SALES ORDER PROCESS (SOP) USER GUIDE

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Rekha Mistry
1. Sales Order Process Flowchart

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- Credit Control Check
- Auto check – single company
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- Credit Control Check
- Credit Note
- Invoice
- >£250
- HoS/HoD Approval
- HoTS Approval
- Reject
- OK
- No
- Email to User
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2. Get Started

Log into Agresso Self Service.

This is the main menu screen after logging into Agresso Self Service.
3. How to check if a Customer has a valid ID

It is also possible to search for a customer at the sales order stage (see page 12 – How to raise a Sales Order).

From the main menu screen select the options Reports>Sales Order and Customer Enquiries>Customer ID Enquiry.

You have the option of either clicking the button against the associated fields to obtain the Value lookup or, enter a value in any of the fields and clicking the Search button. When searching, the wildcard * can be used.

For example, you wish to search for the customer ID of Leeds Beckett University. The search may be queried as follows:

Click . The following results are returned.
There may be more than one option available under the same Customer ID if the contact details differ.

You require Leeds Beckett University, Accounts Payable. You will need to select Customer ID 23141 where the contact is Accounts Payable.

Click on the customer required. The following window will appear;

**Tabs** – existing customers hold the following information;

- **Customer** – shows customer name and ID number, classification, VAT details and short name.
- **Contact Information** – shows the address and contact. There may be multiple lines in the address if more than one contact exists.
- **Invoice** – shows the payment terms, currency & credit limit.
- **Payment** – shows the method used by the customer to settle the sales invoice. Usually by BACS or Cheque. You will find the status of the customer here. It must be “Active” to be able to generate a sales order.
- **Relation** - holds rules and information applicable to the customer for Finance use.
- **Action overview** – shows any memos/letters sent to the customer. Usually relate to overdue payments.
- **Customer Credit** – view of this tab is dependent on your access rights to the system. It shows any credit check details carried out for the customer.
- **Student Record** – view of these tabs is dependent on your access rights to the system. If the customer is a student, these tabs will be more relevant.
  - **Personal** – student name, data, course details, status history & debtor history.
- Course – course details, including dates, department and school.
- Billing – details if student is classified as a “Bad Debt Student” and the history relating to the bad debt.

If you are able to find and select the correct customer, take note of the customer ID and proceed to raise a sales order, (see page 12 – How to raise a Sales Order).

If you have found the customer but the contact details differ, please contact customermasterdata@reading.ac.uk or ext. 8109 to discuss the changes required. This is also the contact for customer detail amendments and queries.

If you can’t find your customer proceed to How to set up a new customer, see page 7.
4. How to Set Up a New Customer

If you have searched for a customer and are unable to find it, you will need to complete a Customer Set Up Form.

The prerequisites to completing the form are:

- VAT number for EU VAT registered customer
- For an EU customer, you have checked that they are NOT EU VAT registered
- If the customer is a charitable organisation, the charity number
- The customer company number.

Log into Agresso Self Service. From the main menu select Customer and sales>Customer Set Up Form.

The window below will appear.

All fields marked with an * are mandatory.

**Entry Requirements**

- **Form ID** - leave this field as it is. Once the form has been approved this will be populated with the Customer ID number.
- **Form Description** – enter the name of the new customer here. This field can be used in whatever way you find most useful. It will appear as a column on the in the Customer Form Status Enquiry (Reports>Sales Orders and Customer Enquiries) under the column heading Personal Form Ref.
The Other details section should be completed as noted below by the numbers against each field.

1. **Customer Name** – enter the legal entity name or full trading name here (to include plc or Ltd).
2. **Customer Category** – select a category from the drop down list:

3. **Type of Business** – select a type from the drop down list.

4. **Length of Contract (mths)** – select the length of the contract if one exists.

5. **EU VAT registered (N/A UK)** – check this box if the customer is EU VAT registered. The VAT team will require confirmation from the end-user that they have checked that the customer is NOT EU VAT registered. Once you have completed the Customer Setup form you will be provided with a Form Number. Send an email to the VAT team where
the subject is “Customer Setup Form Number XXXXX”, replacing the X’s with the form number provided to you, informing them that you have checked that the customer is NOT EU VAT registered. This will avoid time delays in the VAT team requesting this email following submission of the setup form. Should you have any queries please contact the VAT team (see page 23 – Useful Contacts).

6 EU VAT reg no (N/A UK Co) – enter the EU VAT registration number of the customer here should they have one. The VAT team will check the number the customer has provided to you, to a website they have access to. Should you have any queries please contact the VAT team (see page 23 – Useful Contacts).

7 Prepayments – check this box if prepayments can be made by the customer.

8 Customer Group – select the group from the drop down list. There are 2 options; Other & Staff.

9 Article 151 Customer? – if your customer is based in Europe and has supplied you with evidence that they are eligible for zero rating (VAT) UNDER Article 15.1 of the Sixth Directive, check this box. Should you have any queries please contact the VAT team (see page 23 – Useful Contacts).

10 Charity Number – if the customer is a registered charity, enter the Charity Number here.

11 Company Number – enter the certified Company Number here.

12 Credit Application Form – this is currently not in use.

13 Amount of Credit – enter the amount of credit the customer is allowed to have. To determine the amount you should consider if this is a one off or repeat sale and the length of the contract. This will assist the credit control team in establishing if the requested amount of credit is appropriate. If it is deemed not to be, you will receive a task via the workflow giving the reason why. You may need to request prepayment at this stage.

14 PO is required – select yes or no depending if the customer requires a Purchase Order number to be quoted on the sales invoice. It is best practice to have a PO number quoted.

AP Address
You have the option to add more invoice addresses per customer. For example, if you need to send the invoice to one address but statements &/or reminders to a centralised accounts payable department address.

There must, however, be a ‘General’ address set up for each customer. This is where your invoice will be sent. For larger organisations, this tends to be the customers’ Accounts Payable address.

The General address must be set up as position 1. No more than one General Address can be added.

Entry Requirements – please complete the fields as noted below by the number against each field.
1. **Address Type** – select the address label based on information provided above. Options available are:

2-5. **Address 2 – 4** – populate address details using only the number of fields required.

6. **Town/City** – enter town/city.
7. **Post Code** – enter post code.
8. **Country** – defaults to GB. Change as required.
9. **Email address** – enter the email address where the Sales Invoice needs to be sent for review and payment. Failure to do so will result in the Customer set up being rejected.
10. **CC mail** – enter if required.
11. **Add** – click if you wish to add any further addresses.
12. **Delete** – click to delete any address line entered.

The **Credit Control Only** Section (below) is for Finance Use only.

**To Complete**

On completion, you have the following options available, as noted below by the numbers against each field;

1. **Clear** – this will clear all data input without saving.
2. **Print Preview** – allows you to print preview the form
3. **Submit form** – saves and forwards the form to credit control and VAT team for review and to set up the customer. The form number displayed when the message ‘now created’ appears is not a live Customer account. Once approved by the Credit Control team, you will receive an email confirming when the account has been created.
4. **Save as draft** – if you wish to save and continue at a later time.
5. **Export** – This function does not serve any purpose. Please do not use.

**Rejected Requests**

If the request is rejected, an email from “AgressoHelp” will be sent to you and you will be tasked via workflow to update the form advising of the reason for rejection.

<table>
<thead>
<tr>
<th>Supplier Request No</th>
<th>Supplier Name</th>
<th>Goods/Service</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>89631</td>
<td>Hammerson Operations Limited</td>
<td>Service</td>
<td>Query for Requestor</td>
</tr>
</tbody>
</table>

Make the correction, save and click on resubmit the form or reject to remove the request from the workflow tasks list.
Checking Status of Customer ID

You are able to check the status of the request for a new customer as follows:

- Select Menu option Reports> Sales Order & Customer Enquiries> Customer Form Status Enquiry.
- You may narrow the search by entering the Form number provided in the blank row under Form No which would have been sent to you when the initial request was made.
- Any line showing the status ‘C’ is now complete/closed and the customer id field will be populated with the Customer Number.
- Any line showing the status ‘N’ is still in the process of being validated and is being reviewed by the person/s named in column currently with.
5. How to raise a Sales Order.

Log into Agresso Self Service. Select Customer and sales>Sales orders option.

The following window will appear:

Creating a Sales Order:

Please complete the fields as noted below by numbers against each field;

1. **Customer** – enter the customer ID. If unknown, follow the steps on see page 4 – How to Check if Customer has a Valid ID. Alternatively, click on to create the Value lookup dialog box and enter the search criteria.
   
   **Tip:** this will search in all fields and can be narrowed by entering a value and using wildcards * in the blank fields below the column headings.

   If searching, click on the Customer ID. This will return you to the sales order tab where the customer ID and address will be populated.

2. **Order Type** – this will default to Print Invoices. No other options are available.
3. **Status** – the following options are available using the drop down:

To invoice – this is the default setting and is required if the sales invoice is to be generated.

Parked – select if the order remains incomplete. It can be changed to To Invoice once completed.

Closed/Terminated – if selected a sales invoice will not be generated.

4. **Sales Invoice Preparer** – this will default to your name. The option to select another preparer is available from the drop down list however, if you are generating the sales order it should be left with the default name.

5. **Contact Name** – if you require somebody other than the Sales Invoice Preparer to deal with queries, please select their name from the drop down list against this field. The contact name in the drop down will only appear if the contact have an Agresso ID which is linked to the Sales Order Process (SOP). Please contact financial-systems@reading.ac.uk if you need this enabled for anyone not appearing on the list.

6. **Customer Order No.** – it is best practice to obtain a purchase order (PO) number from your customer to quote on the sales invoice to avoid any delays in payment. The purchase order number must be entered in this field. This can be replaced with a customer contact name if a PO number is not provided.

7. **Invoice Description** – enter a brief description for the sales invoice here. This will appear on the invoice.

8. **Currency** – select the currency of the sales invoice. The can be used to search for currencies. The exchange value to GBP will be determined by the system currency exchange rates.

9. **Payment terms** – this will default to 30 days unless you select other terms using the drop down options.

10. **Delivery/Tax Point Date** – the delivery and tax point date will default to the order (today’s) date. The tax point date will need to be overwritten if the goods were delivered or the services completed more than 14 days before the sales order is raised, or payment received in advance. In this case the tax point date should be recorded as the earlier of the two dates. Rules are different if there is a supply of a continuous service or deposits. Please consult the VAT team at vat@reading.ac.uk in case of doubt.

11. - supporting documentation can be attached by clicking this button in the top right hand corner of the screen. You may wish to add a copy of the purchase order relating to the sales invoice request or a contract. These documents must be saved in a folder on your computer.

**Order Lines**

Order lines are required for the University to be able to monitor and report on the products we are purchasing.

Please complete the fields as noted below by numbers against each field;

1. **Product** – the product code consists 1 alpha followed by 4 numbers (Sxxxx). To select, simply type a description of the goods/service to be supplied and a drop down list will appear. For example, for consultancy, type “con”. Alternatively, select to create the Value lookup dialog window where searches can be made using wildcards *. A list of current codes is available on page 25, [Sales Order Codes](#).
Please take time to choose your product code carefully. This is a key element of the VAT validation process and should it not be the correct one, you will be notified by the VAT team via workflow and will need to raise a new order.

2. **Description** – the description will default to the product code selected. You may amend the text in this field. This text will show on the sales invoice and be recorded against the income transaction in U4BW (Agresso Back Office).

3. **Quantity** – enter the quantity supplied here. The quantity for Services will always be 1.

4. **Price** – enter the price per unit, excluding VAT.

5. **Curr. Amount** – will be calculated by multiplying the quantity with price and displayed in this field.

6. **Add** – click to add additional products within the same sales order.

7. **Delete** – a populated product line can be deleted completely by selecting the line and clicking the button.

8. **Reset** – to reset existing order lines, select the line and click reset.

9. **Park** – to park existing lines, select the line and click park.

10. **Close** – to close existing lines, select the line and click close.

11. **Terminate** – to terminate existing lines, select the line and click terminate. This terminates the selected order line only. The status against this line will change to Terminated (T) and will not appear on the sales invoice.

12. **Search Products** – can be used to search for Products and codes without the use of wildcards. Note that the results generated currently include product codes for both P2P (3 alpha digits) followed by the SOP product codes (1 alpha followed by 4 numeric). If you select a P2P product code, the code will be rejected and a warning message will appear.

**Additional Product Information**

You are able to include additional text to appear in the Description box within the sales invoice by selecting

- Click on the double downward facing arrows to generate the Product text box.
- Enter additional product information here. You are allowed 8 lines, 50 characters per line (carriage returns count as one line). Anything above this allowance will create a second page of the sales invoice.
- Useful information to add includes:
  - Product details:
  - Date of supply:
  - Your Ref: (name/phone number/email address)

**GL Analysis**

The codes selected here will determine where the sales invoice amount (income) is recorded within the financial accounts of your school/service.

Please complete the fields as noted below by numbers against each field;

1. **Acc** – (Account Code) enter the 4 digit numeric account code. It can be searched using the Value lookup button.
2. **Costc** – (Cost Code) this will default once the Project code is entered as each Project code is unique to a Cost Code.
3 **Project** – (Project Code) enter the 8 digit, 1 alpha followed by 7 numeric, project code. It can be searched using the Value lookup button. Once entered, the **Cost** field will default. Project codes are linked to companies. The company determines which sales invoice template the system selects.

4 **Co** – (Company) this is a fixed field which will default to the company you are generating the sales order in.
   - RU = University of Reading
   - HC = Henley Business School Ltd
   - TVSP = Thames Valley Science Park

5 **Tax Code** – enter the tax code. It can be searched using the Value lookup button. Please see page 23, Useful Information for the list of VAT codes. Should you require clarification of the tax code to use please contact the VAT team at vat@reading.ac.uk.

6 **Tax System** – a fixed field which will state if the tax (VAT) is recoverable or irrecoverable. This will be determined by the project code used.

7 **Percentage** – represents the % of the total income that will be allocated to the project can be entered here. The % may be split if you wish for it to be posted to various project codes. (see point 9 below).

8 **Amount** – will be based on the percentage entered and will be the net amount posted against the transaction in Agresso.

9 **Split Row** – allows you to split the GL Analysis row if the income is to be split across multiple project codes. Enter the project code and percentage.

**Invoice Address Tab**

A customer ID may have multiple Invoice Addresses attached to it. To ensure that the correct invoice address and contact details appear on the sales invoice, select tab Invoice Address. The following window will appear:

![Invoice Address Tab](image)

Use the drop down against **AddressID** to select the address and contact details for the invoice.

If the customer exists but the contact details differ, please contact customermasterdata@reading.ac.uk to request an addition or change existing details.

**Tip:** the address in the Sales order tab will not change and will default to the General Address set up for the customer you have selected. The AddressID selected will determine the actual contact details, including the email address the sales invoice will be sent to despite not being able to see it in the Sales order tab.

**To Complete**

If you wish to add any attachments to the Sales Invoice, for example, copy of the purchase order or contract, you may do so by using the button which is located in the top right hand corner of the screen. You will need to have saved the document in a folder you have access to in your computer.

After entering all the information required, click the **Save** button. This will generate a sales order number for your reference.
You may see a Credit Warning appear but it will not stop you raising an invoice. The figure shown represents the following for the customer:

**Credit Limit less the Sum of Orders being Processed plus Overdue Outstanding Debt**

Should you have any concerns about the credit limit or the outstanding debt of a customer please contact creditcontrol@reading.ac.uk. Any unpaid invoices will be recorded as an outstanding debt against the schools/services financial accounts.

If the customer has subsequently ceased to trade or goes into liquidation, credit control will manage the debt.

The sales order will now enter a workflow (see page 2, **SOP Flowchart**) where various validation checks will be carried out including the tax code used. If there are any issues with the sales order, you will be notified via workflow so that you may amend, update or cancel the order. You will receive an email notifying that there is a task awaiting your attention in Agresso Self Service.

If all is fine, you will receive an email with a copy invoice attached as will the person on whose behalf you have raised the invoice if you added another member of staff’s name at the order entry stage. A pdf version of the invoice will be emailed to the customer where an email exists. If one does not exist, a paper copy will be posted by the credit control team.
6. How to raise a Credit Note

**Reasons for Raising a Credit Note**

Credit Notes are issued to amend or entirely cancel the income and debt. Reasons for raising a credit note include:

- The details on the invoice are incorrect and the invoice needs to be cancelled and redrawn. For example, the standard data (customer name and address) was selected in error, VAT is incorrect or, errors in the valuation of the goods or services.
- The goods or services were never actually provided, therefore the sales invoice should never have been raised.

Removing a Sales Invoice other than the 2 reasons given above, must go through the write-off procedure where the University is deciding either not to or is failing to collect a legally due debt. Such waivers must be approved through the correct workflow route (see page 2, SOP Flowchart).

A credit note can be issued by creating a negative sales order.

If raising a credit note against a sales invoice, you may copy the original order or use it as a template so that you have the original data entered already populated.

The changes you need to make are as follows:

- **Invoice description** - include ‘Credit Note for Invoice XXXXXX’ to reference the invoice against which the credit note is being issued.

- **Additional product information, Product text** - include ‘Credit Note for Invoice XXXXXX’ to reference the invoice against which the credit note is being issued.

- **Workflow log** - include ‘Credit Note for Invoice XXXXXX’ to reference the invoice against which the credit note is being issued. If you wish to provide additional information to the approvers without it appearing on the final document they can be entered here. The more explanation you provide at this stage the more likely the credit note will be approved and despatched quickly.

- **Price** - include (-) negative sign in the price field.

On saving the Credit Note order, it will enter the workflow where the automated approval process is different. The credit order will be work flowed via Credit Control, VAT Team, then to your Head of School or Service for approval. Additional approval will be required by the Head of Transactional Services (HoTS) if the value is equal to or greater than £250 before the credit note is sent to your customer (see Page 2, SOP Flowchart).
7. Rejected Sales Orders, Viewing Documents, Clearing Internet History (Cache)

**Rejected Sales Orders**,  
On creating and saving a sales order several validation checks are carried out.

If there are errors on the order, it will be rejected and you will receive a ‘task’ to review the error in Agresso Self Service.

Open the task to open the sales order. You will see a warning sign adjacent to the product line entry. Double click to reveal the message in the workflow log showing details of what needs to be corrected.

Make the changes required and save.

**How to View Documents Sent Out with an Invoice**  
To view documents sent out or to be sent out with your sales invoice/credit note.

- Select menu options Customer and Sales > Sales Orders.
- Click Open in the bottom pane of the window.
- Enter the sales order number in the Value lookup. Click Search.
- Double click the order number to retrieve the order.
- Click 📄 in the top right hand corner of your screen to view the attachments.

If you experience difficulties in opening the document, you may need to clear your Internet History (cache). See Instructions below.

**How to Clear Internet History (cache)**  
If you are experiencing difficulties reviewing attached documents, you may need to clear your Internet History (cache).

Click on your username in the top right hand corner and select ‘About Unit 4 Agresso’.

Click ‘Clear the Cache’

Repeat the process for **How to View Documents Sent Out with an Invoice**, see page 18.
8. How to Check the Status of your Invoice (Workflow)

You are able to check the status of your sales order by accessing a number of reports available.

You can see if an invoice number has been assigned or look at the workflow in more detail to find out what is happening to your order by choosing the ‘Links to Reports’ column (the very last column to the right hand side of the report – you may need to scroll across the screen to see this column). The following statuses apply:

N = Not Invoiced
F = Finished (Invoiced).

- Log into Agresso Self Service. Select Reports > Sales Order & Customer Enquiries

- Select report RSO01 – Sales Order & Credit Note Enquiries.

- Enter the sales order number in the field Sales Order Number like, click Search.

This will return each line entry for your sales order. Scroll to the very end of the result to reveal the last column called Links to reports. In Select Link, click on the drop down.
Select Sales order Workflow Enquiry. This will show those lines where the workflow is in progress.

Click on Workflow in Progress to show you the workflow of your sales order/credit note.

Tip: The Map dialog box containing the workflow is currently too small to display the whole work flow. Please scroll down using the bar on the very right side of the dialog, then scroll down using the bar to the side of the flowchart. This will reveal the scroll bar which will allow you to move sideways along the flowchart.

You may hover around each item within the workflow for more detail.

**Understanding the Workflow**

Anything highlighted in green with a green border such as this means that stage of the workflow is complete. Any yellow highlighted boxes along the same level is for the same validation check, it represents the various members of staff who can carry out that particular check. Otherwise, a yellow highlighted box represents the stage the workflow has reached. In the example below, there are 3 members of staff who may carry out the validation check. It is the named person in the green highlighted box who has carried out the validation check and it will have moved onto the next stage of the workflow.
Anything highlighted in red indicates that there is a problem with a sales order/credit note where either the validation check has identified an error (for example, the VAT is incorrect) or the approver has rejected it (for example, if they require more information especially relating to a credit note). This will result in a task being generated in the originator’s task bar in Agresso Self Service giving the reason for rejection and what needs to be addressed to correct it.

To establish where your sales order/credit note is in the work flow at any given point in time, look for the next highlighted yellow box following a green highlighted box. Hovering your cursor over these boxes will show the name of the person and the status as ‘active’.

Once the sales order/credit note has completed the workflow and the Sales Invoice/Credit Note has been generated and forwarded to the customer, the status of the order will change from 'N' (Not Invoiced) to 'F' (Finished/Invoiced).
9. How to check if the Sales Invoice has been paid

You are able to check if your Sales Invoice has been paid via Agresso Front Office by accessing the following report;

- Reports>Sales Orders & Customer Enquiries>Customer Account Enquiry Open &/or Historical.

- Enter any of the selection criteria, the more you can enter the narrower the search will be.
- Ensure B – open items & C – Historical items are both ticked. Click Search.

- Enter the sales invoice number in the blank field under InvoiceNo column. Click Search.

If the invoice has been paid, you will see 3 lines (including the sum line). The line where the “Due date” is blank but the “Inv.date” is populated, represents the payment received from the customer. The “Original Currency amount” will appear in red as a negative/credit value and the date in the “Inv.date” column is the date the sales invoice was settled.

If there is a shortfall in the funds received then this amount will appear in either the “O/S Currency or GBP amount”. If the invoice remains unpaid you will see line 2 & the sum line only.
10. Useful Information (Sales Tax Codes), Enquiries, Tips & Contacts

**Information (Sales Tax Codes)**

Listed below are the current Sales Tax Codes used. Should you require any further information please contact the VAT team.

**ST**  
*Standard Rate (20%)*  
Sale of goods (including sale to members of staff).  
Royalties.  
Wine, Soft drinks,  
UK consultancy (regardless of status of recipient)  
Invoicing a limited company for supplies for research.  
Sales to students EXCEPT where ‘closely related’ to their education.  
Short term supplies of accommodation where no associated supply of education is made.

**SF**  
*Reduced Rate (5%)*  
Sales of fuels for domestic use only (gas, electricity, oil).

**SO**  
*Outside the Scope of VAT (Nil)*  
Sales of goods/services outside the EU.  
Grant income.  
Donations (where nothing is received in return).  
Fines.

**SZ**  
*Zero Rated (0%)*  
Sales of books and printed matter (hard copies only).  
Maps and topographical plans.

**SE**  
*European Purchases (0%)*  
Sales to business customers in another EU country (the customers’ VAT number MUST be quoted on the invoice). If no VAT number available treat as a UK supply charge.

**SX**  
*Exempt from VAT (Nil)*  
Educational supplies (course fees, short courses, summer school, some conference/workshops).  
Supply of goods and services to students that is ‘closely linked’ to education.  
Rental income.  
Fund raising events for charities.

**Enquiries**

There are many useful enquiries and information held in the Menu option Reports.

Please note that different users may have access to different reports (this will be addressed in the next systems upgrade) but typically the name of the report is self-explanatory.

Reports and Enquiries can be found in the Menu option, Reports under the following headings:

- Online Expenses
- P2P Enquires
- Sales Order & Customer Enquiries
- Useful Information & Downloads – contains BIF downloads.
- User Guides & Training – Online expenses/Supplier Request.

Open the report/enquiry required, enter the relevant data and click Search, any results appearing in blue can be also be clicked to reveal the data stored under that column heading. For example, in report RSO01, Sales Order & Credit Note Enquiries, clicking on the invoice number will provide you with an image of the sales invoice which can be downloaded.
Most of these reports will have the “Links to Reports” column (at the very end of the report to the right hand side) which allows you access to the workflow.

**Tips**

- You can open and copy old orders by selecting “Copy sales order” from the Sales Order tab. If replicating then remember to change the delivery date and tax point. This will by default change to today’s date.
- You can park and retrieve sales orders for completion at a later time by selecting the ‘Parked’ option.
- You can use 📜 to attach documents to your sales order/credit note.
- You can save the order entry screen to your shortcuts menu to make it available on the Home Screen when you log into Agresso Self Service by using 💖 in the top left hand corner.
- You can add your telephone extension number to your contact details displayed on the face of the invoice by updating your employee details in Employee Self Service on the University staff page.

**Contacts**

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance Systems Issues</td>
<td>x 7161</td>
<td><a href="mailto:financial-systems@reading.ac.uk">financial-systems@reading.ac.uk</a></td>
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<tr>
<td>Customer SetUp</td>
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<td><a href="mailto:creditcontrol@reading.ac.uk">creditcontrol@reading.ac.uk</a></td>
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<tr>
<td>Updates &amp; Queries</td>
<td>x 8423</td>
<td><a href="mailto:customermasterdata@reading.ac.uk">customermasterdata@reading.ac.uk</a></td>
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<td>Credit Limits &amp; Outstanding Debt</td>
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<td><a href="mailto:creditcontrol@reading.ac.uk">creditcontrol@reading.ac.uk</a></td>
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<td>Your Finance Contact</td>
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<tr>
<td>VAT</td>
<td>x 5441/4476/6811</td>
<td><a href="mailto:VAT@reading.ac.uk">VAT@reading.ac.uk</a></td>
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<td>Accommodation- non educational event</td>
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<td>Coaching/mentoring</td>
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<td>Consumables for student not used in studies (taxable)</td>
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<td>Knowledge transfer other income-taxable</td>
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<td>Legacy Income</td>
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<td>Other goods/services -VAT standard rate</td>
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<td>Other services-outside scope of VAT</td>
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<td>Parking permits - students</td>
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<td>Recharge of travel/accommodation expenses</td>
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<td>Sports-hire of courts -non members</td>
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<td>Sports-hire of courts-members</td>
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<td>Sports-hire of equipment-members</td>
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<td>Sports-hire of equipment-non members</td>
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<tr>
<td>$S1136</td>
<td>Sports-membership fees-non students</td>
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<td>$S1137</td>
<td>Sports-membership fees-students</td>
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<td>Steam</td>
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<td>Student accommodation</td>
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<td>Studentship-commercial sponsorship</td>
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<td>Study trip student contribution</td>
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<td>Telephone calls/charges</td>
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<td>Vacation Let/Rent-Non Students&lt;28 days</td>
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<td>Vacation Let-room charge Students</td>
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<td>Vacation Let-Students</td>
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<td>Printing-book/booklet</td>
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<td>$S1158</td>
<td>Printing-pamphlet/brochure/poster</td>
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<td>Stationery</td>
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<td>S1160</td>
<td>Bench fees/academic visitors-(including educational support)</td>
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<td>Bench fees/academic visitors-(facilities only)</td>
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<td>Research Income - Grant Funded</td>
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<td>Studentship-charity funded</td>
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<td>Employer Recruitment Charges</td>
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<td>Licence-on properties with option to tax</td>
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<td>S1167</td>
<td>Fishing/Shooting rights</td>
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<td>Testing/Analysis/Sampling</td>
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<td>Advertising/Marketing</td>
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<td>Purchasing card reimbursement</td>
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<td>Autism assessment services</td>
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