

Sales Order and Credit Notes for Customers



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Dept: Finance

Contents

1. Creating/Amending Customers.....	2
2. Entering a Sales Order.....	2
2.1. Customer	3
2.2. References	3
2.3. Order line.....	3
2.4. GL analysis	4
2.5. Saving your Sales Order	5
3. My Sales Orders	6
4. Creating a Credit Note	6

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:

Sales orders

Sales order

Sales order

Customer*

Customer address

Order type

Sales Order

References

Salesperson

External references

Dates

Order date*

09/01/2024

Default GL analysis

Stspon

Strev

GEN

General

Astraflags

Stay

Order information

Order lines

	#	Product	Description	Unit	Quantity	Price	Amount	Tax amount	Total amount	Currency	Status	Delivery date

Add

Delete

Search products

Charges

Additional product information

Product

GL Analysis

	#	Account	Cat1	Cat2	Cat3	Cat4	Cat5	Cat6	Cat7	Tax code	Tax system	Percentage	Amount

Split row

Save

Clear

Open

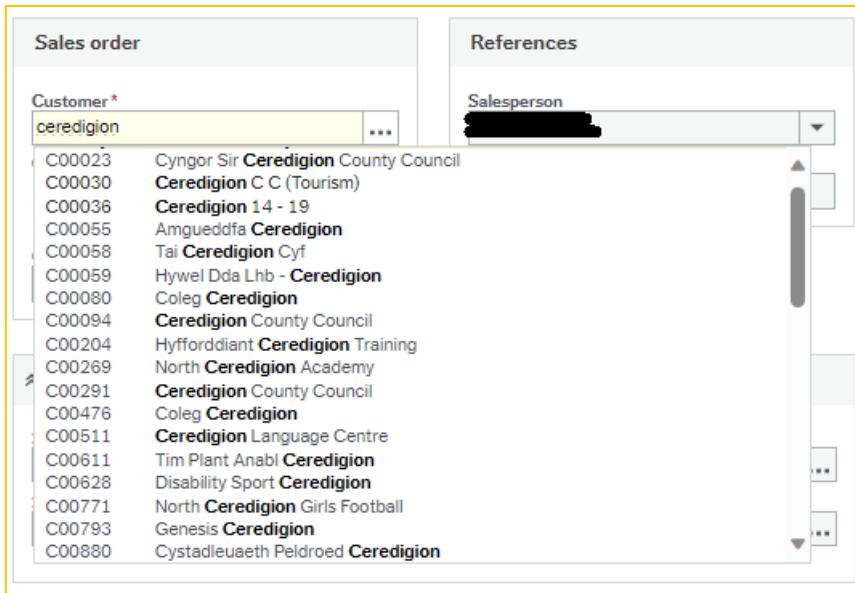
Log book

Export

Charges

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.

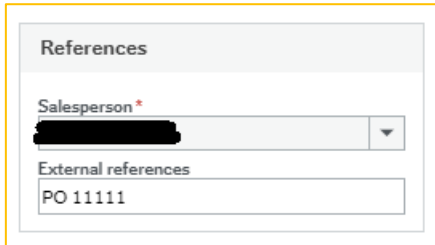


The screenshot shows a 'Sales order' form. The 'Customer' field is active, displaying a dropdown list of suggestions. The suggestions include various Ceredigion-related entities, each preceded by a reference number. The 'References' field is also visible, showing a dropdown menu with a redacted selection.

Reference	Customer Name
C00023	Cyngor Sir Ceredigion County Council
C00030	Ceredigion C C (Tourism)
C00036	Ceredigion 14 - 19
C00055	Amgueddfa Ceredigion
C00058	Tai Ceredigion Cyf
C00059	Hywel Dda Lhb - Ceredigion
C00080	Coleg Ceredigion
C00094	Ceredigion County Council
C00204	Hyfforddiant Ceredigion Training
C00269	North Ceredigion Academy
C00291	Ceredigion County Council
C00476	Coleg Ceredigion
C00511	Ceredigion Language Centre
C00611	Tim Plant Anabl Ceredigion
C00628	Disability Sport Ceredigion
C00771	North Ceredigion Girls Football
C00793	Genesis Ceredigion
C00880	Cystadieuath Peldroed Ceredigion

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.



The screenshot shows the 'References' section of the form. It includes a 'Salesperson' dropdown menu with a redacted selection and an 'External references' text field containing the value 'PO 11111'.

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.

Order lines

#	Product	Description	Unit	Quantity	Price	Amount	Tax amount	Total amount	Currency	Status	Delivery date
1	* equipment	Audio Visual Equipment		0.00	0.00	0.00	0.00	0.00	GBP	To invoice	09/01/2024
	AA001	Audio Visual Equipment									
	AA002	Audio Visual Equipment Hire									
	AH001	Video Equipment									
	AH002	Video Equipment Hire									
	AH003	Video Equipment Maintenance and repair									
	AU001	Audio visual Equipment Maintenance and Services									
	CR003	Watercooler Equipment									
	DA001	Medical Capital Equipment > £10k									
	DB001	Medical, Small Apparatus, Equipment and Instruments									
	DF001	Medical Equipment Maintenance and Repair									
	EF001	Agricultural Equipment Maintenance and Repair									
	EG001	Agricultural Equipment Hire									
	FM114	Farm Vehicle & Equipment (not capital)									
	GA001	Sports Recreational Equipment									
	GC001	Sports Equipment Maintenance & Repair									
	GD001	Sports Equipment Hire & Lease									
	GE001	Sports Equipment Consumables									
	GH001	Sports Science Equipment Hire maintenance and Service									
Σ						0.00					

Additional product i

Product

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

Order lines

#	Product	Description	Unit	Quantity	Price	Amount	Tax amount	Total amou...	Currency	Status	Delivery date
1	* AA002	Arts Centre	* EA	5.00	100.00	500.00	100.00	600.00	GBP	To invoice	09/01/2024
	Audio Visual Equipment ...	Each									
Σ				5.00		500.00	100.00	600.00			

Add Delete Search products Charges

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%)

Order lines

#	Product	Description	Unit	Quantity	Price	Amount	Tax amount	Total amou...	Currency	Status	Delivery date
1	AA002 Audio Visual Equipment ...	Arts Centre	EA Each	5.00	100.00	500.00	100.00	600.00	GBP	To invoice N	09/01/2024
				Σ	5.00	500.00	100.00	600.00			

Add Delete Search products Charges

Additional product information

GL Analysis

#	Account	Costc	Project	Workord	Product	Tax code	Tax system	Percentage	Amount
1	1410 Equipment & Facilities Ser...	148Z Arts Centr...	A1036A Arts Centr...	AZ-0001A Arts Centre Trading – general c...	AA002 Audio Visual E...	SS Sales Standard Rate (20...	PRE PR OTHER (6.5 Other 'TRAC' Activi...	100.00000	500.00
								Σ	100.00 500.00

Split row

Order lines

#	Product	Description	Unit	Quantity	Price	Amount	Tax amount	Total amou...	Currency	Status	Delivery date
1	AA002 Audio Visual Equipment ...	Arts Centre	EA Each	5.00	100.00	500.00	0.00	500.00	GBP	To invoice N	09/01/2024
				Σ	5.00	500.00	0.00	500.00			

Add Delete Search products Charges

Additional product information

GL Analysis

#	Account	Costc	Project	Workord	Product	Tax code	Tax system	Percentage	Amount
1	1410 Equipment & Facilities Ser...	148Z Arts Centr...	A1036A Arts Centr...	AZ-0001A Arts Centre Trading – general co...	AA002 Audio Visual E...	SZ Sales Zero Rated (0%)	PRE PR OTHER (6.5 Other 'TRAC' Activi...	100.00000	500.00
								Σ	100.00 500.00

Split row

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:

Success

The sales order was saved with order no: 50199190

OK

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:

Credit notes

Credit invoice

Basis for credit invoice

InvoiceNo

▼

Invoice number

0

...

Order number

0

...

Load

Details

	▲ Line no.	InvoiceNo	OrderNo	Product	Description	Reason code	Invoiced	Returned	Price	Net curr. amt
	0	0	0				0.00	0.00	0.00	0.00

Save

Clear

Export

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:

Credit notes

Credit invoice

Basis for credit invoice: OrderNo

Invoice number: 20426522 ***

Order number: 50262951 ***

Load

Details

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:

Details

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

Cancel invoice, new invoice to be raised
Invoice no longer due
Invoice raised in error
Invoice reduction

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:

Details

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:

Details

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:

Save

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

 Credit note base: 90004565

 Information: 1