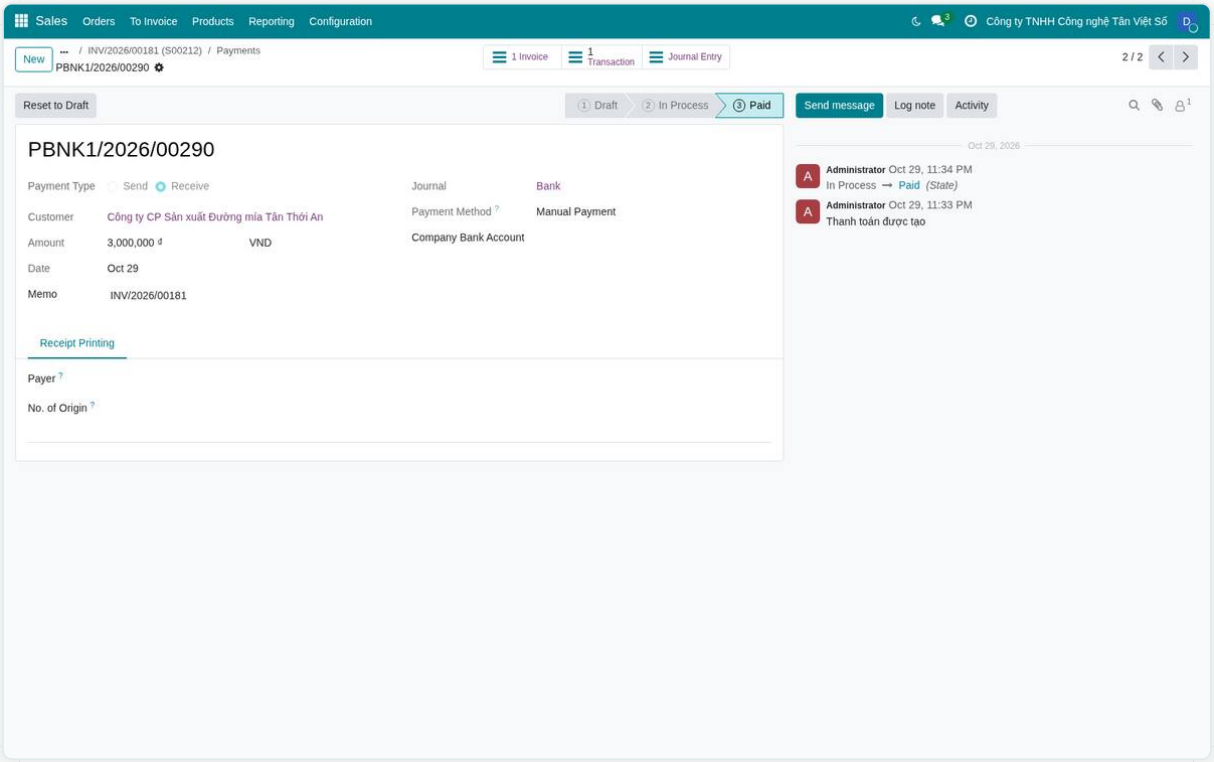


What you should see: two receipts **PBNK1/2026/...**, journal **Bank**, amounts 2,962,000 and 3,000,000, status **Paid**.

Step 5 - Read the journal entry of a receipt

Click the **3,000,000** receipt, then click the smart button **Journal Entries**.

> *Path:* `Accounting > Customers > Payments` (open the receipt), button **Journal Entries**



What you should see: two lines: **Debit 1131 Outstanding Receipts 3,000,000**, **Credit 131 Trade receivables 3,000,000**. The customer's receivable has gone down, but the money has **not** yet reached 1122 Bank: it waits for the bank to report it on the statement. The next lesson reconciles this item.

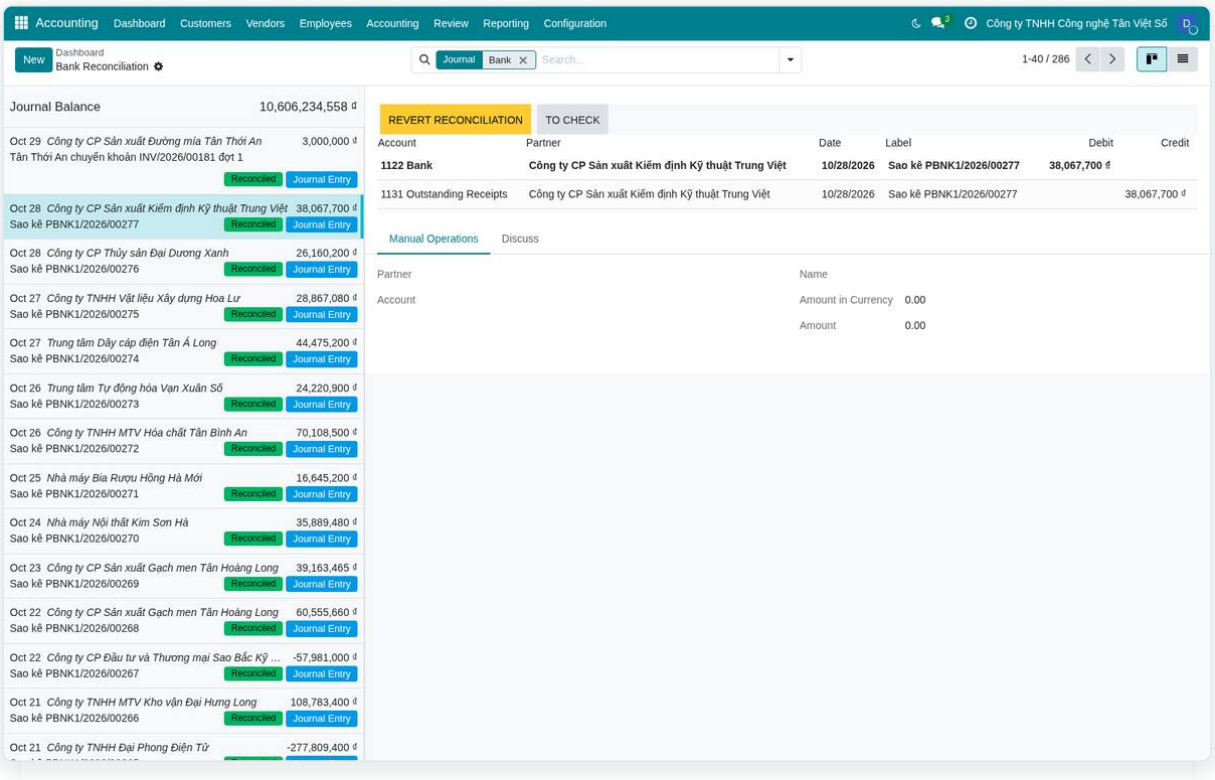
57 RECONCILE THE BANK STATEMENT

About 10 minutes. By the end of this lesson your company has recorded a bank statement line "customer transferred 3,000,000", matched it to the receipt from the previous lesson, and seen the money move from 1131 to 1122.

Step 1 - Open the reconciliation screen

On the **Dashboard**, on the **Bank** card, click **Transactions**.

> *Path:* `Accounting > Dashboard > Bank card > Transactions`



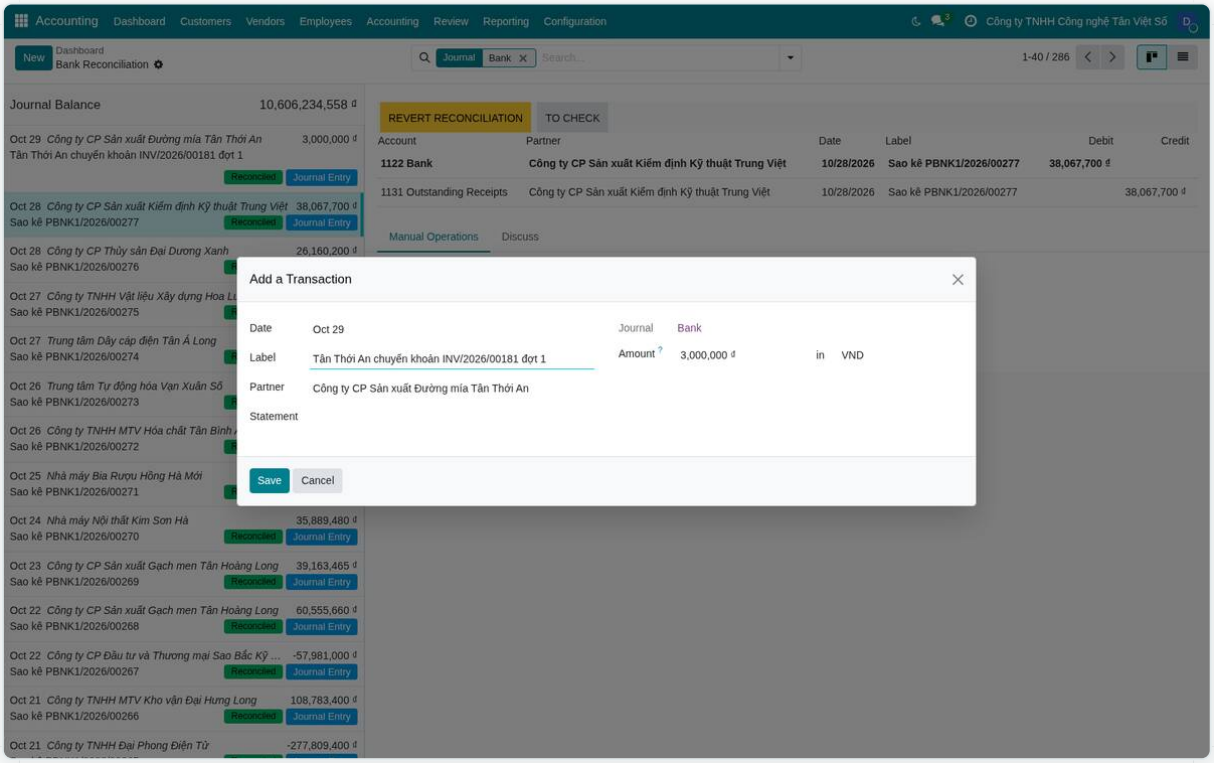
What you should see: the title **Bank Reconciliation**; on the left are the latest statement lines at the top, each with a green **Reconciled** label and a **Journal Entry** button; the **Journal Balance** line is at the top of the column. Click a line and its journal entry appears on the right: **Debit 1122 Bank**, **Credit 1131 Outstanding Receipts** with the same amount. The yellow **REVERT RECONCILIATION** button shows that the line is already reconciled; your company should **not** click this button while trying things out.

When the bank gives your company a statement file, the accountant clicks **Import Statement** on the Bank card to load the whole file; this lesson types one line by hand to show clearly how the matching works.

Step 2 - Add the statement line of the customer transfer

Click **New**. Click the **Date** box, type today's date (for example `10/29/2026`) and press Enter. In the **Label** box type `Tân Thới An chuyển khoản INV/2026/... đợt 1` (the invoice number of your company). In the **Partner** box choose **Công ty CP Sản xuất Đường mía Tân Thới An**. In the **Amount** box type `3000000`.

> *Path:* still on the **screen** of the previous step, button **New**

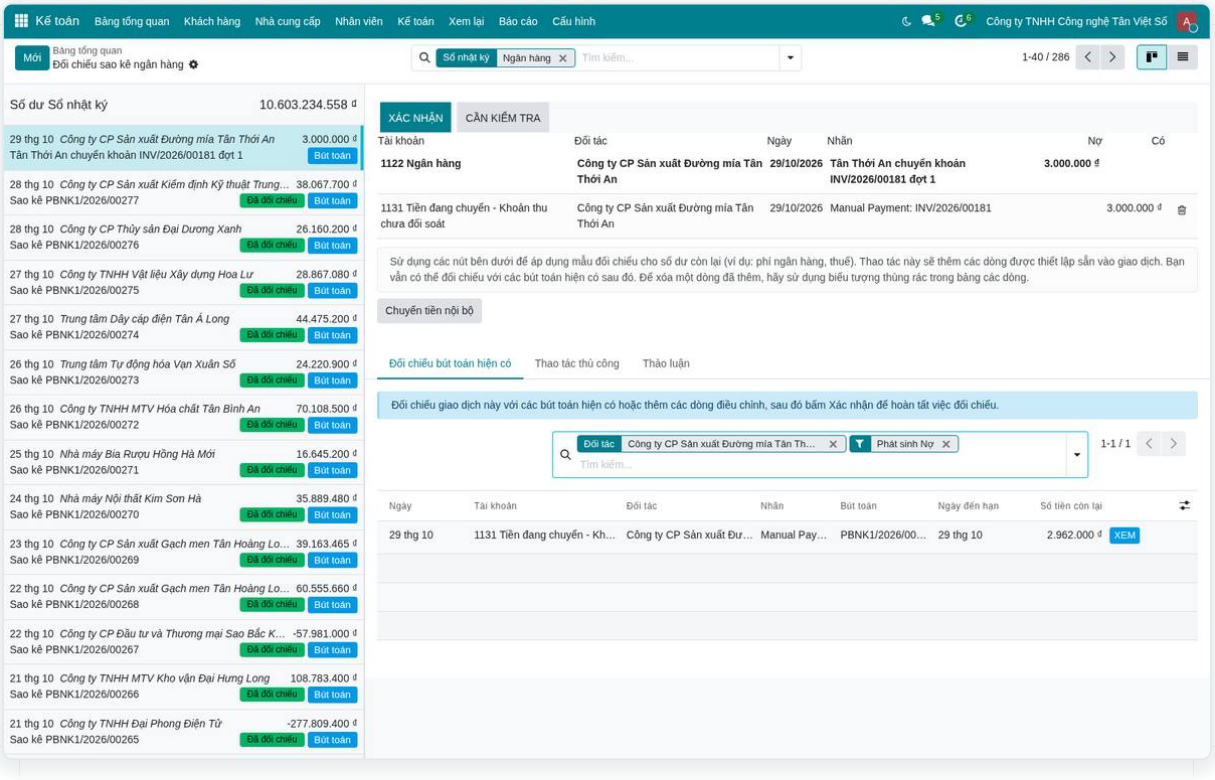


What you should see: the **Add a Transaction** dialog, **Journal Bank**, **Amount 3,000,000 VND** (a positive number is money coming in).

Step 3 - Save and see the reconciliation suggestion

Click **Save**, then click the line you just created at the top of the left column.

> *Path:* still on the **screen** of the previous step

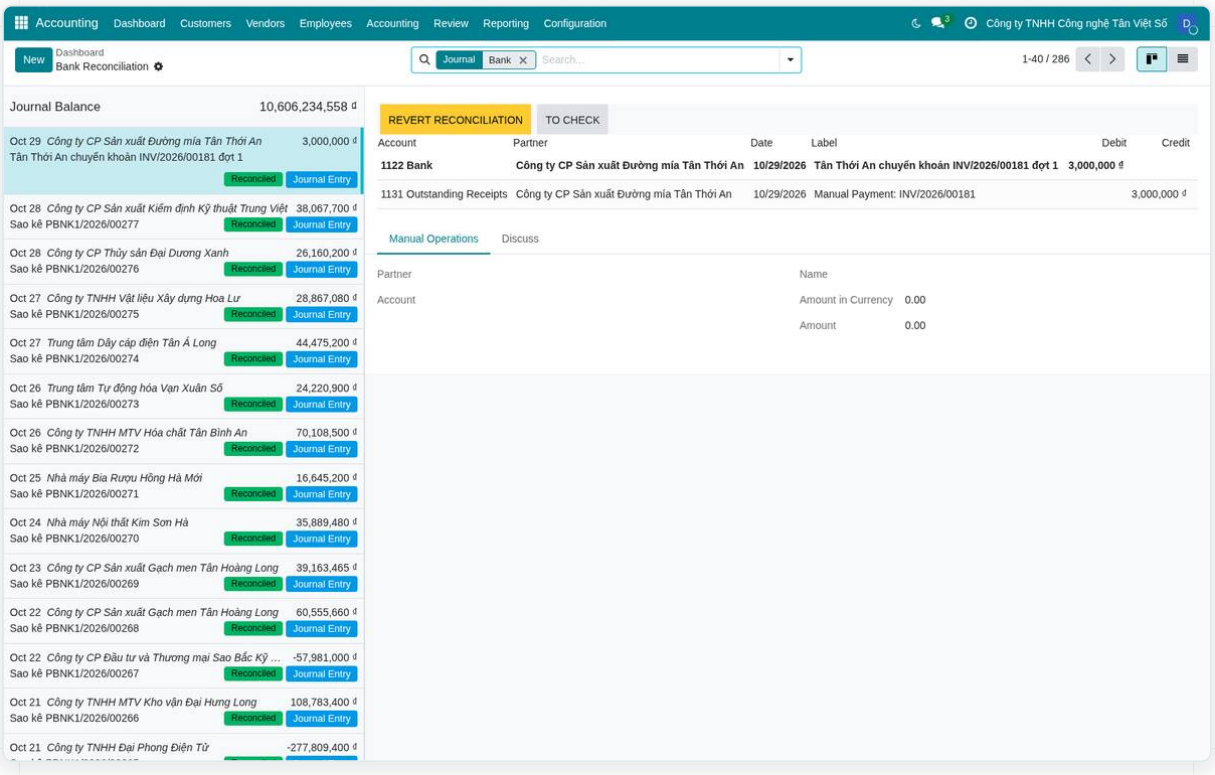


What you should see: the new line at the top of the left column does **not** yet have the Reconciled label. On the right the journal entry is already filled in: **1122 Bank** Debit 3,000,000 and the line **1131 Outstanding Receipts**, with the label of the receipt INV/2026/..., Credit 3,000,000: the system finds by itself the receipt from the same customer with the same amount. Below, the tab **Match Existing Entries** is already filtered by the customer and also lists the **2,962,000** receipt that is not yet on the statement (used for the exercise). The top button is **VALIDATE**.

Step 4 - Validate the reconciliation

Click **VALIDATE**.

> *Path:* still on the **screen** of the previous step



What you should see: the statement line has the green **Reconciled** label, and the top button changes to **REVERT RECONCILIATION**. The journal entry: **Debit 1122 Bank 3,000,000 / Credit 1131 3,000,000**. Reload the page and the **Journal Balance** goes up by exactly 3,000,000. The 2,962,000 receipt stays in 1131 until the bank reports the credit (exercise 1 at the end of the part).

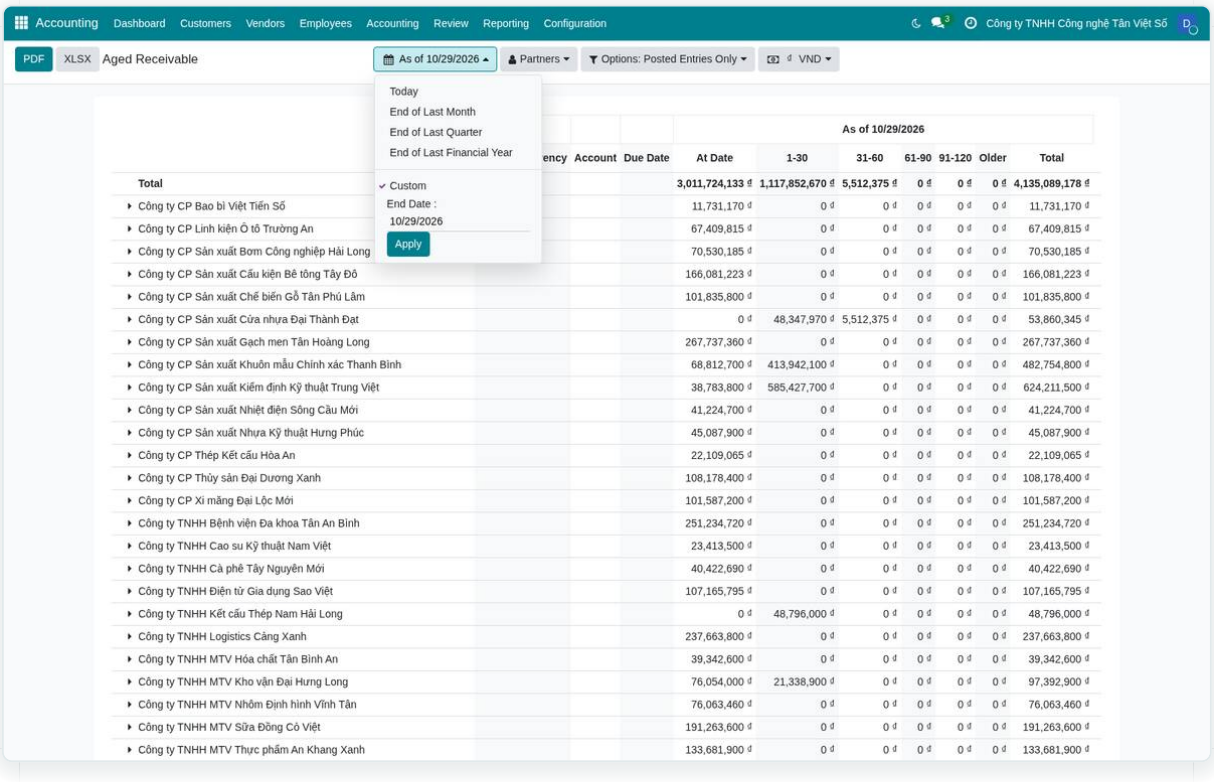
58 RECEIVABLES, PAYABLES AND AGED BALANCES

About 10 minutes. By the end of this lesson your company knows which customers owe money and for how long, the partner ledger of one customer to send for confirmation, and which suppliers the company owes.

Step 1 - Open Aged Receivable

Open **Reporting**, section **Partner Reports**, click **Aged Receivable**.

> *Path:* `Accounting > Reporting > Partner Reports > Aged Receivable`



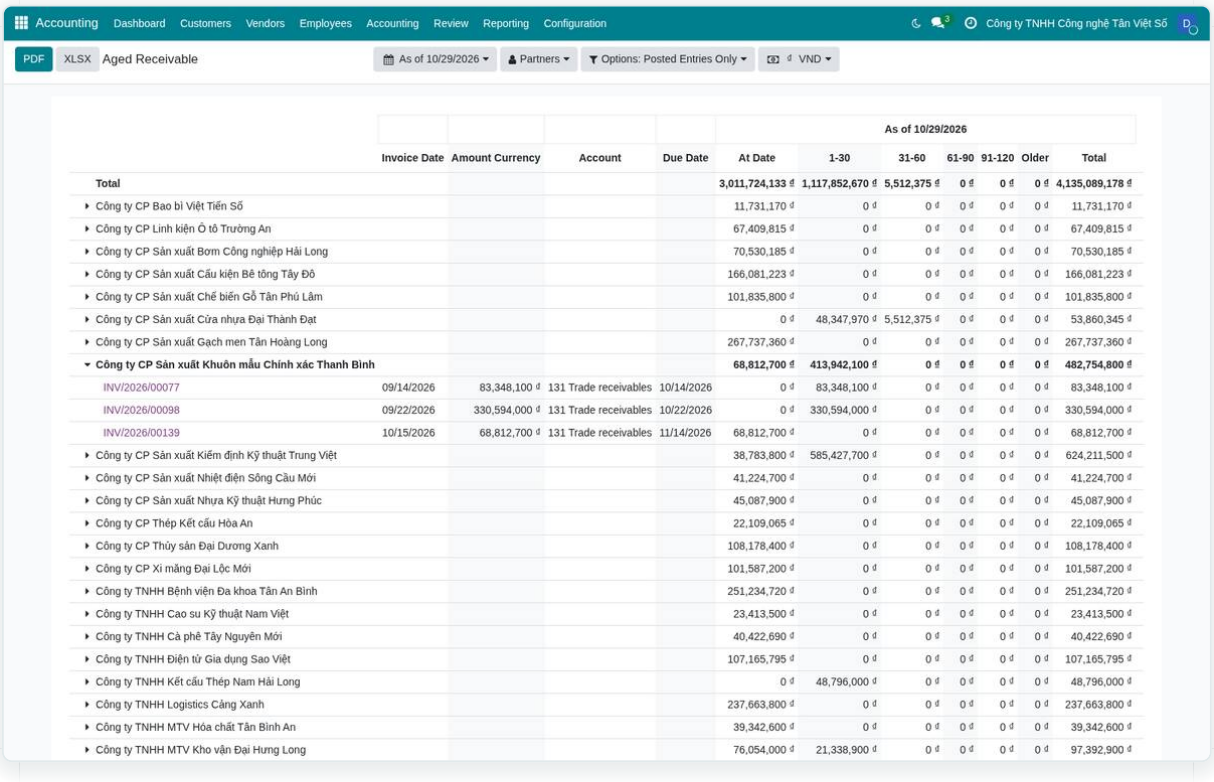
What you should see: the column title **As of** today's date; one line for each customer with the columns **At Date**, **1-30**, **31-60**, **61-90**, **91-120**, **Older**, **Total**; the **Total** line at the top of the table. An item past its due date falls into the 1-30 column and the columns after it; which column an item sits in depends on the date your company opens the report. The **PDF** and **XLSX** buttons on the left export the report.

In the story, customers pay on terms of 15-60 days; some pay on time and some pay late, so the report always has a few customers in the 1-30 or 31-60 column.

Step 2 - Open the invoices of one late customer

Click the arrow at the start of the line of a customer with a figure in the **1-30** column (for example **Công ty CP Sản xuất Khuôn mẫu Chính xác Thanh Bình**).

> *Path:* still on the **report** of the previous step



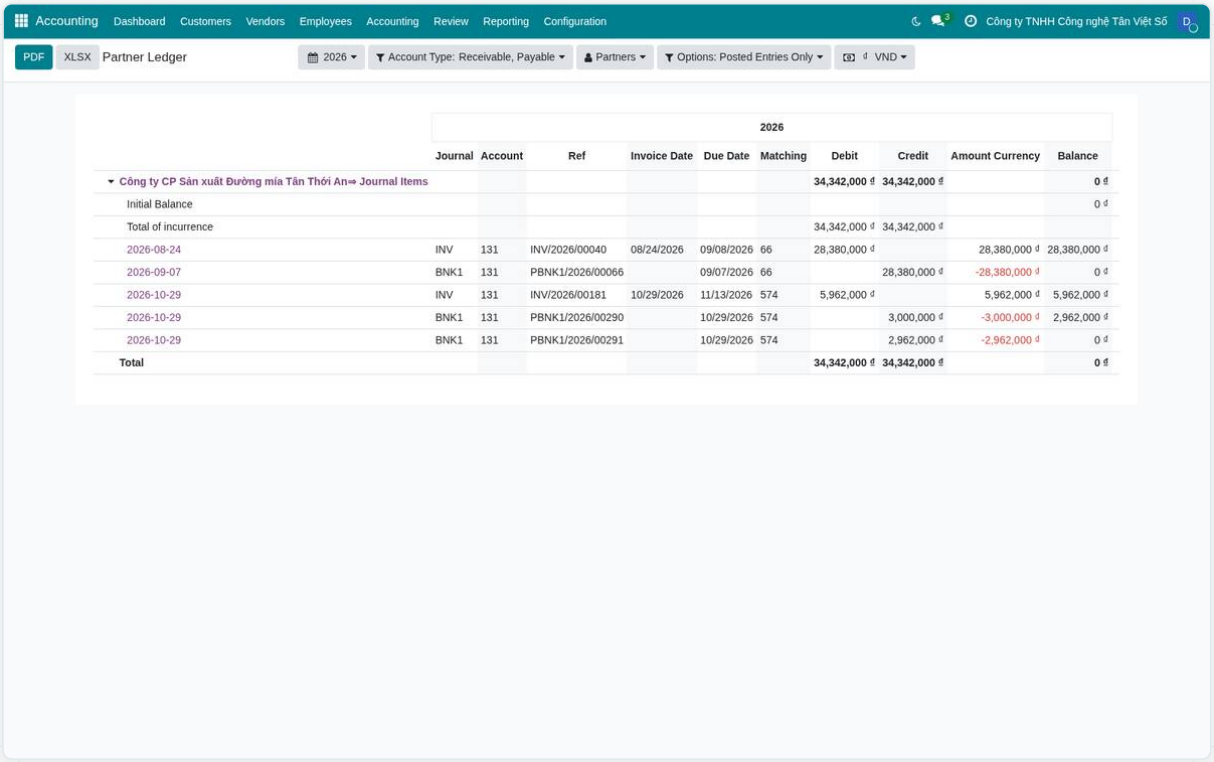
	Invoice Date	Amount Currency	Account	Due Date	As of 10/29/2026 At Date	1-30	31-60	61-90	91-120	Older	Total
Total					**3,011,724,133 ₫**	**1,117,852,670 ₫**	**5,512,375 ₫**	**0 ₫**	**0 ₫**	**0 ₫**	**4,135,089,178 ₫**
Công ty CP Bao bì Việt Tiến Số					11,731,170 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	11,731,170 ₫
Công ty CP Linh kiện Ô tô Trường An					67,409,815 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	67,409,815 ₫
Công ty CP Sản xuất Bơm Công nghiệp Hải Long					70,530,185 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	70,530,185 ₫
Công ty CP Sản xuất Cấu kiện Bê tông Tây Đô					166,081,223 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	166,081,223 ₫
Công ty CP Sản xuất Chế biến Gỗ Tân Phú Lâm					101,835,800 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	101,835,800 ₫
Công ty CP Sản xuất Cửa nhựa Đại Thành Đạt					0 ₫	48,347,970 ₫	5,512,375 ₫	0 ₫	0 ₫	0 ₫	53,860,345 ₫
Công ty CP Sản xuất Gạch men Tân Hoàng Long					267,737,360 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	267,737,360 ₫
Công ty CP Sản xuất Khuôn mẫu Chính xác Thanh Bình					**68,812,700 ₫**	**413,942,100 ₫**	**0 ₫**	**0 ₫**	**0 ₫**	**0 ₫**	**482,754,800 ₫**
INV/2026/00077	09/14/2026	83,348,100 ₫	131 Trade receivables	10/14/2026	0 ₫	83,348,100 ₫	0 ₫	0 ₫	0 ₫	0 ₫	83,348,100 ₫
INV/2026/00098	09/22/2026	330,594,000 ₫	131 Trade receivables	10/22/2026	0 ₫	330,594,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	330,594,000 ₫
INV/2026/00139	10/15/2026	68,812,700 ₫	131 Trade receivables	11/14/2026	68,812,700 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	68,812,700 ₫
Công ty CP Sản xuất Kiểm định Kỹ thuật Trung Việt					38,783,800 ₫	585,427,700 ₫	0 ₫	0 ₫	0 ₫	0 ₫	624,211,500 ₫
Công ty CP Sản xuất Nhiệt điện Sông Cầu Mới					41,224,700 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	41,224,700 ₫
Công ty CP Sản xuất Nhựa Kỹ thuật Hưng Phúc					45,087,900 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	45,087,900 ₫
Công ty CP Thép Kết cấu Hòa An					22,109,065 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	22,109,065 ₫
Công ty CP Thủy sản Đại Dương Xanh					108,178,400 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	108,178,400 ₫
Công ty CP Xi măng Đại Lộc Mới					101,587,200 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	101,587,200 ₫
Công ty TNHH Bệnh viện Đa khoa Tân An Bình					251,234,720 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	251,234,720 ₫
Công ty TNHH Cao su Kỹ thuật Nam Việt					23,413,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	23,413,500 ₫
Công ty TNHH Cà phê Tây Nguyên Mới					40,422,690 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	40,422,690 ₫
Công ty TNHH Điện tử Gia dụng Sao Việt					107,165,795 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	107,165,795 ₫
Công ty TNHH Kết cấu Thép Nam Hải Long					0 ₫	48,796,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	48,796,000 ₫
Công ty TNHH Logistics Cảng Xanh					237,663,800 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	237,663,800 ₫
Công ty TNHH MTV Hóa chất Tân Bình An					39,342,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	39,342,600 ₫
Công ty TNHH MTV Kho vận Đại Hưng Long					76,054,000 ₫	21,338,900 ₫	0 ₫	0 ₫	0 ₫	0 ₫	97,392,900 ₫

What you should see: each invoice **INV/2026/...** with **Invoice Date**, **Amount Currency** (the invoice amount), **Account 131**, **Due Date** and the amount sitting in the matching age column. Click the invoice number to open the source document. (On the detail line the **Total** column shows 0 VND; read the amount in the age column or on the customer's total line.)

Step 3 - See the partner ledger of Tân Thới An

Open **Partner Ledger**. Click the **Partners** button on the toolbar, type `Tân Thới An`, choose the customer. Click outside to close the box, then click the arrow at the start of the customer line.

> *Path:* `Accounting > Reporting > Partner Reports > Partner Ledger`



						2026				
	Journal	Account	Ref	Invoice Date	Due Date	Matching	Debit	Credit	Amount Currency	Balance
Công ty CP Sản xuất Đường mía Tân Thới An⇒ Journal Items							34,342,000 ₫	34,342,000 ₫		0 ₫
Initial Balance										0 ₫
Total of incurrence							34,342,000 ₫	34,342,000 ₫		
2026-08-24	INV	131	INV/2026/00040	08/24/2026	09/08/2026	66	28,380,000 ₫		28,380,000 ₫	28,380,000 ₫
2026-09-07	BNK1	131	PBNK1/2026/00066		09/07/2026	66		28,380,000 ₫	-28,380,000 ₫	0 ₫
2026-10-29	INV	131	INV/2026/00181	10/29/2026	11/13/2026	574	5,962,000 ₫		5,962,000 ₫	5,962,000 ₫
2026-10-29	BNK1	131	PBNK1/2026/00290		10/29/2026	574		3,000,000 ₫	-3,000,000 ₫	2,962,000 ₫
2026-10-29	BNK1	131	PBNK1/2026/00291		10/29/2026	574		2,962,000 ₫	-2,962,000 ₫	0 ₫
Total							34,342,000 ₫	34,342,000 ₫		0 ₫

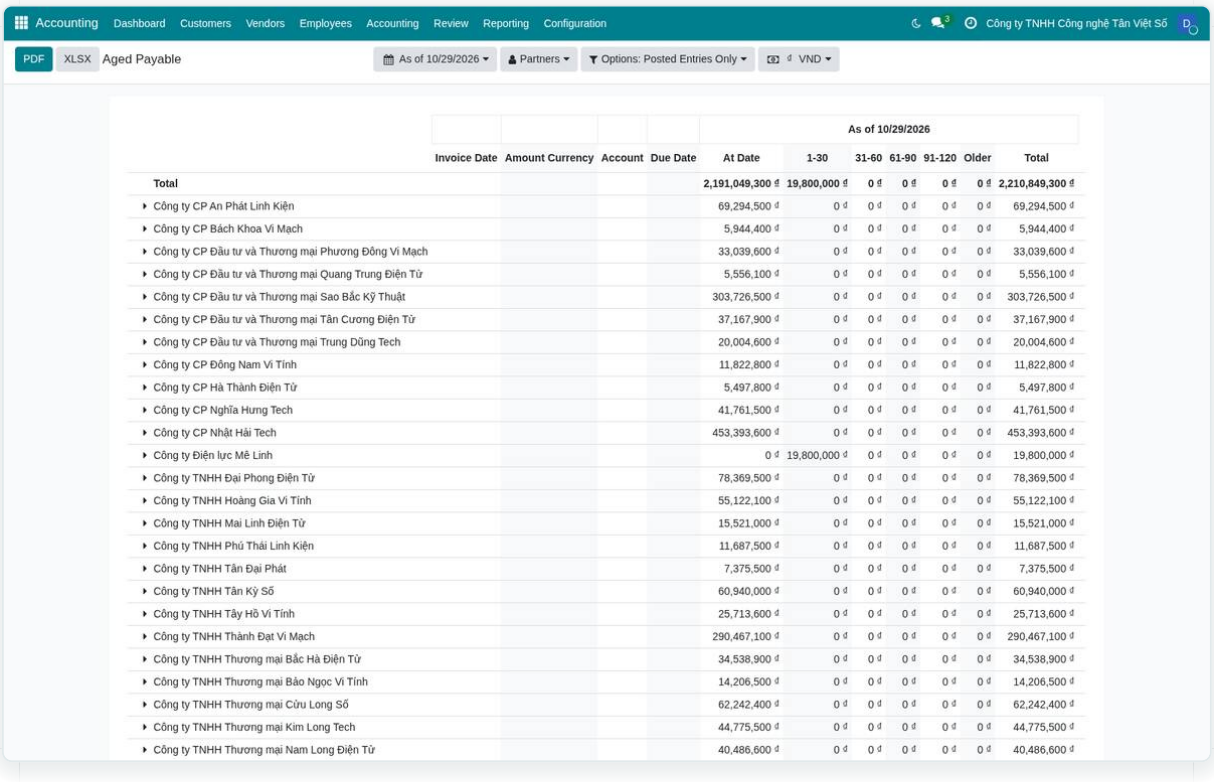
What you should see: the **Initial Balance**, then one line per date: the August invoice of the story and the receipt that paid it, the invoice INV/2026/... of your company (Debit 5,962,000), the two receipts (Credit 3,000,000 and 2,962,000); the **Balance** column runs down to **0 VND**. The **Matching** column shows which receipt paid which invoice. Click **PDF** to get a copy to send to the customer to confirm the balance.

Payment reminder letters. This build has **no** function for sending payment reminder letters to customers (neither single-level nor multi-level). The accountant filters overdue customers on **Aged Receivable**, exports the customer's **Partner Ledger** to PDF and sends it by email or phones the customer.

Step 4 - Open Aged Payable

Open **Aged Payable**.

> *Path:* `Accounting > Reporting > Partner Reports > Aged Payable`



					As of 10/29/2026						
	Invoice Date	Amount Currency	Account	Due Date	At Date	1-30	31-60	61-90	91-120	Older	Total
Total					2,191,049,300 ₫	19,800,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	2,210,849,300 ₫
Công ty CP An Phát Linh Kiện					69,294,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	69,294,500 ₫
Công ty CP Bách Khoa Vi Mạch					5,944,400 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	5,944,400 ₫
Công ty CP Đầu tư và Thương mại Phương Đông Vi Mạch					33,039,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	33,039,600 ₫
Công ty CP Đầu tư và Thương mại Quang Trung Điện Tử					5,556,100 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	5,556,100 ₫
Công ty CP Đầu tư và Thương mại Sao Bắc Kỹ Thuật					303,726,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	303,726,500 ₫
Công ty CP Đầu tư và Thương mại Tân Cương Điện Tử					37,167,900 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	37,167,900 ₫
Công ty CP Đầu tư và Thương mại Trung Dũng Tech					20,004,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	20,004,600 ₫
Công ty CP Đông Nam Vi Tính					11,822,800 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	11,822,800 ₫
Công ty CP Hà Thành Điện Tử					5,497,800 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	5,497,800 ₫
Công ty CP Nghĩa Hưng Tech					41,761,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	41,761,500 ₫
Công ty CP Nhật Hải Tech					453,393,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	453,393,600 ₫
Công ty Điện lực Mê Linh					0 ₫	19,800,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	19,800,000 ₫
Công ty TNHH Đại Phong Điện Tử					78,369,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	78,369,500 ₫
Công ty TNHH Hoàng Gia Vi Tính					55,122,100 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	55,122,100 ₫
Công ty TNHH Mai Linh Điện Tử					15,521,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	15,521,000 ₫
Công ty TNHH Phú Thái Linh Kiện					11,687,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	11,687,500 ₫
Công ty TNHH Tân Đại Phát					7,375,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	7,375,500 ₫
Công ty TNHH Tân Kỷ Số					60,940,000 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	60,940,000 ₫
Công ty TNHH Tây Hồ Vi Tính					25,713,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	25,713,600 ₫
Công ty TNHH Thành Đạt Vi Mạch					290,467,100 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	290,467,100 ₫
Công ty TNHH Thương mại Bắc Hà Điện Tử					34,538,900 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	34,538,900 ₫
Công ty TNHH Thương mại Bảo Ngọc Vi Tính					14,206,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	14,206,500 ₫
Công ty TNHH Thương mại Cửu Long Số					62,242,400 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	62,242,400 ₫
Công ty TNHH Thương mại Kim Long Tech					44,775,500 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	44,775,500 ₫
Công ty TNHH Thương mại Nam Long Điện Tử					40,486,600 ₫	0 ₫	0 ₫	0 ₫	0 ₫	0 ₫	40,486,600 ₫

What you should see: one line per supplier, with the same column layout as Aged Receivable. The **Total** column of the **Total** line equals the **To Pay** figure on the **Purchases** card of the Dashboard. The item in the **1-30** column in the story is the October electricity and water bill of **Công ty Điện lực Mê Linh** (see the next lesson).

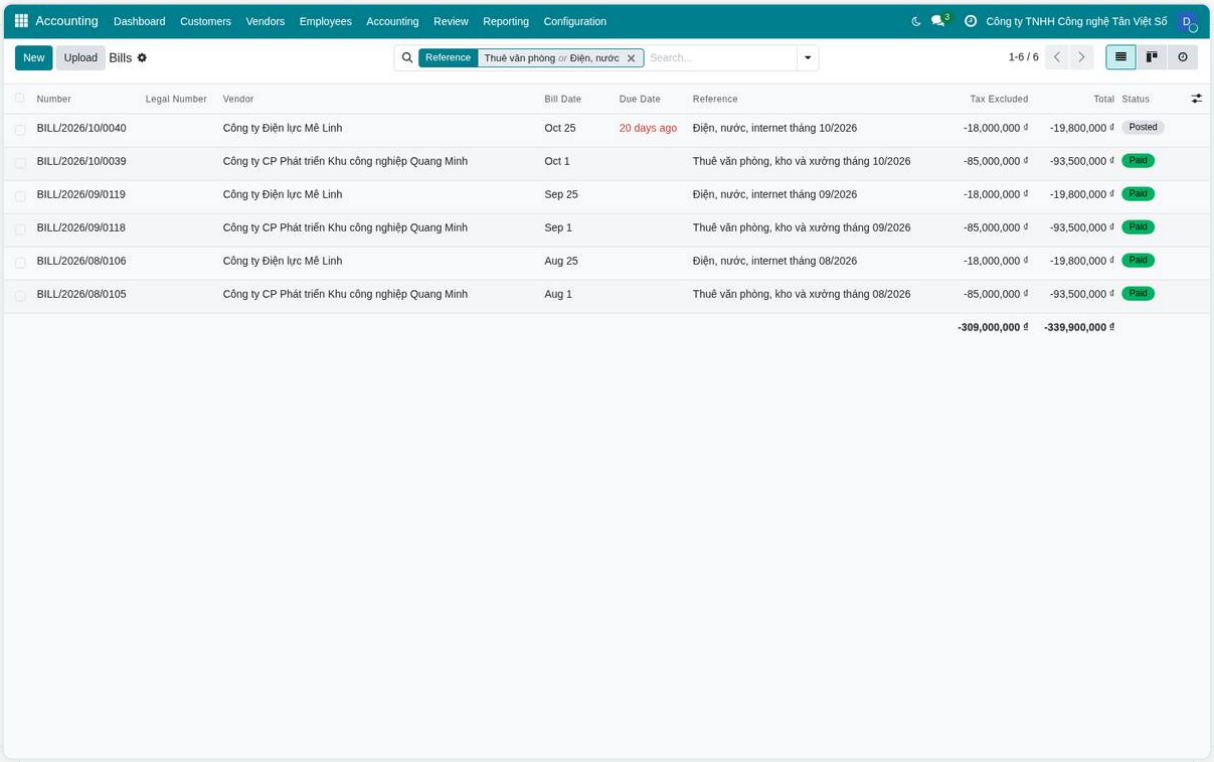
59 RENT, UTILITIES AND PAYROLL IN THE STORY

About 10 minutes, view only. By the end of this lesson your company knows how the monthly operating expenses of Tân Việt Số are recorded and which line of the profit and loss report they land on. The amounts are assumptions of the demo (see the Reference part).

Step 1 - Find the rent and utility bills

Open **Vendors > Bills**. In the search box type `Thuê văn phòng`, choose the line **Search Reference for: Thuê văn phòng**; type `Điện, nước` next, and choose **Search Reference** again.

> *Path:* `Accounting > Vendors > Bills`

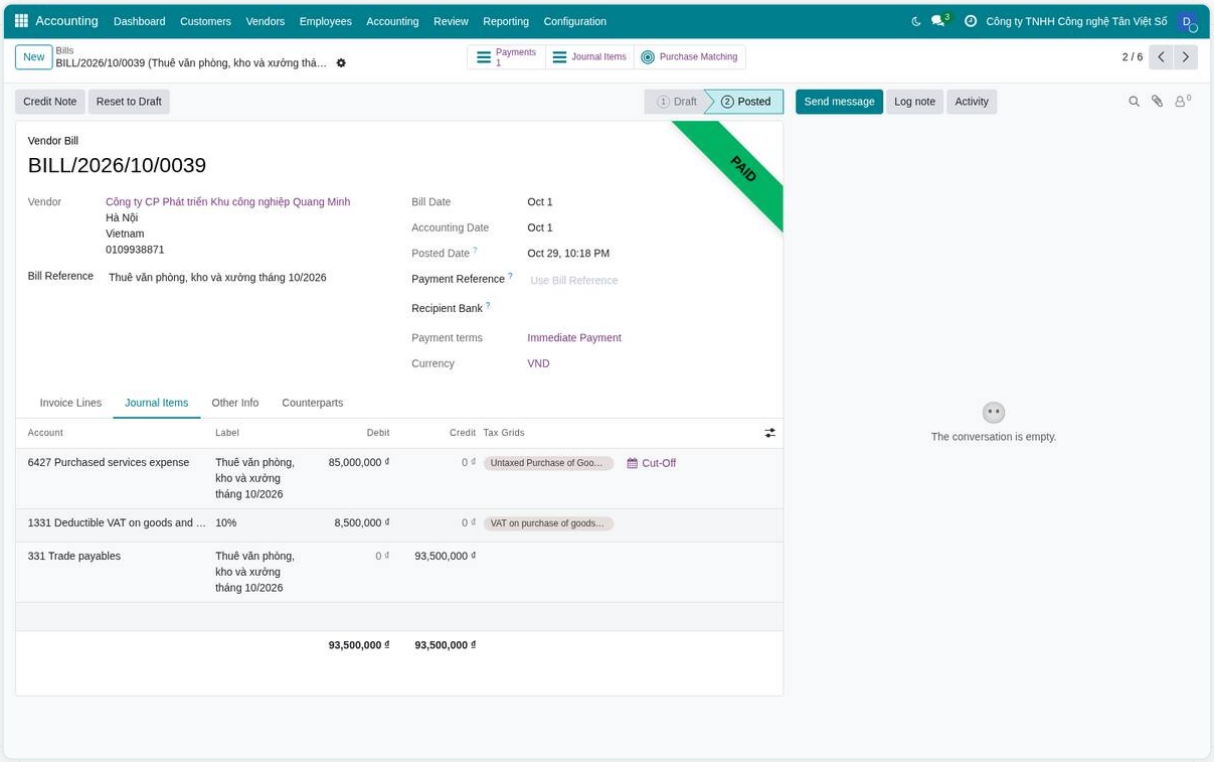


What you should see: six bills **BILL/2026/...**: for each of the months 08, 09 and 10, one **Thuê văn phòng, kho và xưởng** bill from **Công ty CP Phát triển Khu công nghiệp Quang Minh** (dated the 1st, 85,000,000 excluding tax, 93,500,000 including tax) and one **Điện, nước, internet** bill from **Công ty Điện lực Mê Linh** (dated the 25th, 18,000,000 excluding tax, 19,800,000 including tax). The vendor bill list shows amounts with a negative sign (money owed). The October utility bill is still **Posted** and unpaid: that is the overdue item on Aged Payable.

Step 2 - Read the journal entry of a rent bill

Click the October rent bill and choose the **Journal Items** tab.

> *Path:* `Accounting > Vendors > Bills` (open the bill), tab **Journal Items**

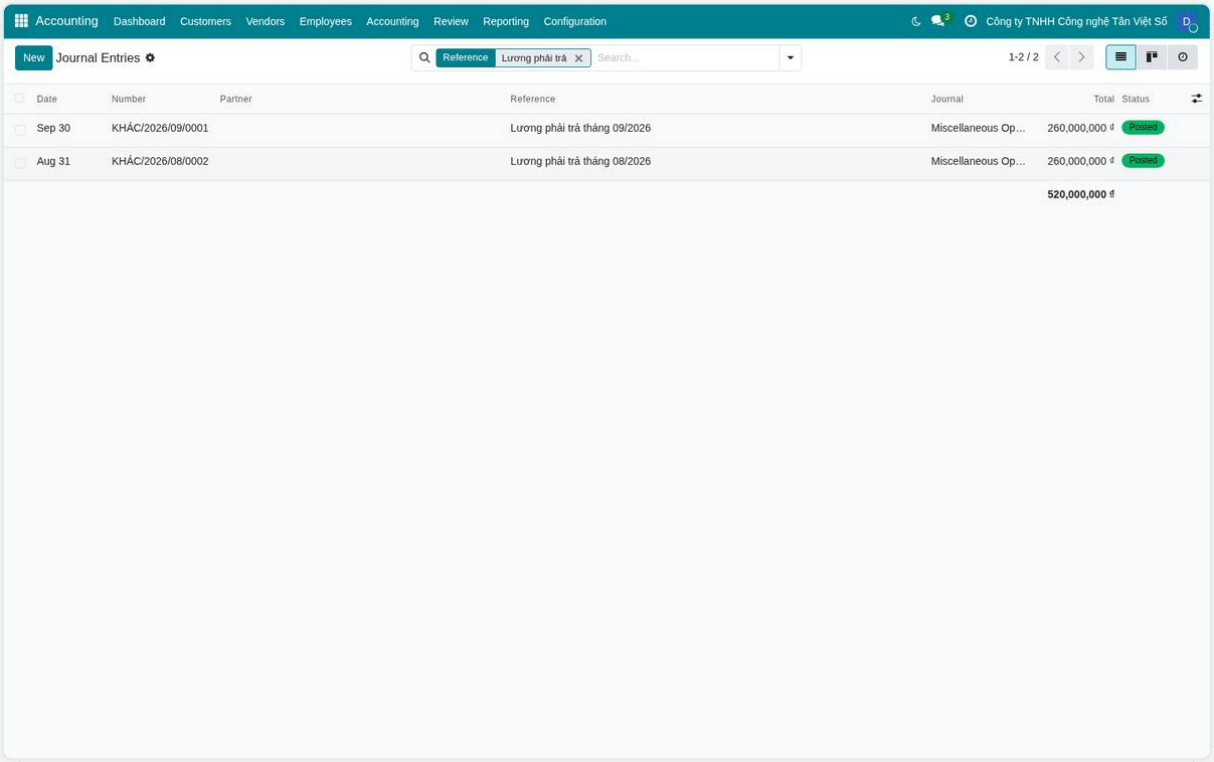


What you should see: Debit 6427 Purchased services expense 85,000,000, **Debit 1331 Deductible VAT on goods and services 8,500,000**, **Credit 331 Trade payables 93,500,000**. The 6427 amount goes to the line **10. General administration expenses (26)** of B02-DN.

Step 3 - Find the payroll payable entries

Open **Accounting > Accounting > Transactions > Journal Entries**. Remove the two default filters **Posted** and **Manual Entries** (click the x on each filter), type `Lương phải trả`, and choose **Search Reference**.

> *Path:* `Accounting > Accounting > Transactions > Journal Entries`

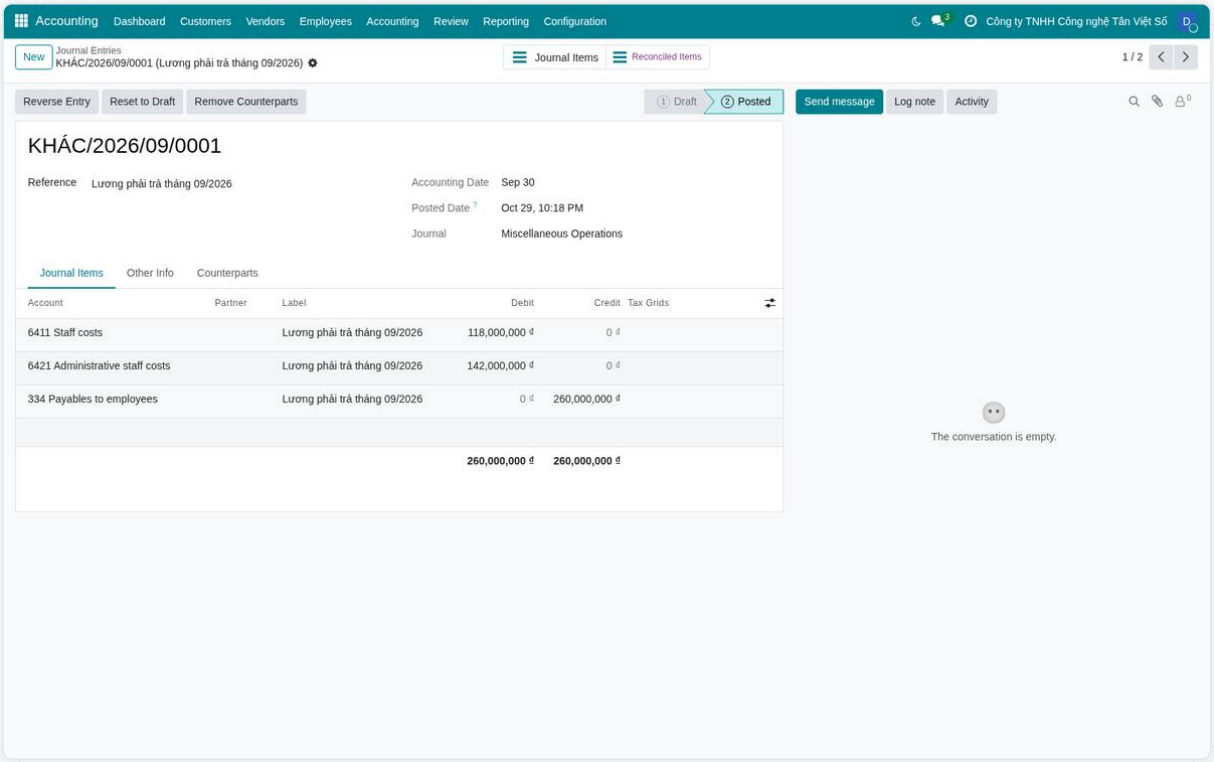


What you should see: two entries in the journal **Miscellaneous Operations**, **Lương phải trả tháng 08/2026** (dated 31/08) and **tháng 09/2026** (dated 30/09), each **260,000,000 VND**, **Posted**. October payroll is not there yet: payroll is recorded at the end of the month. If you do not remove the **Manual Entries** filter, the list is empty.

Step 4 - Read the September payroll entry

Click the entry for 09/2026.

> *Path:* still on the **list** of the previous step

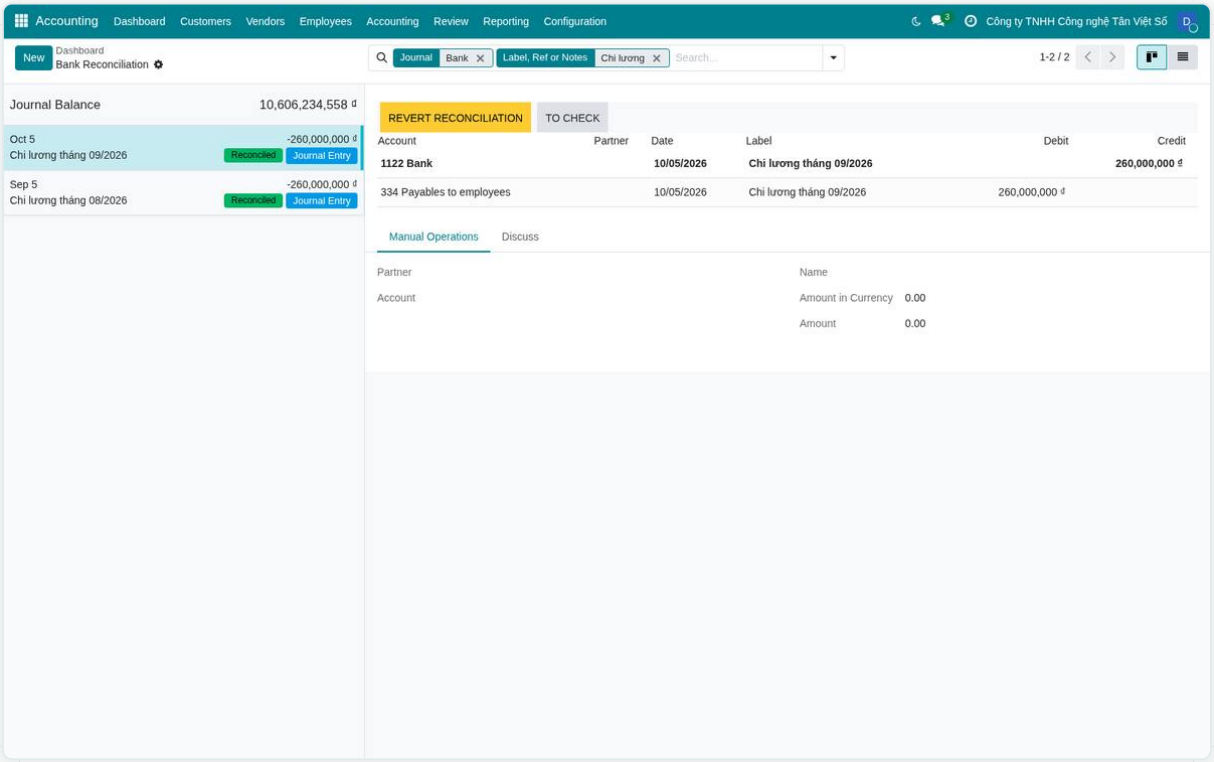


What you should see: Debit 6411 Staff costs 118,000,000 (payroll of the sales department, goes to the line **9. Selling expenses (25)**), **Debit 6421 Administrative staff costs 142,000,000** (goes to the line **10. General administration expenses (26)**), **Credit 334 Payables to employees 260,000,000**.

Step 5 - See the payroll payment on the bank statement

On the **Dashboard**, on the **Bank** card, click **Transactions**. Type `Chi lương` in the search box, press Enter, then click the line **Chi lương tháng 09/2026**.

> *Path:* `Accounting > Dashboard > Bank card > Transactions` , search box



What you should see: two lines **Chi lương tháng 08/2026** (dated 05/09) and **tháng 09/2026** (dated 05/10), each **-260,000,000 VND**, **Reconciled**. The entry: **Debit 334 Payables to employees**, **Credit 1122 Bank**. Payroll is booked as an expense in the month it arises and paid on the 5th of the next month; 334 returns to zero after payment.

60 FINANCIAL STATEMENTS B01-DN, B02-DN, B03-DN AND THE STOCK REPORT

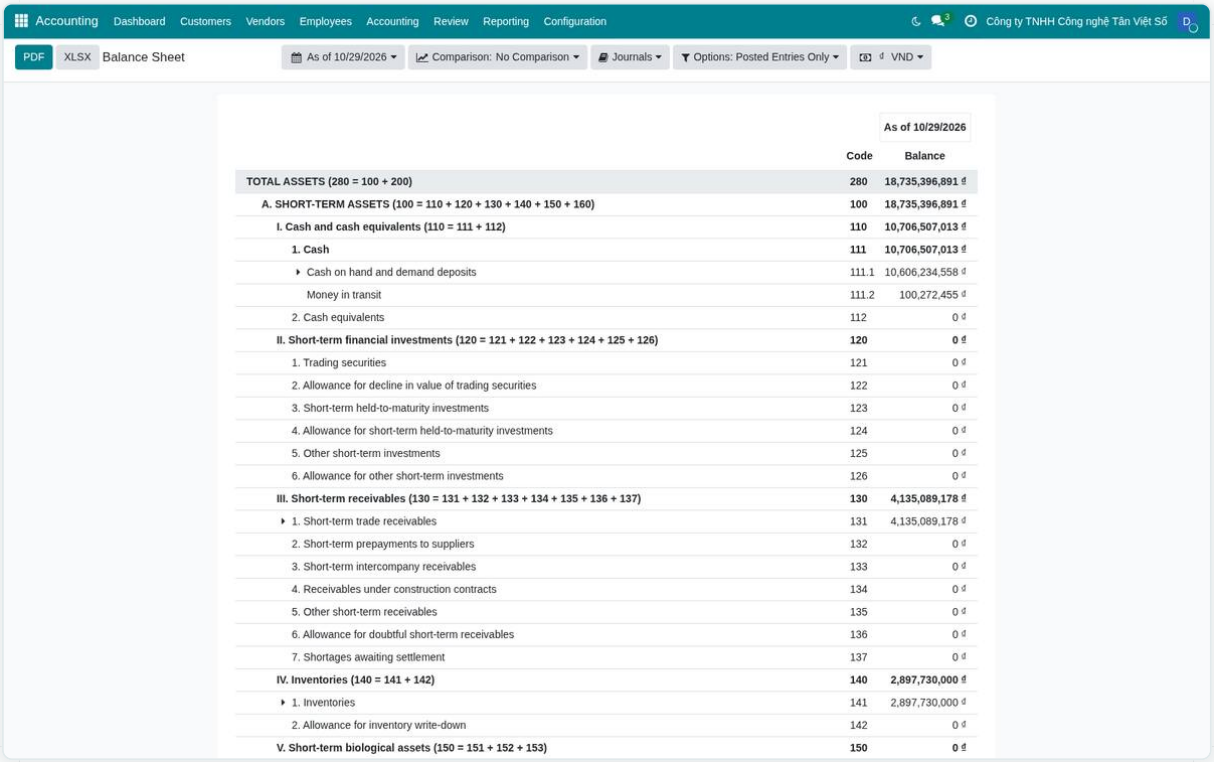
About 20 minutes. By the end of this lesson your company can read the three financial statements under Circular 99, change the reporting period, and print a stock report in the Vietnamese form.

Each report has the **PDF** and **XLSX** buttons at the top left for export, a period box (a date or a date range), and a **Report:** box to choose the form.

Step 1 - B01-DN: assets

Open **Reporting**, section **Statement Reports**, click **Balance Sheet**.

> *Path:* `Accounting > Reporting > Statement Reports > Balance Sheet`



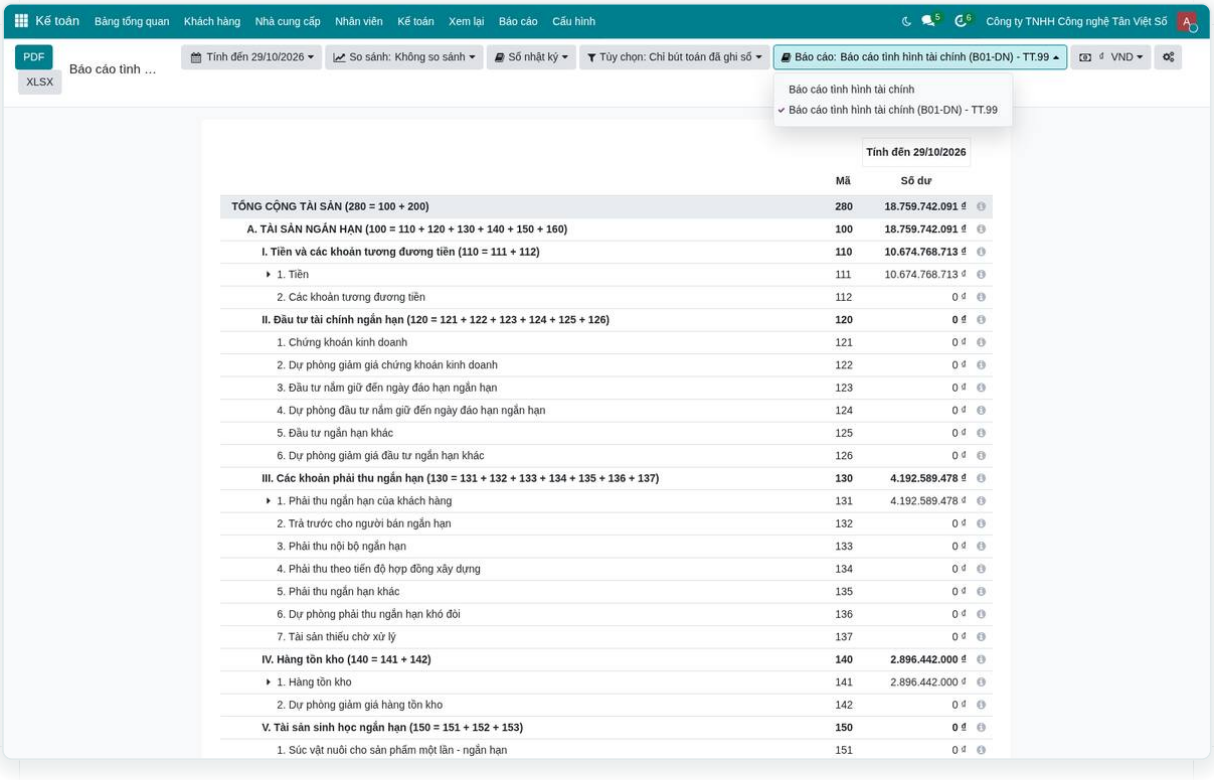
	Code	As of 10/29/2026 Balance
TOTAL ASSETS (280 = 100 + 200)	**280**	**18,735,396,891 ₫**
A. SHORT-TERM ASSETS (100 = 110 + 120 + 130 + 140 + 150 + 160)	**100**	**18,735,396,891 ₫**
I. Cash and cash equivalents (110 = 111 + 112)	**110**	**10,706,507,013 ₫**
1. Cash	**111**	**10,706,507,013 ₫**
Cash on hand and demand deposits	111.1	10,606,234,558 ₫
Money in transit	111.2	100,272,455 ₫
2. Cash equivalents	112	0 ₫
II. Short-term financial investments (120 = 121 + 122 + 123 + 124 + 125 + 126)	**120**	**0 ₫**
1. Trading securities	121	0 ₫
2. Allowance for decline in value of trading securities	122	0 ₫
3. Short-term held-to-maturity investments	123	0 ₫
4. Allowance for short-term held-to-maturity investments	124	0 ₫
5. Other short-term investments	125	0 ₫
6. Allowance for other short-term investments	126	0 ₫
III. Short-term receivables (130 = 131 + 132 + 133 + 134 + 135 + 136 + 137)	**130**	**4,135,089,178 ₫**
1. Short-term trade receivables	131	4,135,089,178 ₫
2. Short-term prepayments to suppliers	132	0 ₫
3. Short-term intercompany receivables	133	0 ₫
4. Receivables under construction contracts	134	0 ₫
5. Other short-term receivables	135	0 ₫
6. Allowance for doubtful short-term receivables	136	0 ₫
7. Shortages awaiting settlement	137	0 ₫
IV. Inventories (140 = 141 + 142)	**140**	**2,897,730,000 ₫**
1. Inventories	141	2,897,730,000 ₫
2. Allowance for inventory write-down	142	0 ₫
V. Short-term biological assets (150 = 151 + 152 + 153)	**150**	**0 ₫**

What you should see: As of today's date; the first line **TOTAL ASSETS (280 = 100 + 200)**, then **I. Cash and cash equivalents (110 = 111 + 112)**, **III. Short-term receivables (130 = 131 + 132 + 133 + 134 + 135 + 136 + 137)**, **IV. Inventories (140 = 141 + 142)**, **VI. Other short-term assets (160 = 161 + 162 + 163 + 164 + 165)** with the line **2. Deductible VAT (162)**. Click the arrow in front of a line to drill down to each account. The line **1. Short-term trade receivables (131)** equals the **Total** line of **Aged Receivable** on the same date.

Step 2 - Choose the report form under Circular 99

Click the **Report:** box on the toolbar.

> *Path:* still on the **report** of the previous step

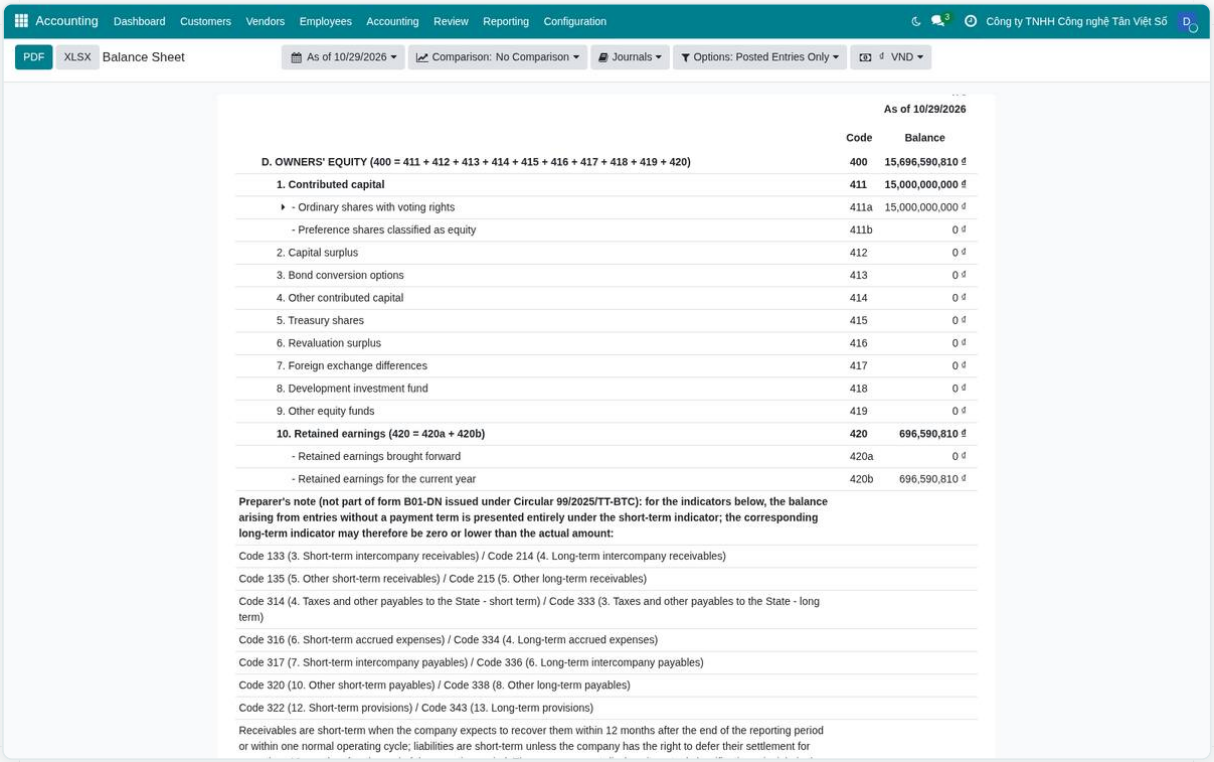


What you should see: two choices, **Balance Sheet** and **Statement of Financial Position (B01-DN) - C.99**; the C.99 form is ticked. Always keep the **C.99** form when preparing a report for the tax authority. Profit and Loss and Cash Flow Statement choose the form in exactly the same way: **Profit and Loss (B02-DN) - C.99**, **Cash Flow Statement (B03-DN) - C.99**.

Step 3 - B01-DN: capital

Scroll down to the section **C. LIABILITIES** and **D. OWNERS' EQUITY**.

> *Path:* still on the **report** of the previous step

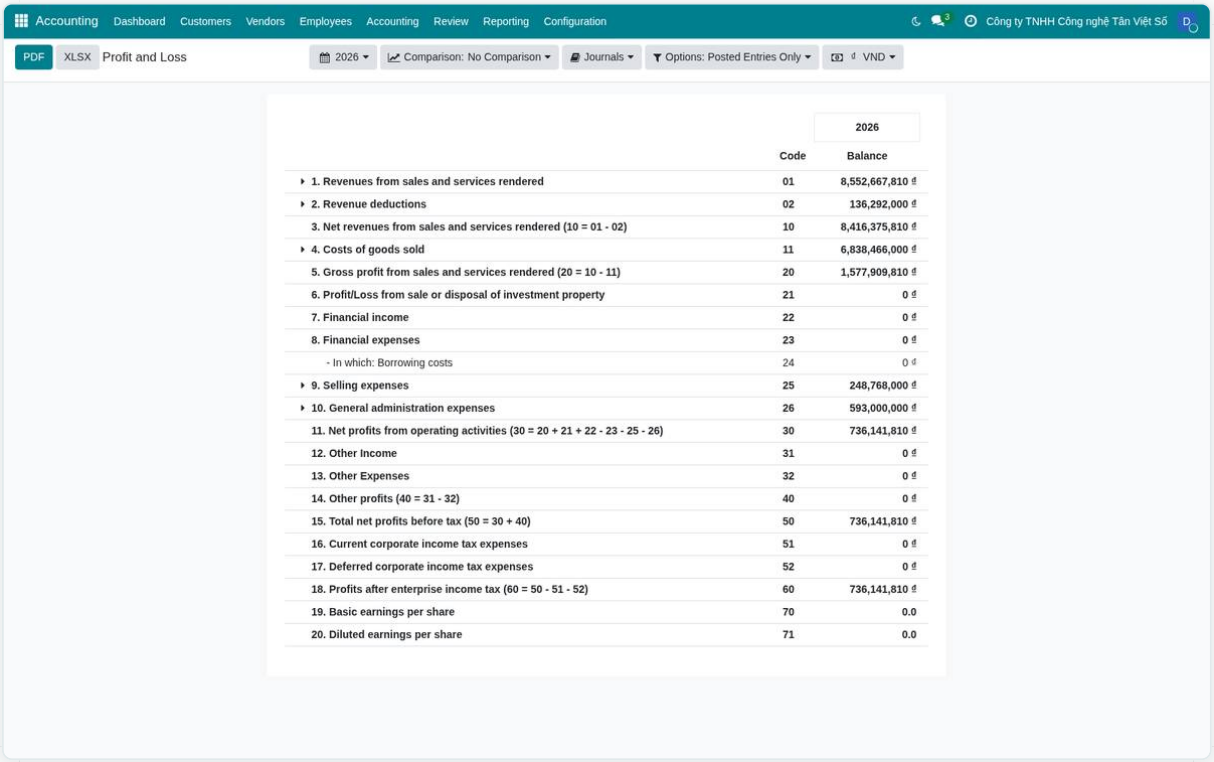


What you should see: 1. Short-term trade payables (311) equals the Total line of **Aged Payable**; **1. Contributed capital (411) 15,000,000,000 VND** (capital contributed on 03/08/2026); **10. Retained earnings (420)** made of **420a** (accumulated from earlier periods, zero because the company only started booking on 03/08) and **420b** (this period). Total assets (280) equals total equity and liabilities (440).

Step 4 - B02-DN: profit and loss for the whole year

Open **Profit and Loss**.

> *Path:* `Accounting > Reporting > Statement Reports > Profit and Loss`



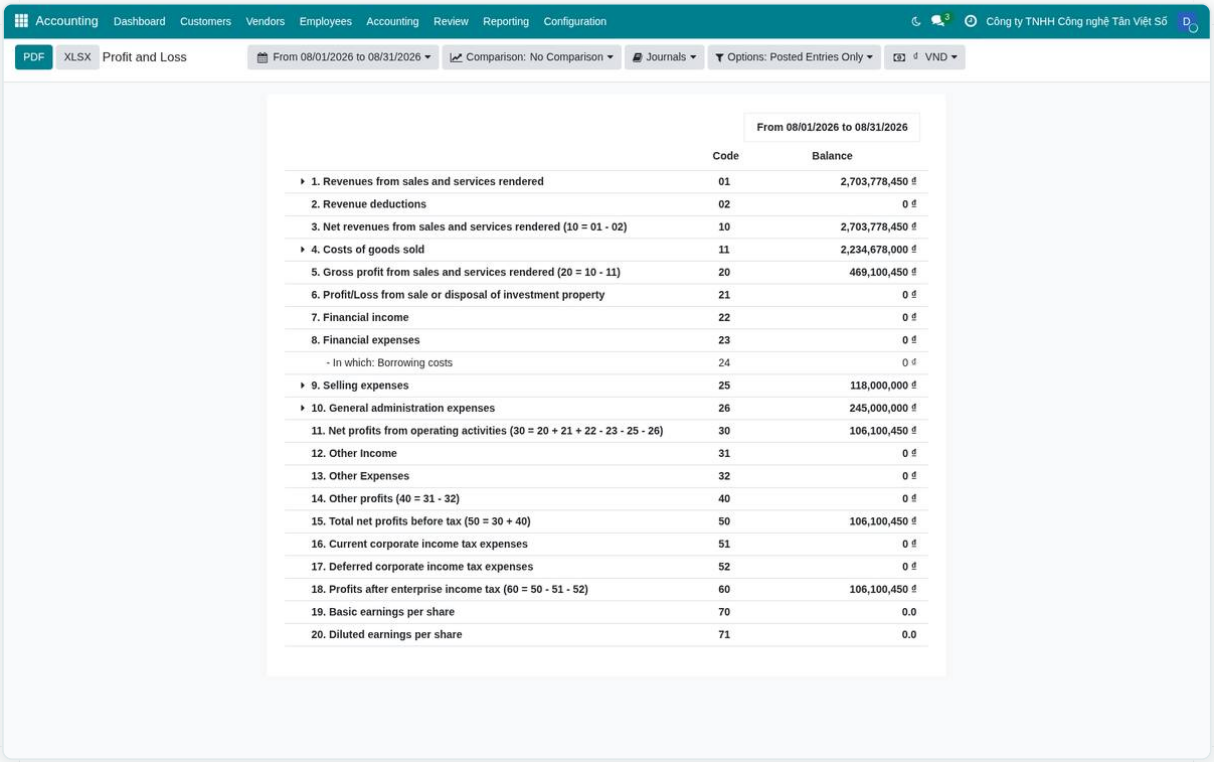
	2026	
	Code	Balance
1. Revenues from sales and services rendered	01	8,552,667,810 ₫
2. Revenue deductions	02	136,292,000 ₫
3. Net revenues from sales and services rendered (10 = 01 - 02)	10	8,416,375,810 ₫
4. Costs of goods sold	11	6,838,466,000 ₫
5. Gross profit from sales and services rendered (20 = 10 - 11)	20	1,577,909,810 ₫
6. Profit/Loss from sale or disposal of investment property	21	0 ₫
7. Financial income	22	0 ₫
8. Financial expenses	23	0 ₫
- In which: Borrowing costs	24	0 ₫
9. Selling expenses	25	248,768,000 ₫
10. General administration expenses	26	593,000,000 ₫
11. Net profits from operating activities (30 = 20 + 21 + 22 - 23 - 25 - 26)	30	736,141,810 ₫
12. Other Income	31	0 ₫
13. Other Expenses	32	0 ₫
14. Other profits (40 = 31 - 32)	40	0 ₫
15. Total net profits before tax (50 = 30 + 40)	50	736,141,810 ₫
16. Current corporate income tax expenses	51	0 ₫
17. Deferred corporate income tax expenses	52	0 ₫
18. Profits after enterprise income tax (60 = 50 - 51 - 52)	60	736,141,810 ₫
19. Basic earnings per share	70	0.0
20. Diluted earnings per share	71	0.0

What you should see: the period **2026**, the form **Profit and Loss (B02-DN) - C.99**. Read from top to bottom: **1. Revenues from sales and services rendered (01)**, **3. Net revenues from sales and services rendered (10 = 01 - 02)**, **4. Costs of goods sold (11)**, **5. Gross profit from sales and services rendered (20 = 10 - 11)**, **9. Selling expenses (25)**, **10. General administration expenses (26)**, **11. Net profits from operating activities (30)**, **18. Profits after enterprise income tax (60 = 50 - 51 - 52)**. Line **60** equals line **420b** on B01-DN: check this way whenever you need to know that the two reports agree. The full-year figures go up whenever there is a new invoice (including the invoice your company has just created).

Step 5 - B02-DN for August only

Click the period box (**2026**), in the **Custom** section type **Start Date** `08/01/2026` and **End Date** `08/31/2026`, click **Apply**, then click outside to close the box.

> *Path:* still on the **report** of the previous step, period box



What you should see: the column title **From 08/01/2026 to 08/31/2026**:

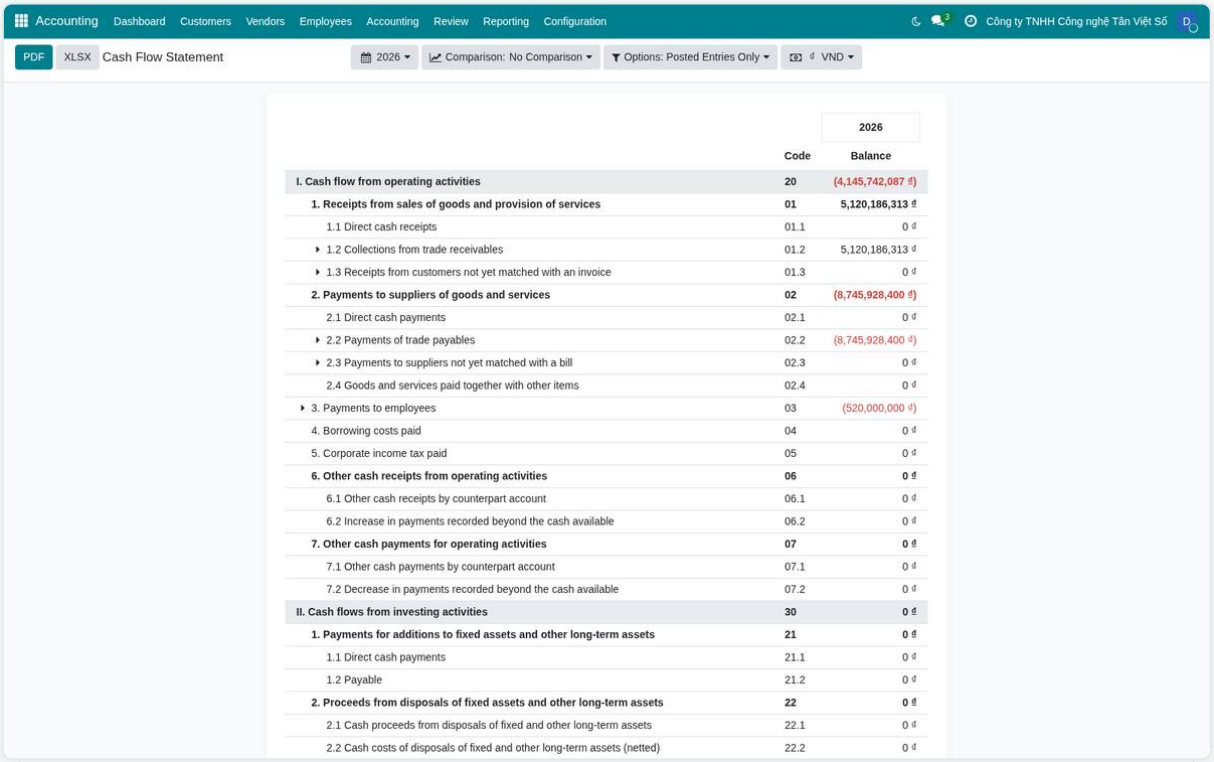
B02-DN indicator	August 2026
Net revenues (10)	2,703,778,450
Costs of goods sold (11)	2,234,678,000
Gross profit (20)	469,100,450 (about 17.3% of revenue)
Selling expenses (25)	118,000,000 (sales department payroll)
General administration expenses (26)	245,000,000 (management payroll 142,000,000 + rent 85,000,000 + utilities 18,000,000)
Profit after tax (60)	106,100,450

For a month that has been closed, the figures do not change. Choose **Last Month**, **This Quarter**... in the same box to see another period quickly; to compare two periods side by side use the **Comparison** box. October has no payroll yet, so the October profit on screen is higher than the real one until payroll is booked at the end of the month.

Step 6 - B03-DN: cash flow

Open **Cash Flow Statement**.

> *Path:* `Accounting > Reporting > Statement Reports > Cash Flow Statement`



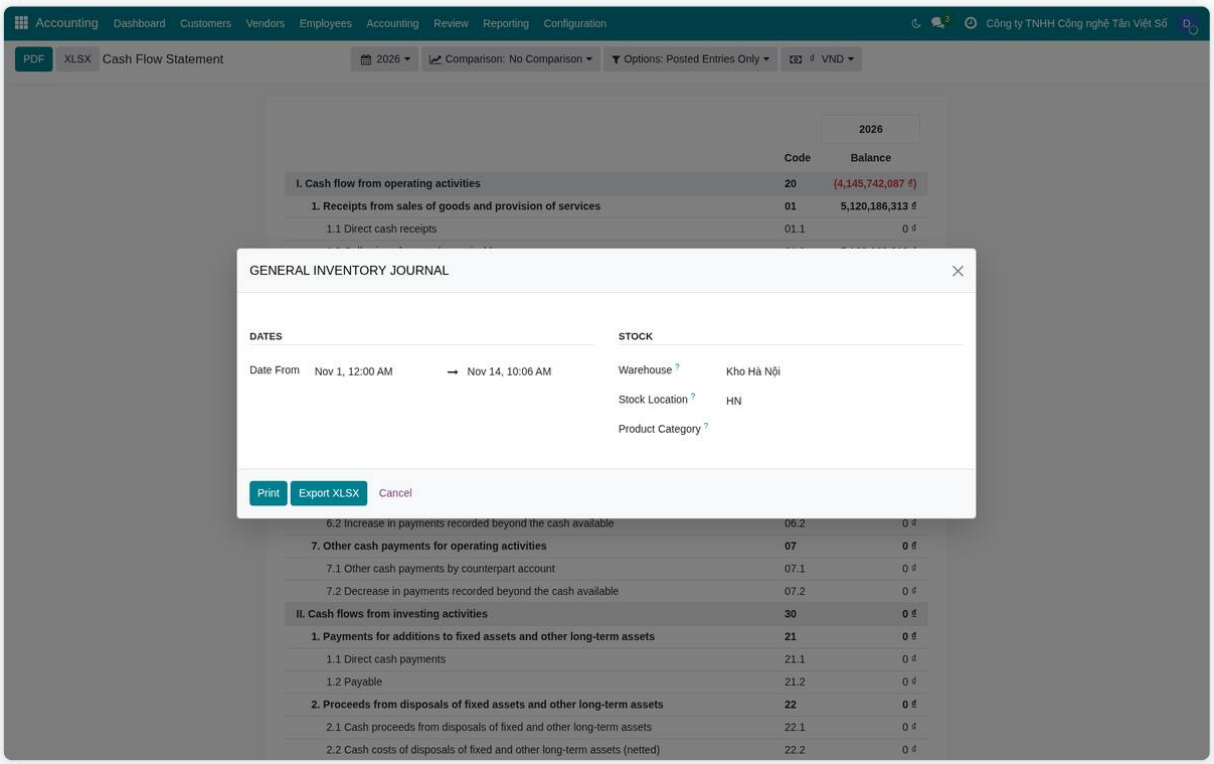
		2026
	Code	Balance
I. Cash flow from operating activities	**20**	(4,145,742,087 ₫)
1. Receipts from sales of goods and provision of services	**01**	**5,120,186,313 ₫**
1.1 Direct cash receipts	01.1	0 ₫
1.2 Collections from trade receivables	01.2	5,120,186,313 ₫
1.3 Receipts from customers not yet matched with an invoice	01.3	0 ₫
2. Payments to suppliers of goods and services	**02**	(8,745,928,400 ₫)
2.1 Direct cash payments	02.1	0 ₫
2.2 Payments of trade payables	02.2	(8,745,928,400 ₫)
2.3 Payments to suppliers not yet matched with a bill	02.3	0 ₫
2.4 Goods and services paid together with other items	02.4	0 ₫
3. Payments to employees	03	(520,000,000 ₫)
4. Borrowing costs paid	04	0 ₫
5. Corporate income tax paid	05	0 ₫
6. Other cash receipts from operating activities	**06**	**0 ₫**
6.1 Other cash receipts by counterpart account	06.1	0 ₫
6.2 Increase in payments recorded beyond the cash available	06.2	0 ₫
7. Other cash payments for operating activities	**07**	**0 ₫**
7.1 Other cash payments by counterpart account	07.1	0 ₫
7.2 Decrease in payments recorded beyond the cash available	07.2	0 ₫
II. Cash flows from investing activities	**30**	**0 ₫**
1. Payments for additions to fixed assets and other long-term assets	**21**	**0 ₫**
1.1 Direct cash payments	21.1	0 ₫
1.2 Payable	21.2	0 ₫
2. Proceeds from disposals of fixed assets and other long-term assets	**22**	**0 ₫**
2.1 Cash proceeds from disposals of fixed and other long-term assets	22.1	0 ₫
2.2 Cash costs of disposals of fixed and other long-term assets (netted)	22.2	0 ₫

What you should see: the form **Cash Flow Statement (B03-DN) - C.99**, direct method: **I. Cash flow from operating activities (20)** made of **1. Receipts from sales of goods and provision of services (01)**, **2. Payments to suppliers of goods and services (02)**, **3. Payments to employees (03)**; **III. Cash flows from financing activities (40)** has **1. Collection on share issuance and capital contributions from shareholders (31) 15,000,000,000 VND**; at the end of the report **Cash and cash equivalents at the end of the period (70 = 50 + 60 + 61)**. A negative line 20 in this period is normal for a new company: the company uses the contributed capital to buy goods into stock while customers pay on terms of 15-60 days. Line **70** equals the **Balance** on the **Bank** card of the Dashboard (at the same moment).

Step 7 - Print the Stock In-Out Report (S11-DN)

Open **Reporting**, section **Stock Reports**, click **General Inventory Journal (S11-DN)**. Keep the default date range (the start of the month to today), in the **Warehouse** box choose **Kho Hà Nội**, click **Print**.

> *Path:* `Accounting > Reporting > Stock Reports > General Inventory Journal (S11-DN)` (also at `Inventory > Vietnam Legal Reports`)



What you should see: the **GENERAL INVENTORY JOURNAL** dialog with the date range, **Warehouse**, **Product Category** and the two buttons **Print**, **Export XLSX**. Click **Print** and the browser downloads a PDF of the report in the **Template S11-DN (Circular 99/2025/TT-BTC)**: one line per item with the quantity and value of the opening balance, the receipts in the period, the issues in the period and the closing balance. The two switches your company just delivered appear as issues in the period for the code TL-SG3218PE. The Product Journal (S10-DN), the Stock Card (S12-DN), and the Stock-In and Stock-Out reports open from the same section and work the same way.

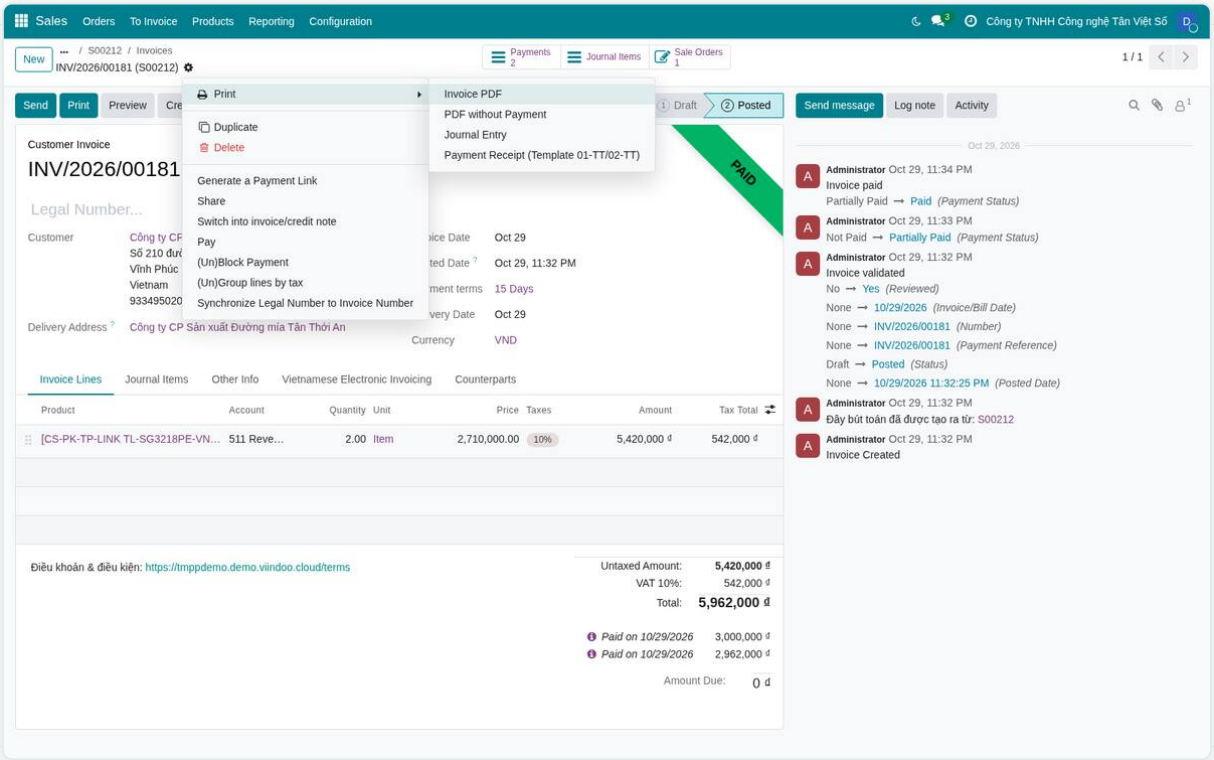
61 PRINT DOCUMENTS

About 10 minutes. By the end of this lesson your company knows where to print an invoice, a receipt, a delivery slip, a quotation and a purchase order, and which templates are available.

Step 1 - Open the print templates of the invoice

Open the invoice INV/2026/... of Tân Thới An. Click the gear icon next to the invoice number (the **Actions** menu), move the mouse over **Print**.

> *Path:* `Accounting > Customers > Invoices` (open the invoice), gear **Actions > Print**



What you should see: four templates: **Invoice PDF**, **PDF without Payment**, **Journal Entry**, **Payment Receipt (Template 01-TT/02-TT)**. Click **Invoice PDF** and the browser downloads a file **INV_2026_....pdf**.

The **Print** button on the invoice button bar prints the **Invoice PDF** template directly. The common layout of every printed document (style, logo, colors, footer) is set once for the company; the demo system has it set already.

Step 2 - See the printed invoice

Open the file you just downloaded.

> *Path:* the file **INV_2026_....pdf** in the download folder of the browser



Tân Việt Số

Công ty TNHH Công nghệ Tân Việt Số
Lô B12 Khu công nghiệp Quang Minh
Phường Quang Minh
Hà Nội
Việt Nam
Tax ID: 5745567428

Công ty CP Sản xuất Đường mía Tân Thới An
Số 210 đường Trần Phú
Vĩnh Phúc
Việt Nam

Mã số thuế: 9334950208

Hóa đơn INV/2026/00181

Ngày hóa đơn	Ngày đến hạn	Ngày giao	Nguồn	Tham chiếu
29/10/2026	13/11/2026	29/10/2026	S00212	S00212

Diễn giải	Số lượng	Đơn giá	Thuế	Số tiền	Tiền thuế	Tổng tiền
[CS-PK-TP-LINK TL-SG3218PE-VN] 16port POE TP-LINK TL-SG3218PE	2,00 Chiếc	2.710.000,00	Thuế GTGT phải nộp 10%	5.420.000 ₫	542.000 ₫	5.962.000 ₫

Điều khoản thanh toán: 15 ngày

Nội dung thanh toán: **INV/2026/00181**

Điều khoản & điều kiện:
https://tmppdemo.demo.viindoo.cloud/terms

Số tiền trước thuế	5.420.000 ₫
Thuế GTGT 10%	542.000 ₫
Tổng tiền	**5.962.000 ₫**
Thanh toán vào 29/10/2026	3.000.000 ₫
Thanh toán vào 29/10/2026	2.962.000 ₫
Số tiền còn phải thanh toán	**0 ₫**

Tổng tiền bằng chữ:
Năm Triệu Chín Trăm Sáu Mươi Hai Nghìn Đồng

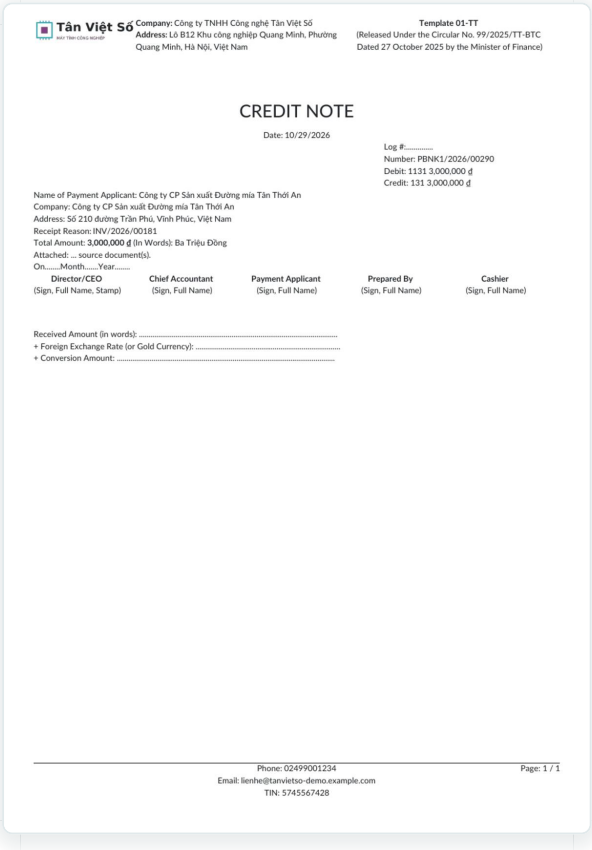
Trang 1/1

What you should see: the name, address and tax code of Tân Việt Số and of the customer; the invoice date, the due date (15 days later), the delivery date, and the source, which is the sales order number; the switch line, VAT 10%, the total **5,962,000 VND**, the two payment lines, the amount due **0 VND** and the total in words. The **Tân Việt Số** logo is in the top corner. A customer document is printed in the language of the customer: Tân Thới An is a Vietnamese customer, so the printed invoice reads in Vietnamese (**Ngày hóa đơn** for the invoice date, **Ngày đến hạn** for the due date, **Ngày giao** for the delivery date, **Nguồn** for the source, **Tổng tiền** for the total), whichever language the screen is in.

Step 3 - Print the receipt in the template 01-TT

Open the 3,000,000 receipt (the **Payments** button on the invoice, click the receipt), click the gear **Actions > Print > Payment Receipt (Template 01-TT/02-TT)**.

> *Path:* `Accounting > Customers > Payments` (open the receipt), gear **Actions > Print**


Tân Việt Số
Company: Công ty TNHH Công nghệ Tân Việt Số
Address: Lô B12 Khu công nghiệp Quang Minh, Phường Quang Minh, Hà Nội, Việt Nam
Template 01-TT
(Released Under the Circular No. 99/2025/TT-BTC Dated 27 October 2025 by the Minister of Finance)
CREDIT NOTE
Date: 10/29/2026
Log #:.....
Number: PBNK1/2026/00290
Debit: 1131 3,000,000 ₫
Credit: 131 3,000,000 ₫
Name of Payment Applicant: Công ty CP Sản xuất Đường mía Tân Thới An
Company: Công ty CP Sản xuất Đường mía Tân Thới An
Address: Số 210 đường Trần Phú, Vĩnh Phúc, Việt Nam
Receipt Reason: INV/2026/00181
Total Amount: 3,000,000 ₫ (In Words): Ba Triệu Đồng
Attached: ... source document(s).
On.....Month.....Year.....
Director/CEO (Sign, Full Name, Stamp)
Chief Accountant (Sign, Full Name)
Payment Applicant (Sign, Full Name)
Prepared By (Sign, Full Name)
Cashier (Sign, Full Name)
Received Amount (in words): .....
+ Foreign Exchange Rate (or Gold Currency): .....
+ Conversion Amount: .....
Phone: 02499001234
Email: lienhe@tanvietso-demo.example.com
TIN: 5745567428
Page: 1 / 1

What you should see: a PDF file with the Tân Việt Số logo, the title **CREDIT NOTE**, **Template 01-TT (Released Under the Circular No. 99/2025/TT-BTC Dated 27 October 2025 by the Minister of Finance)**, the receipt number PBNK1/2026/..., **Debit: 1131 3,000,000**, **Credit: 131 3,000,000**, the payment applicant Tân Thới An, the amount in words "Ba Triệu Đồng", and signature boxes for **Director/CEO**, **Chief Accountant**, **Payment Applicant**, **Prepared By**, **Cashier**.

The print templates tried on the demo system that produce a PDF file:

Document	Where to open	Print templates
Sales invoice	`Accounting > Customers > Invoices`	Invoice PDF; PDF without Payment; Journal Entry; Payment Receipt (Template 01-TT/02-TT)
Receipts and payment vouchers	`Accounting > Customers > Payments` ; `Accounting > Vendors > Payments`	Payment Receipt (Template 01-TT/02-TT); Payment Receipt
Delivery order	`Inventory > Operations > Transfers > Deliveries`	Delivery Slip
Quotation, sales order	`Sales > Orders > Quotations`	PDF Quote; PRO-FORMA Invoice
Purchase order	`Purchase > Orders > Purchase Orders`	Purchase Order; Request for Quotation

Document	Where to open	Print templates
Stock reports	`Accounting > Reporting > Stock Reports`	S10-DN, S11-DN, S12-DN, stock-in and stock-out reports (Print or Export XLSX)
Accounting books	`Accounting > Reporting > Vietnam Accounting Reports`	S03a-DN, S03b-DN, S07-DN, S08-DN, S38-DN

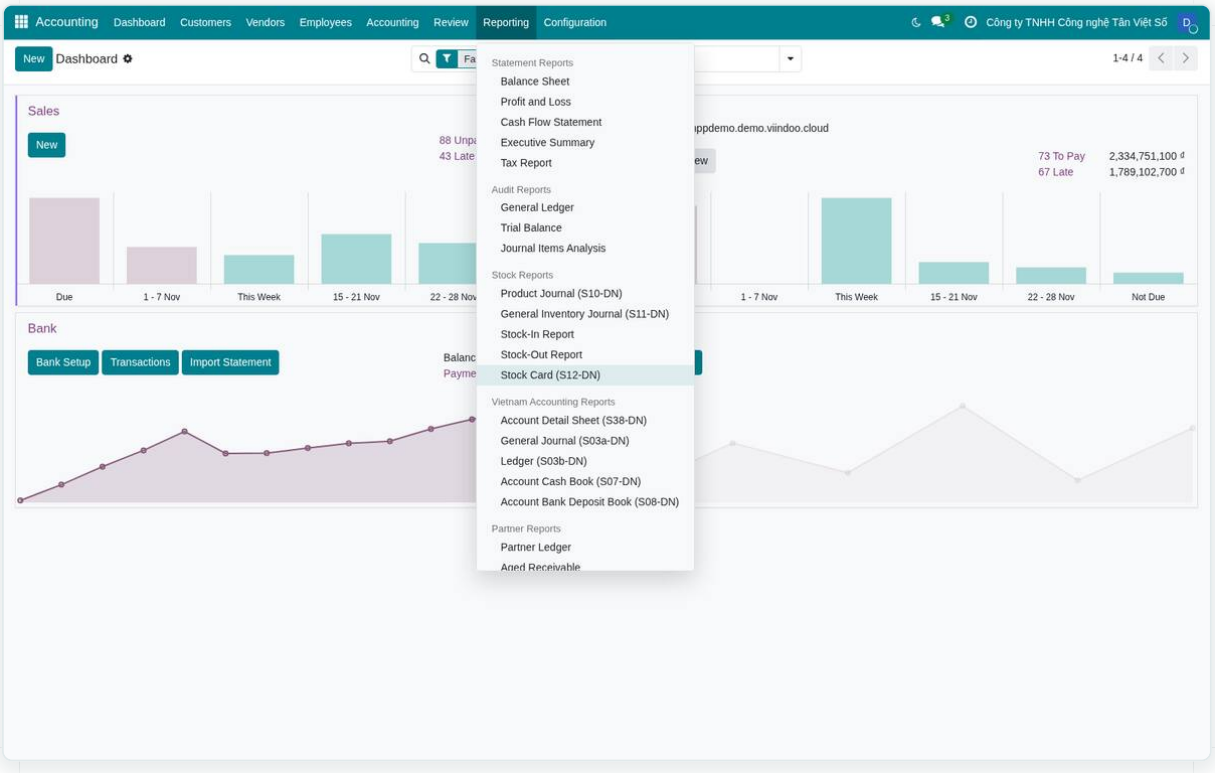
62 CATALOG OF ACCOUNTING REPORTS

About 5 minutes. The table below lists all the reports in the menu **Accounting > Reporting** of this system.

Step 1 - Open the Reporting menu

Click **Reporting** on the menu bar.

> *Path:* `Accounting > Reporting`



What you should see: the groups **Statement Reports**, **Audit Reports**, **Stock Reports**, **Vietnam Accounting Reports**, **Partner Reports**, then (scroll down) **Invoice Lists** and **Management**. A report with a code in brackets is a statutory form.

Report	Form code	Question it answers
Balance Sheet	B01-DN	What the company has, what it owes, how much capital
Profit and Loss	B02-DN	Profit or loss this period, how much gross profit, where the costs are
Cash Flow Statement	B03-DN	Where money comes in and goes out, and why
Executive Summary		A summary of results by period
Tax Report		Output and input VAT by period
General Ledger		Which entries each account has
Trial Balance		Whether the balance and movement of each account tally
Journal Items Analysis		Movements grouped by account, partner, journal, period
Product Journal (S10-DN)	S10-DN	Detailed stock in, out and balance of each material
General Inventory Journal (S11-DN)	S11-DN	Opening stock, receipts, issues, closing stock by warehouse
Stock-In Report; Stock-Out Report		Goods received and issued in the period
Stock Card (S12-DN)	S12-DN	Stock card of each item
Account Detail Sheet (S38-DN)	S38-DN	Detailed movements of one account
General Journal (S03a-DN)	S03a-DN	Every entry in time order
Ledger (S03b-DN)	S03b-DN	The ledger in the statutory form
Account Cash Book (S07-DN)	S07-DN	Cash receipts, payments and cash balance
Account Bank Deposit Book (S08-DN)	S08-DN	Bank receipts, payments and deposit balance
Partner Ledger		The items each customer and supplier still owes
Aged Receivable		Who owes the company and how overdue
Aged Payable		Whom the company owes and which item is due soon
Sales Invoice List	01-1/ GTGT	Sales invoices for the tax declaration
Purchase Invoice List	01-2/ GTGT	Purchase invoices for the tax declaration
Analytic Report		Report by analytic account

Report	Form code	Question it answers
Invoice Analysis; Invoice & Bill Analysis		Invoice sales and balances by customer, product, period
Transfer / Allocation Analysis		Transfer and cost allocation entries

63 SELF-STUDY EXERCISE

About 25 minutes. There are no step-by-step screenshots; each question comes with a place for your company to check the answer.

1. **Reconcile the remaining receipt.** On the **Bank Reconciliation** screen, add the statement line 2,962,000 of Tân Thới An ("installment 2") and validate it. Check: the line has the **Reconciled** label; on the **General Ledger** (`Accounting > Reporting > Audit Reports > General Ledger`), open the account **1131** and see that both receipts of Tân Thới An now have a matching statement line.
2. **Sell one more order and compare the margin.** Sell Tân Thới An 3 units of **[CS-BP-K270-VN] Wired Computer Keyboard, model K102** from Kho Hà Nội (if the warehouse is out of stock, choose another item with the **Available** status), deliver and invoice. Check: the **632** line on the invoice entry equals the revenue minus the margin shown on the quotation.
3. **Who is the most overdue?** Open **Aged Receivable**, find the customer with the largest figure in the **1-30** column, drill down to each invoice and note the due date. Check: the customer's figure on the report equals the closing **Balance** of the customer on the **Partner Ledger**.
4. **Cross-check B01 and B02.** Open B01-DN and B02-DN on the same date. Check: line **420b** on B01-DN equals line **60** on B02-DN for the period 2026.
5. **Administrative expenses of September.** Open B02-DN for the period 09/01-09/30/2026, click the arrow on the line **10. General administration expenses (26)**. Check: the line is made of 6421 (management payroll 142,000,000) and 6427 (rent 85,000,000, utilities 18,000,000).
6. **Print the delivery slip and the stock card.** Print the **Delivery Slip** of the delivery order in the sales lesson; print the **Stock Card (S12-DN)** of the switch TL-SG3218PE at Kho Hà Nội. Check: the issued quantity on the stock card has a line of 2 units on the day your company delivered.
7. **Export to Excel.** Open B02-DN, click **XLSX**, check that line 60 in the file equals line 60 on the screen.

PART REFERENCE AND APPENDIX

This part is for when your company has finished the lessons and needs a quick lookup: "which report answers my question", "what this system cannot do yet", "which figures are assumptions", and "where the commonly used menus are".

MANAGEMENT QUESTIONS, WHICH REPORT TO OPEN

Question of the director or manager	Open this report	How to read it quickly
How much will this order earn before it is confirmed?	`Sales > Orders > Quotations` (open the quotation)	The **Margin** line in the totals; turn on the **Cost**, **Margin**, **Margin (%)** columns on the line with the column selector button
Which customer, product and salesperson bring in the most margin?	`Sales > Reporting > Sales`	Choose the **Margin** measure, group by customer, product or salesperson
Which stage are the sales opportunities at?	`CRM > Reporting > Pipeline`	Number and value of opportunities by stage
Invoice sales by month, by customer?	`Accounting > Reporting > Management > Invoice & Bill Analysis`	Group by month or customer
Which suppliers do we buy from, and how much?	`Purchase > Reporting > Purchase`	Group by supplier, product
How much stock is left in each warehouse, and what is it worth?	`Inventory > Reporting > Stock`	Group by warehouse; the value column

Question of the director or manager	Open this report	How to read it quickly
Where has a serial number been, from where to where?	The serial number on the product, button **Traceability**	From the receipt to the assembly order, delivery order, repair order
Stock in, out and balance in the accounting form?	`Accounting > Reporting > Stock Reports > General Inventory Journal (S11-DN)`	Choose the warehouse and date range, Print or Export XLSX
Which machines are being repaired, in or out of warranty?	`Repairs > Reporting > Repairs`	Group by product, customer, status
Who owes the company, and for how long?	`Accounting > Reporting > Partner Reports > Aged Receivable`	Columns by number of days overdue
Which suppliers does the company owe, and which item is due soon?	`Accounting > Reporting > Partner Reports > Aged Payable`	As above
The balance of one customer to send for confirmation?	`Accounting > Reporting > Partner Reports > Partner Ledger`	Filter **Partners**, export PDF
How much bank money is left, and which items have not arrived?	`Accounting > Dashboard` (Bank card)	**Balance** is according to the statements; **Payments** is money recorded but not yet reconciled
Is the company making a profit or a loss?	`Accounting > Reporting > Statement Reports > Profit and Loss`	Line 20 (gross profit) and line 60
The state of assets and capital?	`Accounting > Reporting > Statement Reports > Balance Sheet`	Lines 280 and 440
Where does the money come in and go out?	`Accounting > Reporting > Statement Reports > Cash Flow Statement`	Lines 20, 40 and 70
How many web orders came in?	`Website > Reporting > Online Sales`	Online revenue and number of orders

WHAT THIS BUILD DOES NOT HAVE

The demo system runs for real, but some things **cannot be done automatically yet**. They are stated here so your company knows to ask about an add-on solution, or to do them by hand at implementation.

Item	Current state on this build	What your company does
Blocking a sale when the customer exceeds the credit limit or has overdue debt	The system only **warns** on the quotation and the invoice when the sales credit limit is turned on, and does not block confirming the order	The accountant looks at the aged balances before approving a delivery to a customer who owes for a long time
Mandatory approval of a quotation with a low margin or a large discount	The approval request attached to a quotation only reminds; the salesperson can still confirm the order	Set an internal policy; a hard block is additional development
Locking the selling price (the salesperson cannot edit a unit price different from the pricelist)	Not available	Use pricelists by customer group and check the margin on the quotation
Calculating the warranty expiry automatically from the serial number and the delivery date	Not available; the **Under Warranty** box on the repair order is ticked by the staff member	Look up the delivery date with the Traceability of the serial number
Recording the customer and supplier on each **serial number** to see them on the customer's file	Not available	Look up with the Traceability of the serial number
Payment reminders sent automatically to customers (one level or several levels by days overdue)	Not available	Follow up with Aged Receivable, send the Partner Ledger as a PDF
Connecting domestic **carriers** (GHN, Giao Hàng Tiết Kiệm, Viettel Post), reconciling COD collection	Not available; only delivery methods with a fixed fee or by rule	Record the delivery fee on the order; reconcile COD with the bank statement
Print template for **goods receipt and goods issue vouchers** in the forms VT-01, VT-02	Not available; there are the Delivery Slip and the stock-in and stock-out reports, S10, S11, S12 in the Vietnamese forms	Print the reports by period
Stock aging report	Not available	See Moves History and stock by warehouse
Backdating stock transfers, assembly orders, repair orders	Stock documents carry the date of the operation	Operate on the right date; the accountant closes the books by the effective date

Item	Current state on this build	What your company does
Electronic invoice providers other than MISA meInvoice, Viettel S-Invoice, VN-Invoice	Not available out of the box	Connecting more is additional development
Returning components to the supplier through a separate warranty flow	Not available	Return to the supplier with the return slip of the receipt

THE FIGURES ARE ASSUMPTIONS OF THE DEMO

The figures below were set by the demo team to suit the size of a distributor and assembler of equipment; they are **not** the figures of a specific business and your company needs to replace them with real figures at implementation. [demo assumption]

Entry	Assumed figure	Recorded where
Capital contributed by the owner	15,000,000,000 VND, on 03/08/2026	A bank statement line; B01-DN line 411
Rent of the office, the Hanoi warehouse, the HCM warehouse and the workshop	85,000,000 VND/month excluding tax, on the 1st	Purchase bills, account 6427
Electricity, water, internet	18,000,000 VND/month excluding tax, on the 25th	Purchase bills, account 6427
Payroll of the sales department	118,000,000 VND/month	End-of-month entry, account 6411; paid on the 5th of the next month
Payroll of the management department	142,000,000 VND/month	End-of-month entry, account 6421; paid on the 5th of the next month
Reseller discount	5% on the Standard Price List	The pricelist "Reseller Price (5% off)"

- **Selling prices, purchase prices and the bills of materials of assembled machines** are assumed prices and bills of materials on a product catalog that exists in the real market.
- **The transaction calendar** from 03/08 to 28/10/2026 is a calendar built week by week: sales orders, purchase orders, assembly, delivery, invoices, collection on terms, with customers who pay on time and customers who pay late.
- **October payroll** is not yet recorded (it is recorded at the end of the month), so the October profit on the report does not yet deduct payroll.
- **The figures on reports** are the figures at the moment your company opens them; they move with the documents created during the day and with the date the system is opened.

QUICK LOOKUP: COMMONLY USED MENUS

Task	Menu
Accounting dashboard	`Accounting > Dashboard`
Sales invoices, purchase bills	`Accounting > Customers > Invoices` ; `Accounting > Vendors > Bills`
Sales orders to invoice	`Sales > To Invoice > Orders to Invoice`
Customer and supplier payments	`Accounting > Customers > Payments` ; `Accounting > Vendors > Payments`
Add and reconcile statement lines	`Accounting > Dashboard > Bank card > Transactions`
Journal entries	`Accounting > Accounting > Transactions > Journal Entries`
Lock dates	`Accounting > Accounting > Closing > Lock Dates`
Journals, chart of accounts, taxes	`Accounting > Configuration > Accounting > Journals` ; `Chart of Accounts` ; `Taxes`
Accounting settings	`Accounting > Configuration > Settings`
Payment terms	`Accounting > Configuration > Invoicing > Payment Terms`
B01-DN, B02-DN, B03-DN	`Accounting > Reporting > Statement Reports`
Aged balances, partner ledger	`Accounting > Reporting > Partner Reports`
General ledger, trial balance	`Accounting > Reporting > Audit Reports`
Books S03a, S03b, S07, S08, S38	`Accounting > Reporting > Vietnam Accounting Reports`
Stock reports in the statutory form (S10, S11, S12)	`Accounting > Reporting > Stock Reports` ; `Inventory > Vietnam Legal Reports`
Invoice lists 01-1/GTGT, 01-2/GTGT	`Accounting > Reporting > Invoice Lists`
Quotations, sales orders	`Sales > Orders > Quotations` ; `Orders`
Sales reports, margin	`Sales > Reporting > Sales`
Purchase orders	`Purchase > Orders > Purchase Orders`
Receipts and deliveries	`Inventory > Operations > Transfers > Receipts` ; `Deliveries`
Stock by warehouse	`Inventory > Reporting > Stock`
Repair orders	`Repairs`
Online sales reports	`Website > Reporting > Online Sales`

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