Sales Order and Credit Notes for Customers

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Dept: Finance

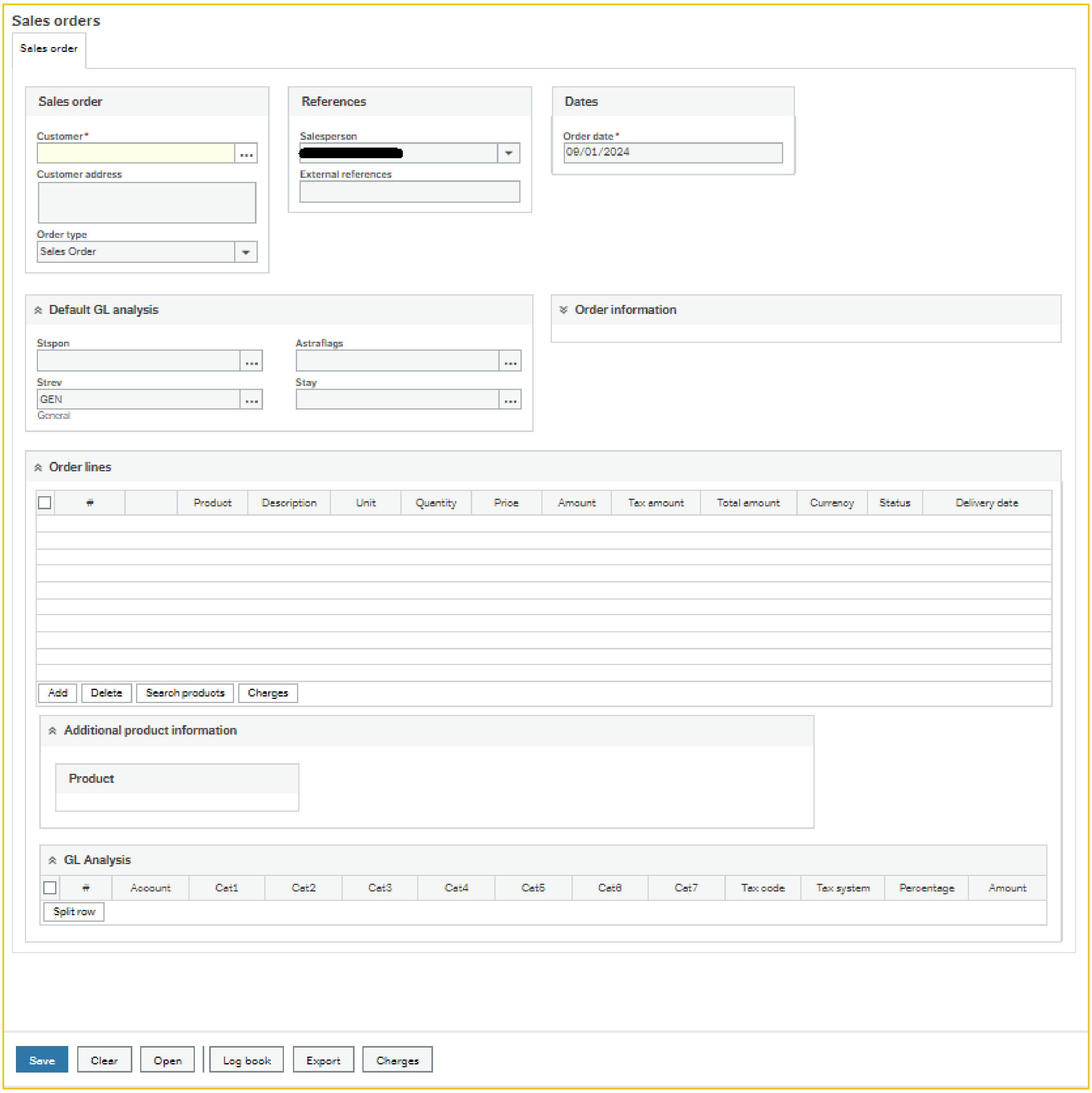
Contents

1. Creating/Amending Customers

Before you can raise a sales order you must check that the customer exists on the system before you can continue, should the customer exist please check that the customer record is correct e.g. address details. For a guide on creating or amending customers please see [Guides and Information - Customer and Sales] and selecting '**New Customer Request and Amending Customers**'.

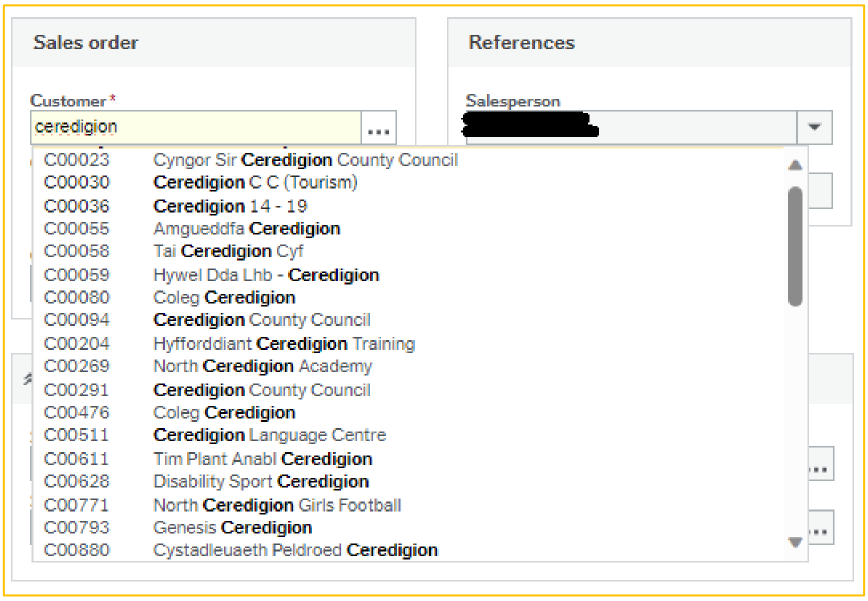
2. Entering a Sales Order

To begin entering a sales order you will need to go to Customers and sales, then under section Sales order you can select **Sales orders**. You will be presented with the following screen:



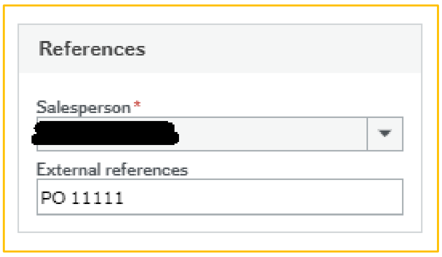
2.1. Customer

You must first select the customer you wish to invoice; you can start typing the name of the customer in the customer field, or you can enter the reference number.



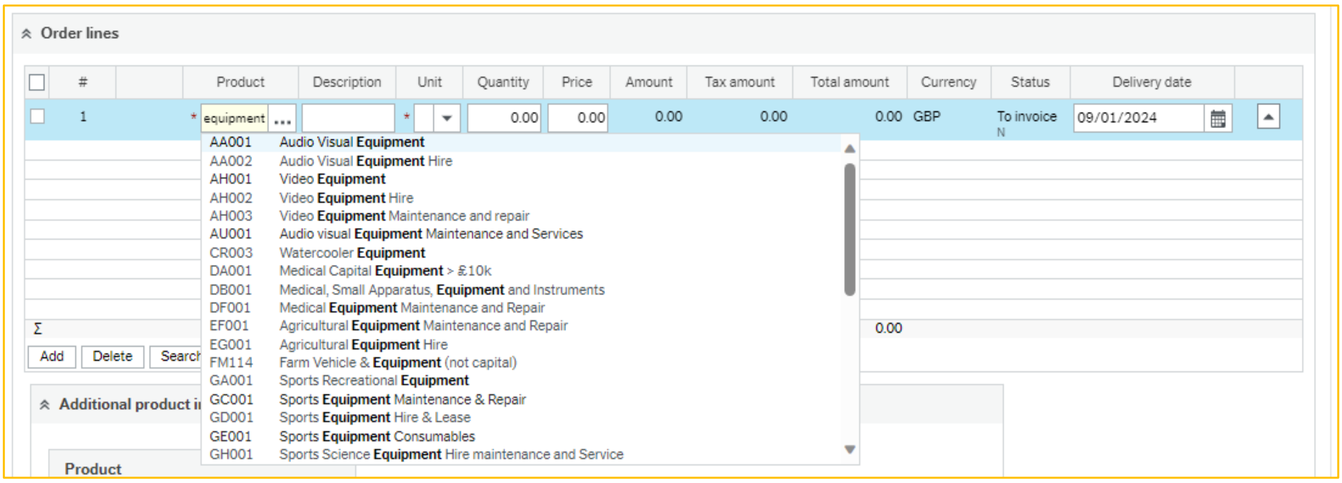
2.2. References

Under references you can enter a reference that will appear in the header of the final invoice such as the purchase order number supplied by the customer.



2.3. Order line

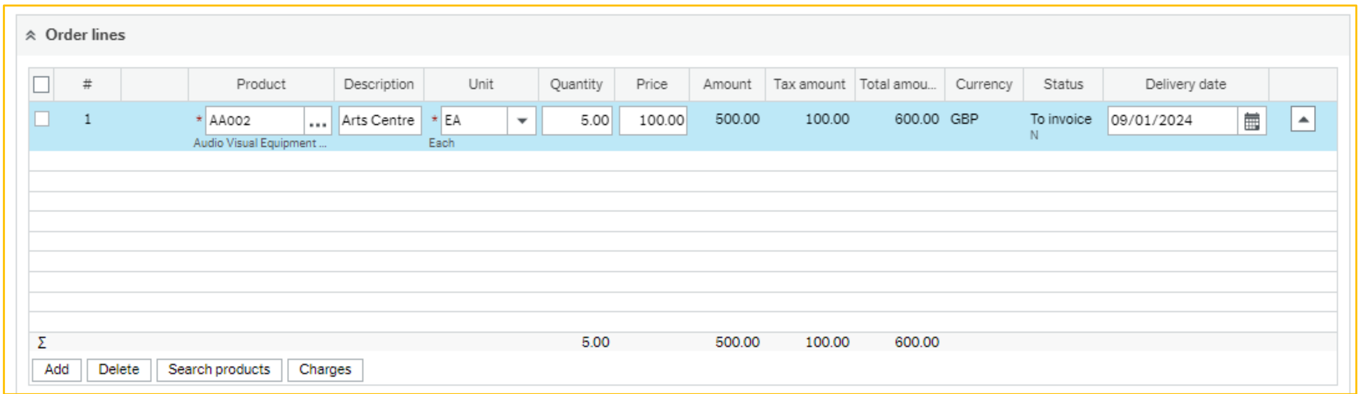
Next, you will need to enter the details of what you are selling. First, select anywhere in the table under Order lines which will create a line in the table for you which will be highlighted in blue. Within the Product field you can begin to type what you are invoicing for (please keep this generic such as equipment, it will provide you with all options related to equipment) if you cannot find anything that fits with what you are invoicing for, please use product IN1950 as a last resort.



Once you have found the product you would like to use, please update the Description to something relevant to the customer, this is the text that will appear on the final invoice.

Update the quantity you are invoicing and the price per item. The rest of the line will display the amount details of that line:

- Amount = Amount excluding VAT
- Tax amount = VAT amount
- Total amount = Amount including VAT



The VAT is automatically added based on the product used, for more information on VAT for sales orders please see GL analysis below.

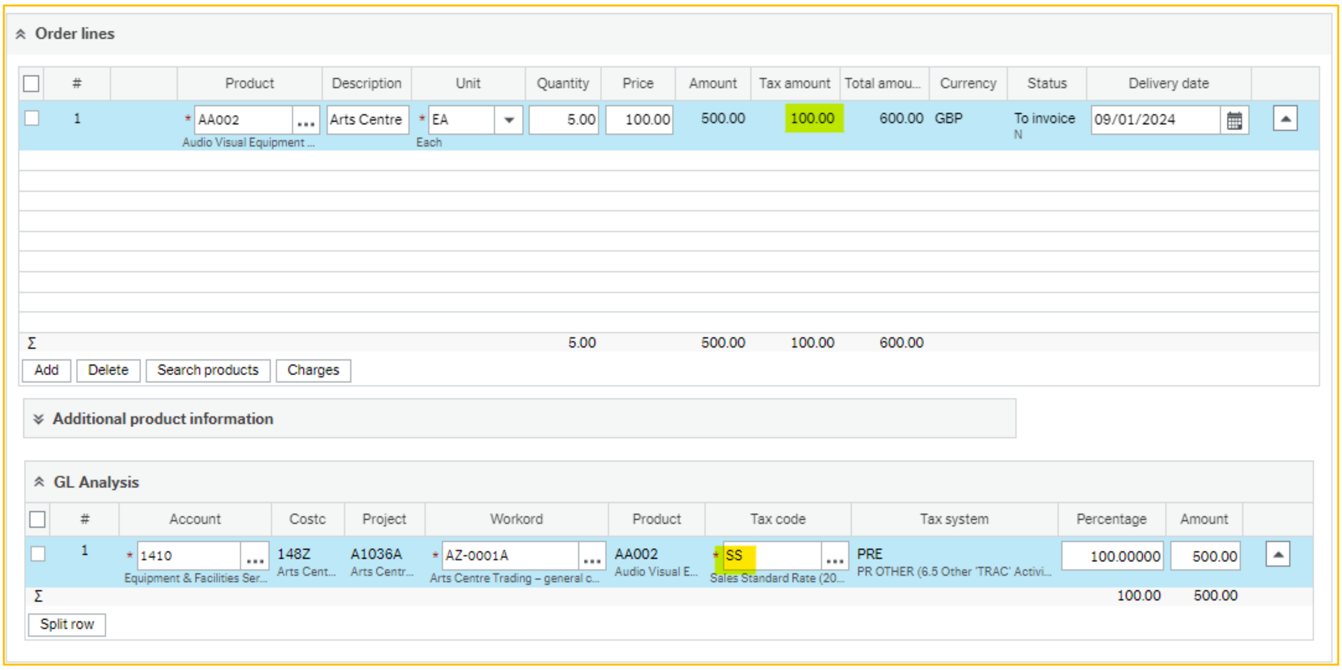
2.4. GL analysis

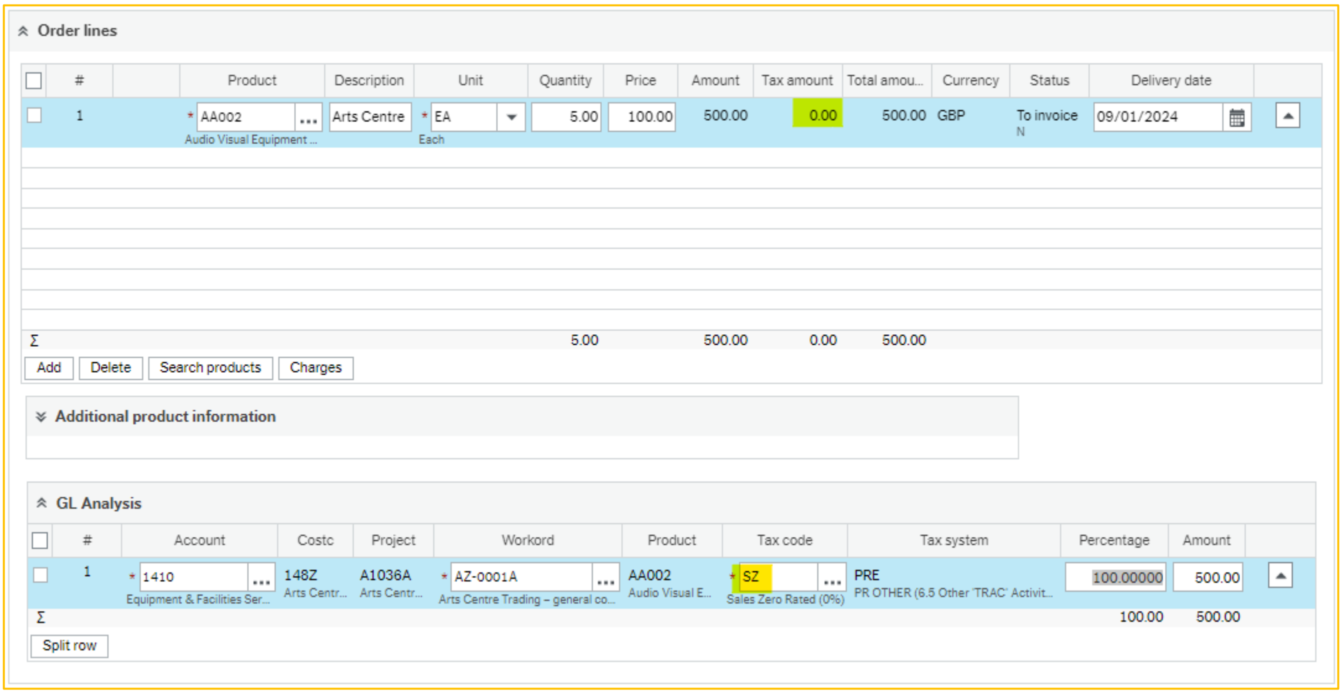
Do not amend the account code as this is populated based on the product used.

Enter the work order the transaction will be applied to, you should know this prior to entering the sales order.

The tax code is populated automatically based on the product used, if the order line displays a VAT amount and there should not include VAT or visa versa you can update the tax code here which will update the amounts in the order lines. Available tax code for sales are:

- SA – Sales Out of Scope
- SE – Sales Exempt
- SS – Sales Standard Rate (20%)
- SZ – Sales Zero Rated (0%)

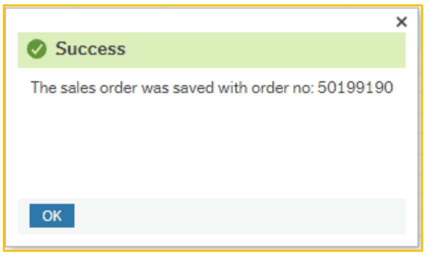




If you are unsure of what VAT rate should be used, please contact vatstaff@aber.ac.uk for clarification.

2.5. Saving your Sales Order

Once you are happy with your sales order, please press the save button at the bottom of the screen. This will provide you a popup of your order number:



Close this window, then press the clear button at the bottom of the screen.

3. My Sales Orders

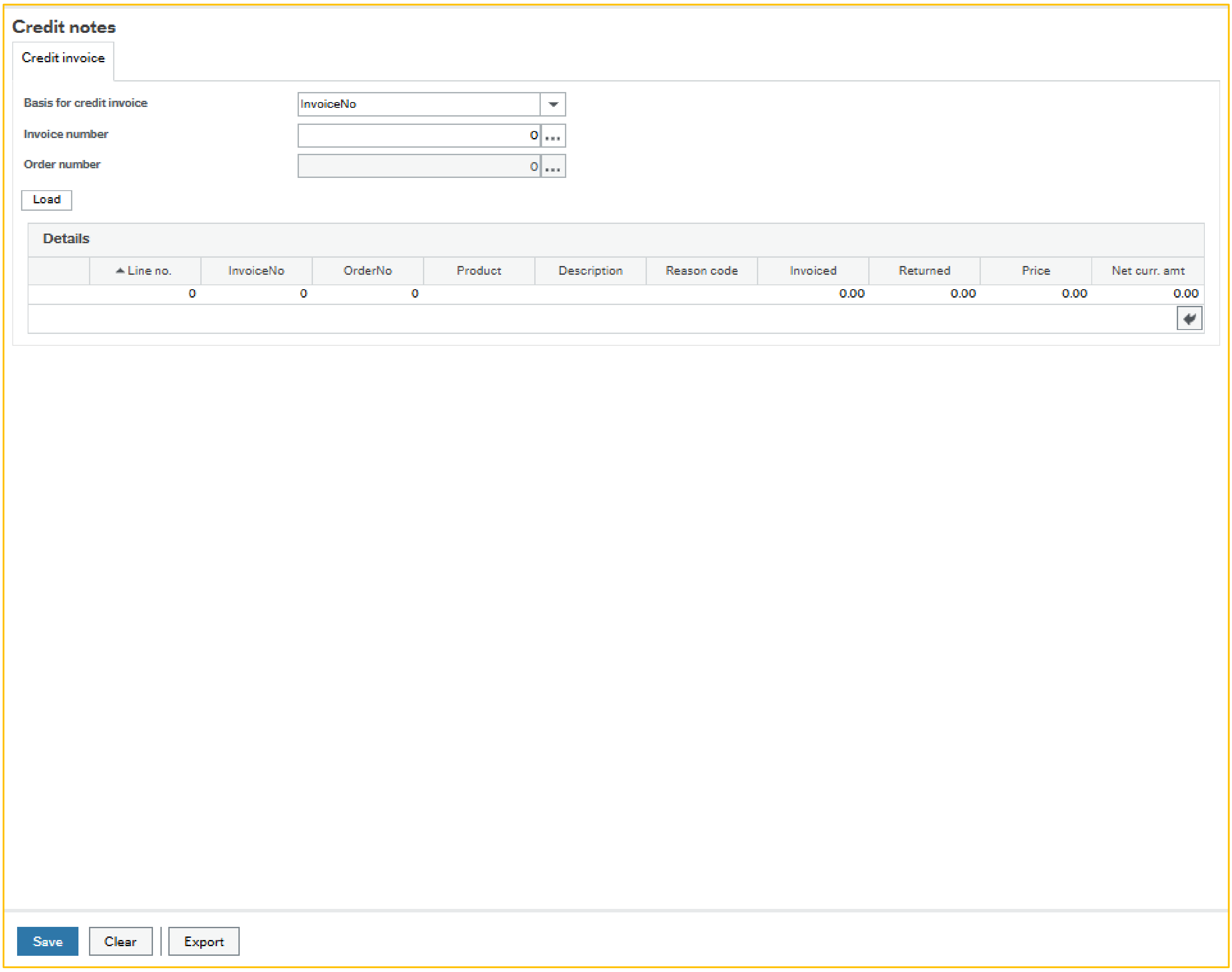
You can check all the sales orders you have raised by going to:

Reports > Finance > Departmental Reports > Customer > My Sales Orders V2

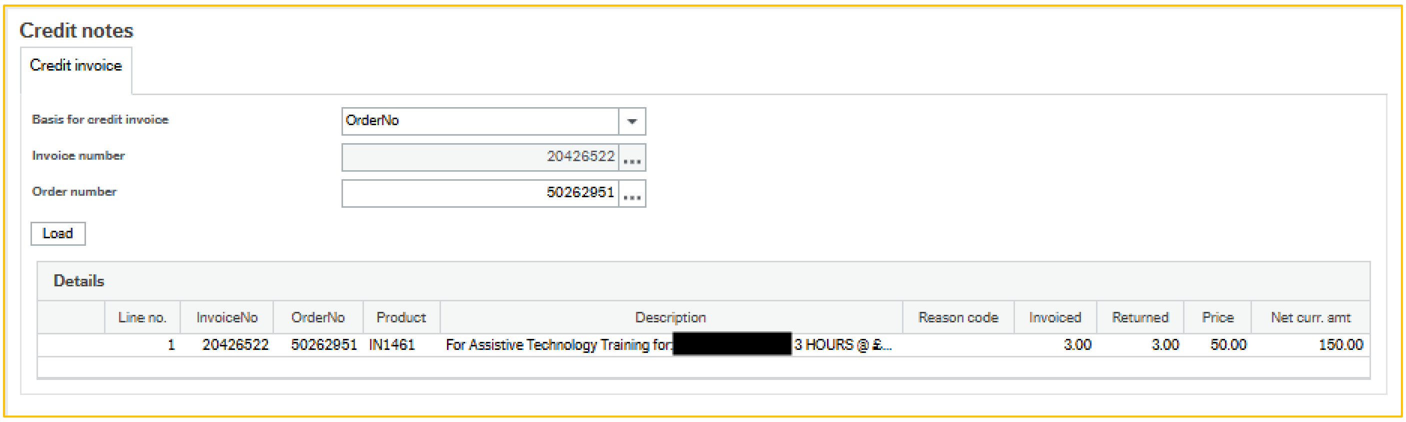
This report will automatically populate with all the sales order you have ever raised newest to oldest, you can use the links at the end of the row to show the details of your order, then link further to see the status of the invoice i.e. whether it has been paid or not.

4. Creating a Credit Note

To begin entering a credit note you will need to go to Customers and sales, then under section Sales order you can select **Credit notes**. You will be presented with the following screen:

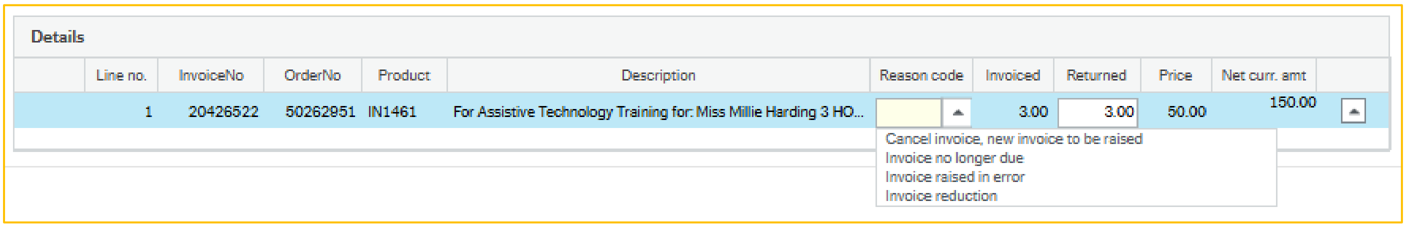


You can credit any invoice that has been raised previously, you can use the sales order number or the invoice number to populate the details of the invoice, select the preferred option from the **Basis for credit invoice** then enter the reference into the relevant **Invoice number** or **Order number** fields, then press Load. This will populate the lines from the original invoice into the Details section:



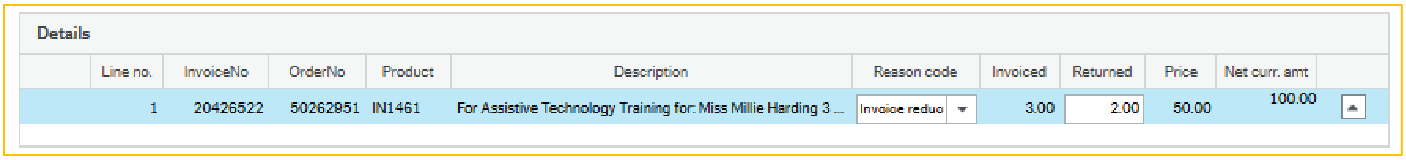
Line no.	InvoiceNo	OrderNo	Product	Description	Reason code	Invoiced	Returned	Price	Net curr. amt
1	20426522	50262951	IN1461	For Assistive Technology Training for: [redacted] 3 HOURS @ £...		3.00	3.00	50.00	150.00

Once you have the details populated you will need to select a reason code from the dropdown:



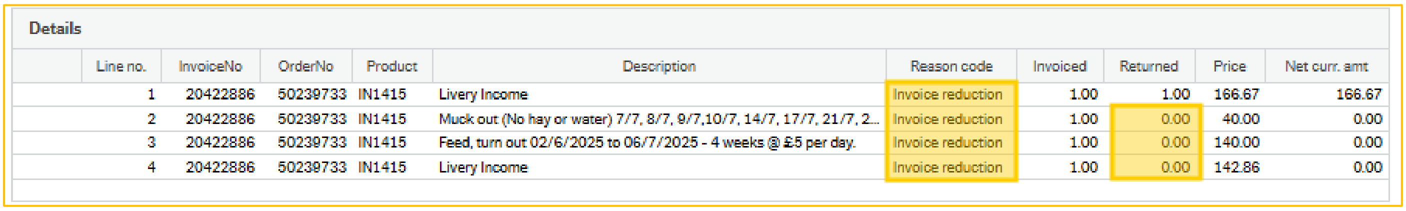
Line no.	InvoiceNo	OrderNo	Product	Description	Reason code	Invoiced	Returned	Price	Net curr. amt
1	20426522	50262951	IN1461	For Assistive Technology Training for: Miss Millie Harding 3 HO...		3.00	3.00	50.00	150.00

The credit is based on the quantity initially invoiced; the returned quantity will always automatically populate with the full quantity to be credited. Please update the Returned value to be the value you wish to credit. In the above example the original invoice was raised for a quantity of 3 at £50.00, if we want to credit 2 we would update the Returned amount to 2:



Line no.	InvoiceNo	OrderNo	Product	Description	Reason code	Invoiced	Returned	Price	Net curr. amt
1	20426522	50262951	IN1461	For Assistive Technology Training for: Miss Millie Harding 3 ...	Invoice reduc	3.00	2.00	50.00	100.00

If you have multiple lines on the invoice, be sure update the returned field on any lines that do not need crediting to 0:

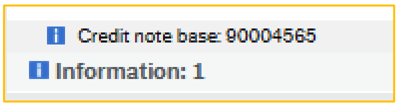


Line no.	InvoiceNo	OrderNo	Product	Description	Reason code	Invoiced	Returned	Price	Net curr. amt
1	20422886	50239733	IN1415	Livery Income	Invoice reduction	1.00	1.00	166.67	166.67
2	20422886	50239733	IN1415	Muck out (No hay or water) 7/7, 8/7, 9/7,10/7, 14/7, 17/7, 21/7, 2...	Invoice reduction	1.00	0.00	40.00	0.00
3	20422886	50239733	IN1415	Feed, turn out 02/6/2025 to 06/7/2025 - 4 weeks @ £5 per day.	Invoice reduction	1.00	0.00	140.00	0.00
4	20422886	50239733	IN1415	Livery Income	Invoice reduction	1.00	0.00	142.86	0.00

Even though on the lines you that are not being credited you will still need to update the reason code on all lines.

Once you content that the lines you want to credit are correct, press the Save button at the bottom of the page:

You will get the following popup at the bottom of the page once you have saved:


Credit note base: 90004565
Information: 1