SALES ORDER PROCESS (SOP) USER GUIDE

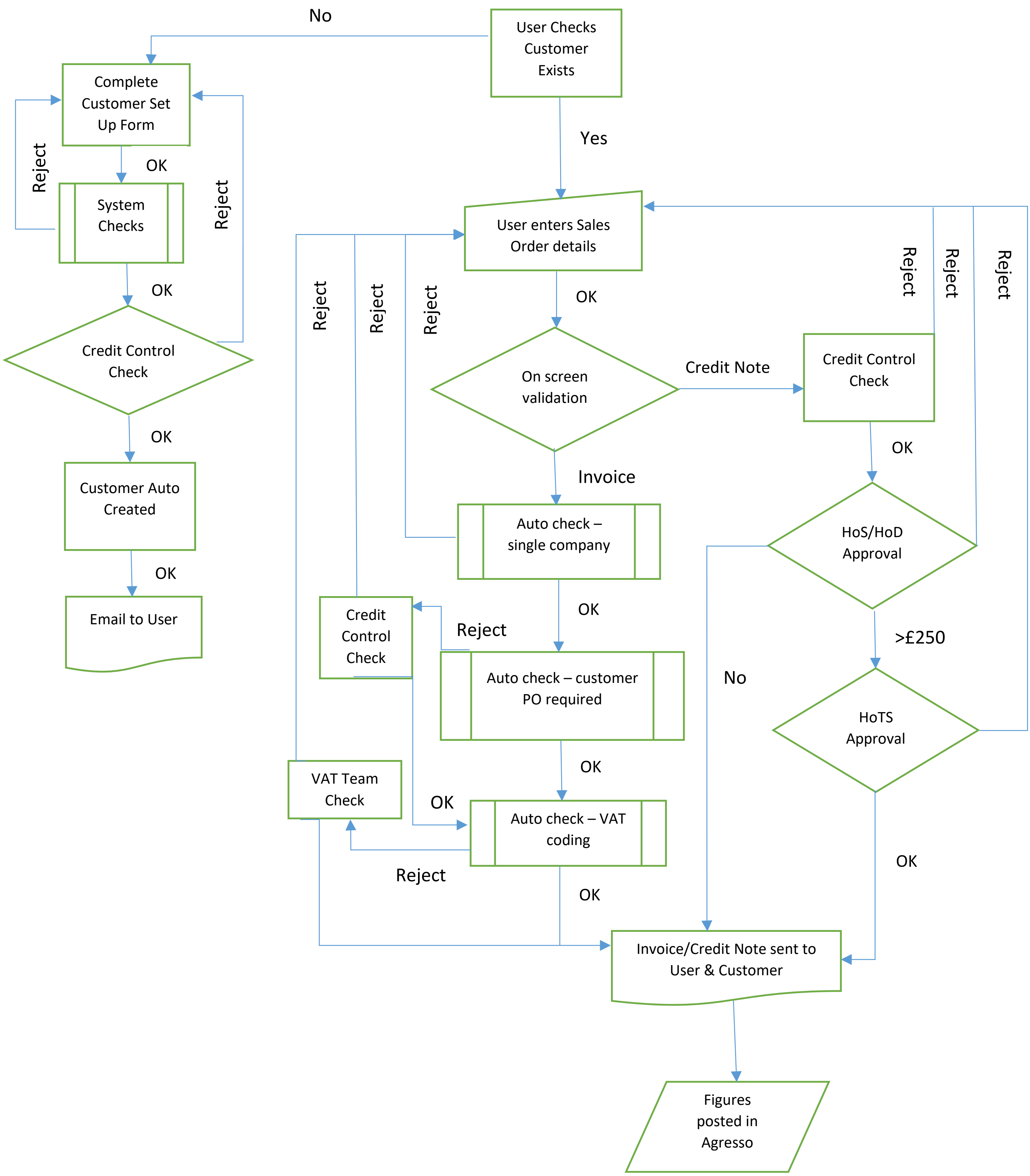
Contents

Version 1.2

July 2020

Rekha Mistry

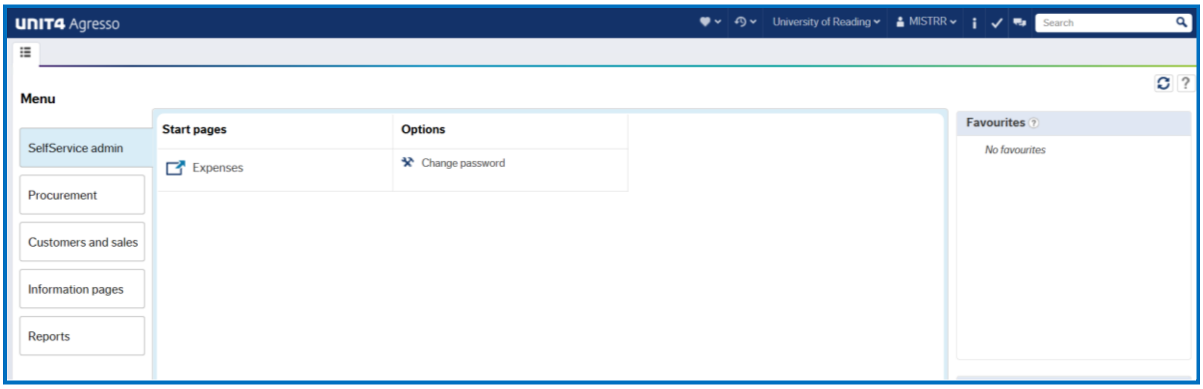
1. Sales Order Process Flowchart



2. Get Started

Log into Agresso Self Service.

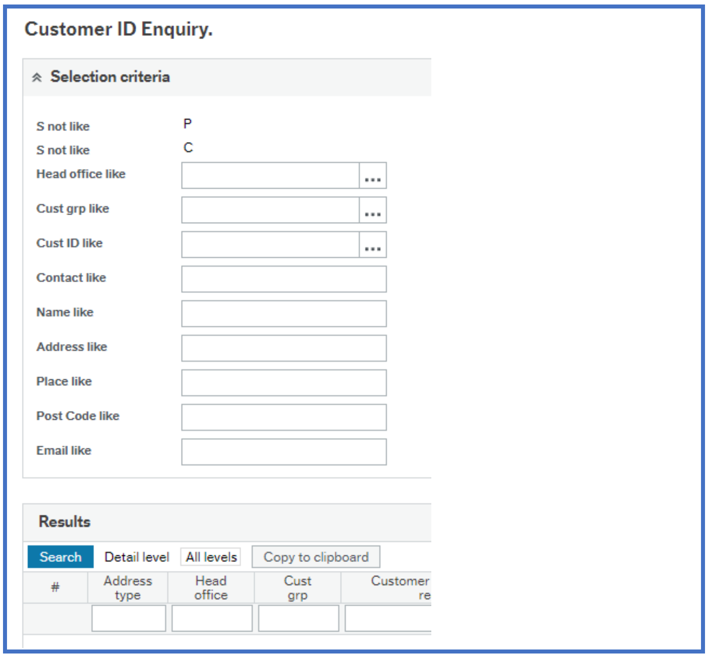
This is the main menu screen after logging into Agresso Self Service.



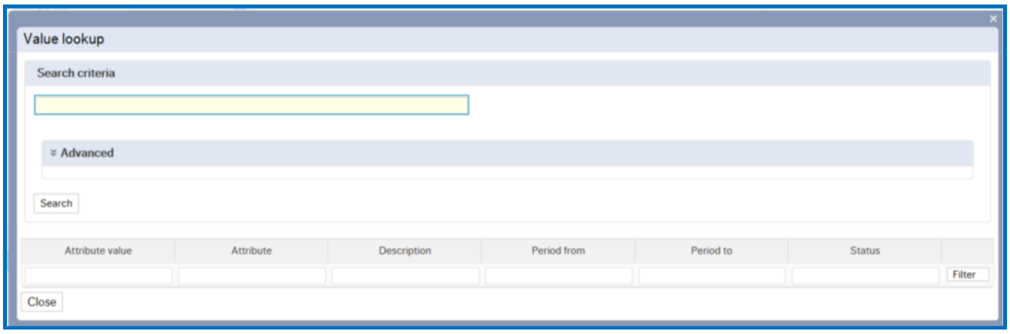
3. How to check if a Customer has a valid ID

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

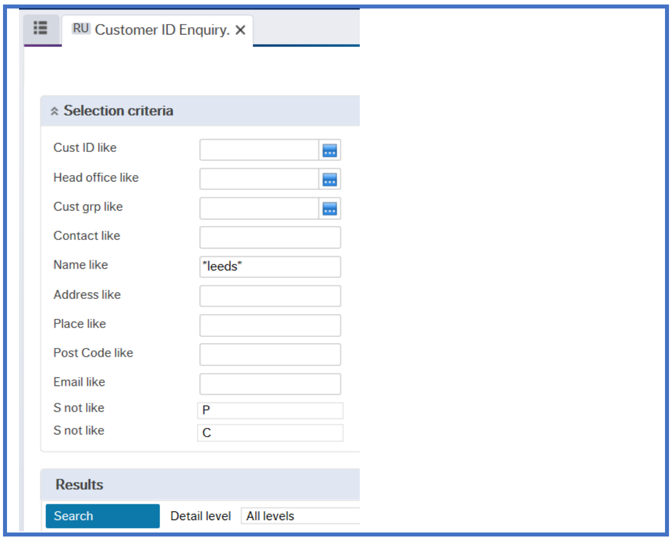
From the main menu screen select the options Reports>Sales Order and Customer Enquiries>Customer ID Enquiry.



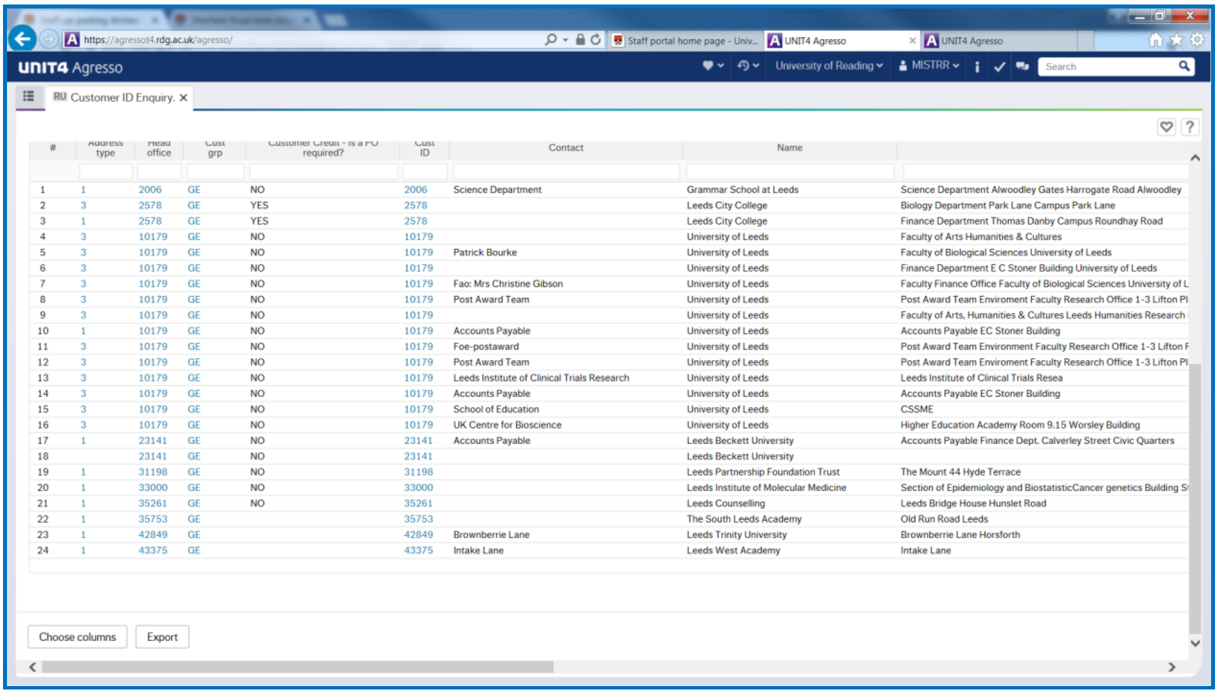
You have the option of either clicking the button against the associated fields to obtain the Value lookup or, enter a value in any of the fields and clicking the Search Search button. When searching, the wildcard * can be used.



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



Click Search . The following results are returned.

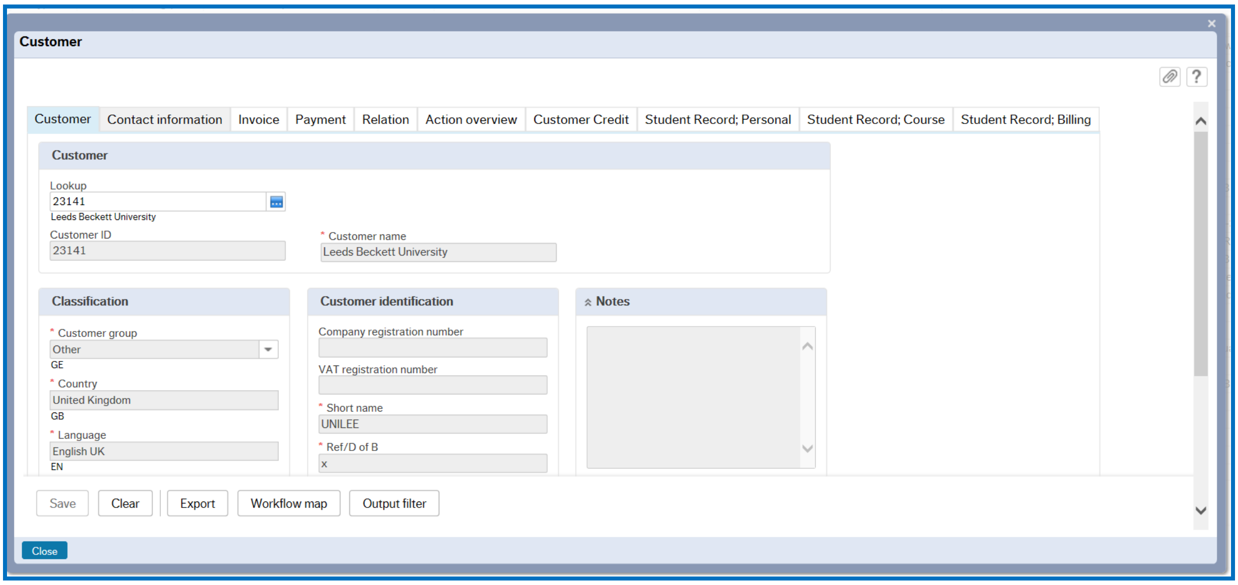


#	Address type	Head office	Cust grp	Customer Credit - Is a PO required?	Cust ID	Contact	Name	
1	1	2006	GE	NO	2006	Science Department	Grammar School at Leeds	Science Department Alwoodley Gates Harrogate Road Alwoodley
2	3	2578	GE	YES	2578		Leeds City College	Biology Department Park Lane Campus Park Lane
3	1	2578	GE	YES	2578		Leeds City College	Finance Department Thomas Danby Campus Roundhay Road
4	3	10179	GE	NO	10179		University of Leeds	Faculty of Arts Humanities & Cultures
5	3	10179	GE	NO	10179	Patrick Bourke	University of Leeds	Faculty of Biological Sciences University of Leeds
6	3	10179	GE	NO	10179		University of Leeds	Finance Department E C Stoner Building University of Leeds
7	3	10179	GE	NO	10179	Fao: Mrs Christine Gibson	University of Leeds	Faculty Finance Office Faculty of Biological Sciences University of L
8	3	10179	GE	NO	10179	Post Award Team	University of Leeds	Post Award Team Enviroment Faculty Research Office 1-3 Lifton Pl
9	3	10179	GE	NO	10179		University of Leeds	Faculty of Arts, Humanities & Cultures Leeds Humanities Research
10	1	10179	GE	NO	10179	Accounts Payable	University of Leeds	Accounts Payable EC Stoner Building
11	3	10179	GE	NO	10179	Foe-postaward	University of Leeds	Post Award Team Environment Faculty Research Office 1-3 Lifton F
12	3	10179	GE	NO	10179	Post Award Team	University of Leeds	Post Award Team Enviroment Faculty Research Office 1-3 Lifton Pl
13	3	10179	GE	NO	10179	Leeds Institute of Clinical Trials Research	University of Leeds	Leeds Institute of Clinical Trials Resea
14	3	10179	GE	NO	10179	Accounts Payable	University of Leeds	Accounts Payable EC Stoner Building
15	3	10179	GE	NO	10179	School of Education	University of Leeds	CSSME
16	3	10179	GE	NO	10179	UK Centre for Bioscience	University of Leeds	Higher Education Academy Room 9.15 Worsley Building
17	1	23141	GE	NO	23141	Accounts Payable	Leeds Beckett University	Accounts Payable Finance Dept. Calverley Street Civic Quarters
18		23141	GE	NO	23141		Leeds Beckett University	
19	1	31198	GE	NO	31198		Leeds Partnership Foundation Trust	The Mount 44 Hyde Terrace
20	1	33000	GE	NO	33000		Leeds Institute of Molecular Medicine	Section of Epidemiology and BiostatisticCancer genetics Building S
21	1	35261	GE	NO	35261		Leeds Counselling	Leeds Bridge House Hunslet Road
22	1	35753	GE		35753		The South Leeds Academy	Old Run Road Leeds
23	1	42849	GE		42849	Brownberrie Lane	Leeds Trinity University	Brownberrie Lane Horsforth
24	1	43375	GE		43375	Intake Lane	Leeds West Academy	Intake Lane

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.

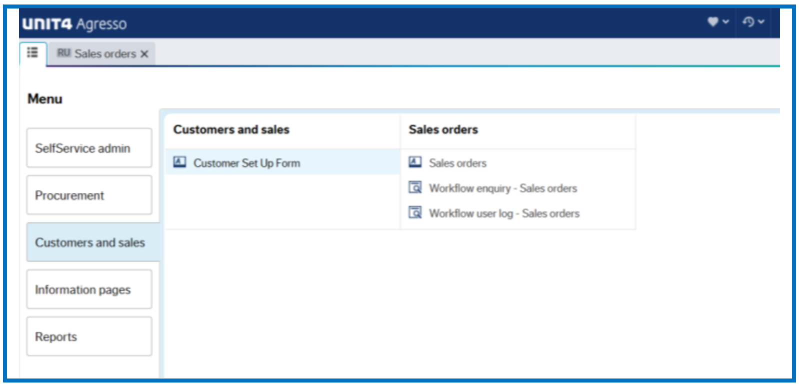
4. How to Set Up a New Customer

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

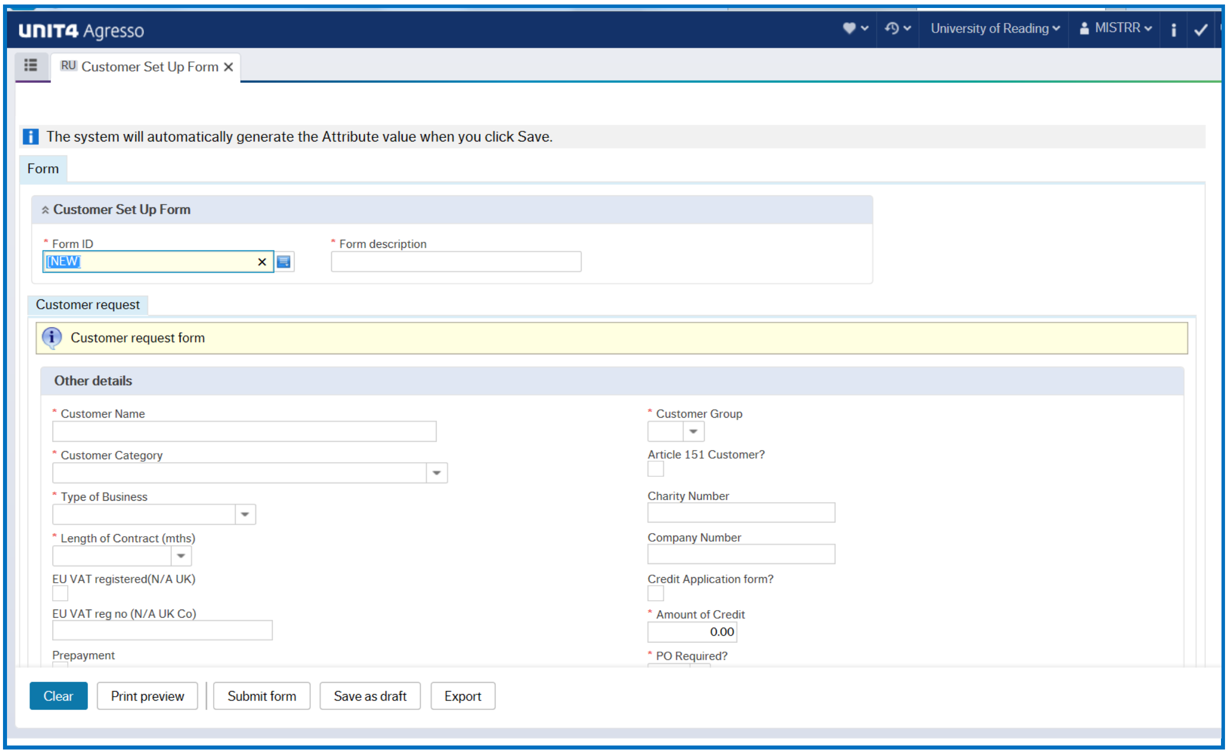
The prerequisites to completing the form are;

- 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.



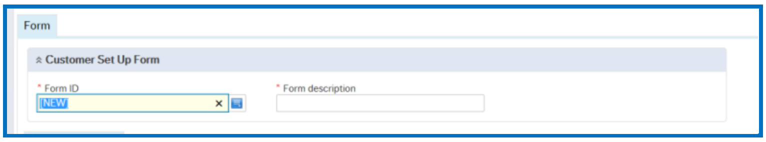
The window below will appear.



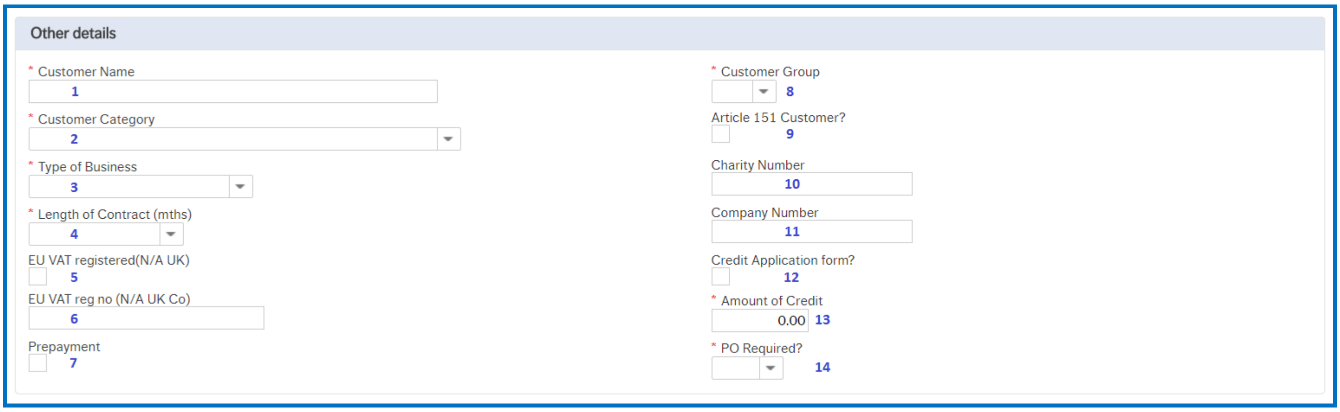
All fields marked with an * are mandatory.

__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.

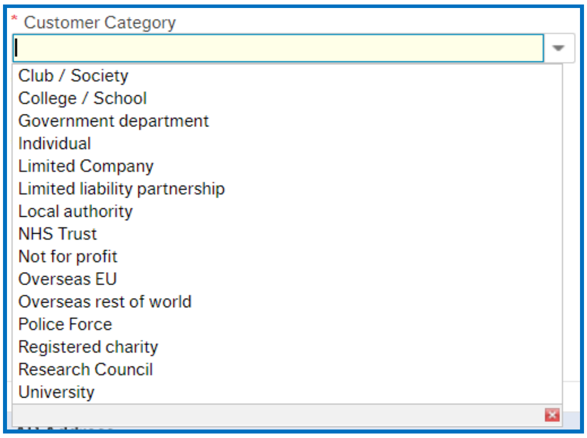


The Other details section should be completed as noted below by the numbers against each field.

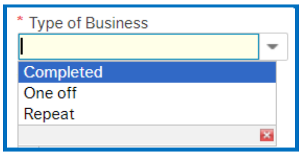


1 **Customer Name** – enter the legal entity name or full trading name here (to include plc or Ltd).

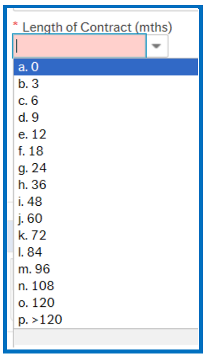
2 **Customer Category** – select a category from the drop down list:



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.



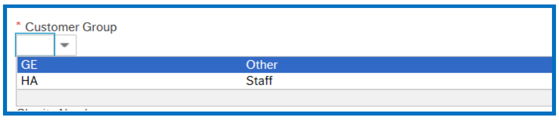
5 **EU VAT registered (N/A UK)** – check this box if the customer is EU VAT registered. The VAT team will require confirmation from the end-user that they have checked that the customer is **NOT** EU VAT registered. Once you have completed the Customer Setup form you will be provided with a Form Number. 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 set up 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.

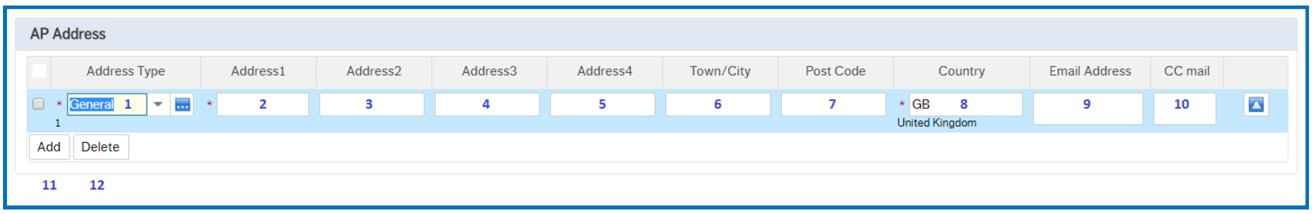
14 **PO is required** – select yes or no depending if the customer requires a Purchase Order number to be quoted on the sales invoice. It is best practice to have a PO number quoted.

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.

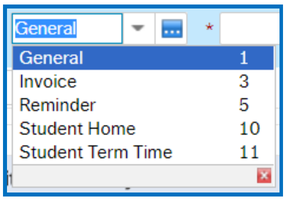
There must, however, be a ‘General’ address set up for each customer. This is where your invoice will be sent. For larger organisations, this tends to be the customers’ Accounts Payable address.

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.

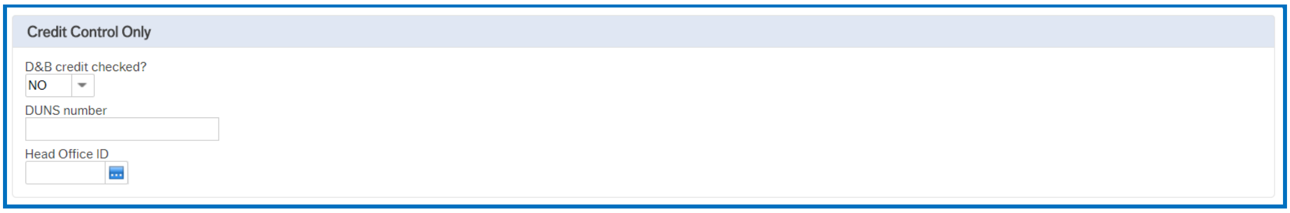
1. **Address Type** – select the address label based on information provided above. Options available are:



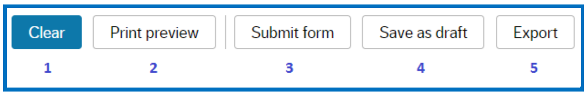
2-5. **Address 2 – 4** – populate address details using only the number of fields required.

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.

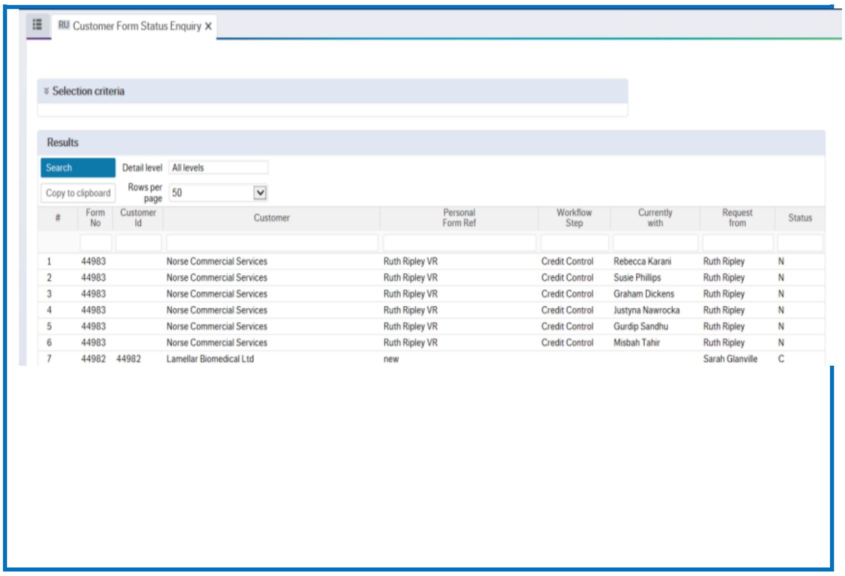
Supplier Request No	Supplier Name	Goods/Service	Task
89631	Hammerson Operations Limited	Service	Query for Requestor

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:

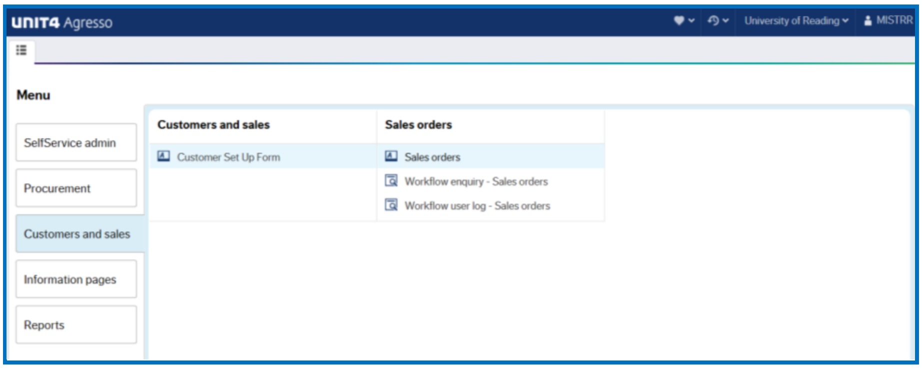
- Select Menu option Reports>Sales Order & Customer Enquiries>Customer Form Status Enquiry.
- You may narrow the search by entering the Form number provided in the blank row under **Form No** which would have been sent to you when the initial request was made.
- Any line showing the status ‘C’ is now 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.**



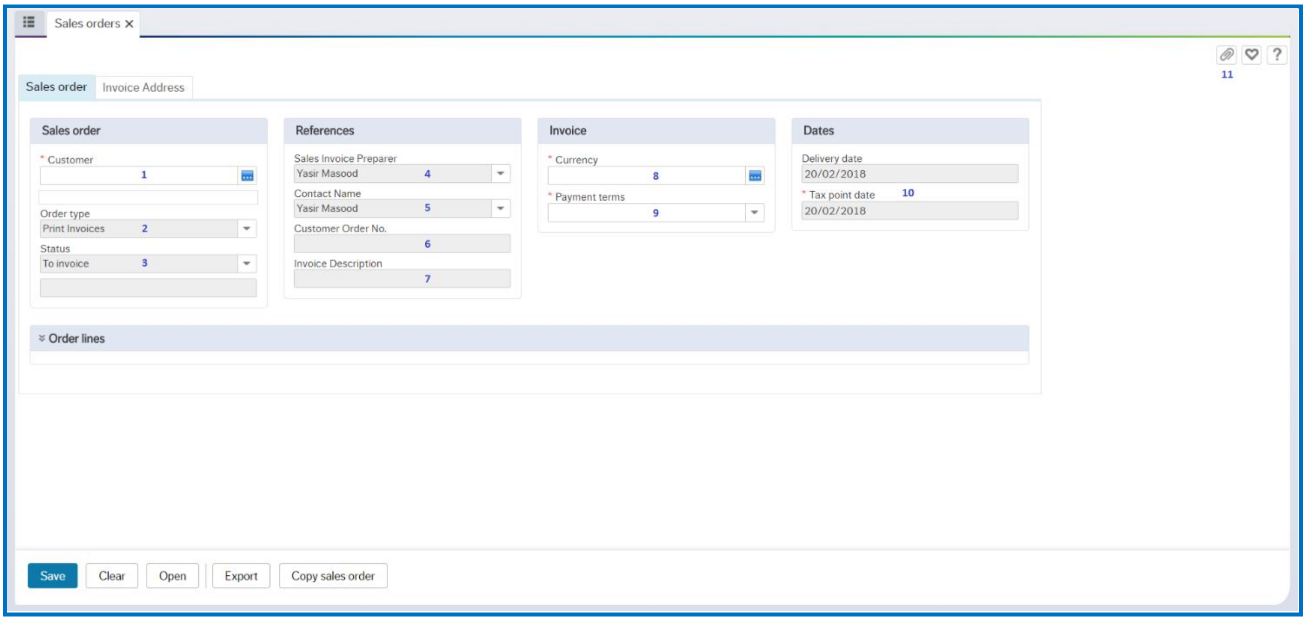
#	Form No	Customer Id	Customer	Personal Form Ref	Workflow Step	Currently with	Request from	Status
1	44983		Norse Commercial Services	Ruth Ripley VR	Credit Control	Rebecca Karani	Ruth Ripley	N
2	44983		Norse Commercial Services	Ruth Ripley VR	Credit Control	Susie Phillips	Ruth Ripley	N
3	44983		Norse Commercial Services	Ruth Ripley VR	Credit Control	Graham Dickens	Ruth Ripley	N
4	44983		Norse Commercial Services	Ruth Ripley VR	Credit Control	Justyna Nawrocka	Ruth Ripley	N
5	44983		Norse Commercial Services	Ruth Ripley VR	Credit Control	Gurdip Sandhu	Ruth Ripley	N
6	44983		Norse Commercial Services	Ruth Ripley VR	Credit Control	Misbah Tahir	Ruth Ripley	N
7	44982	44982	Lamellar Biomedical Ltd	new			Sarah Glanville	C

5. How to raise a Sales Order.

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



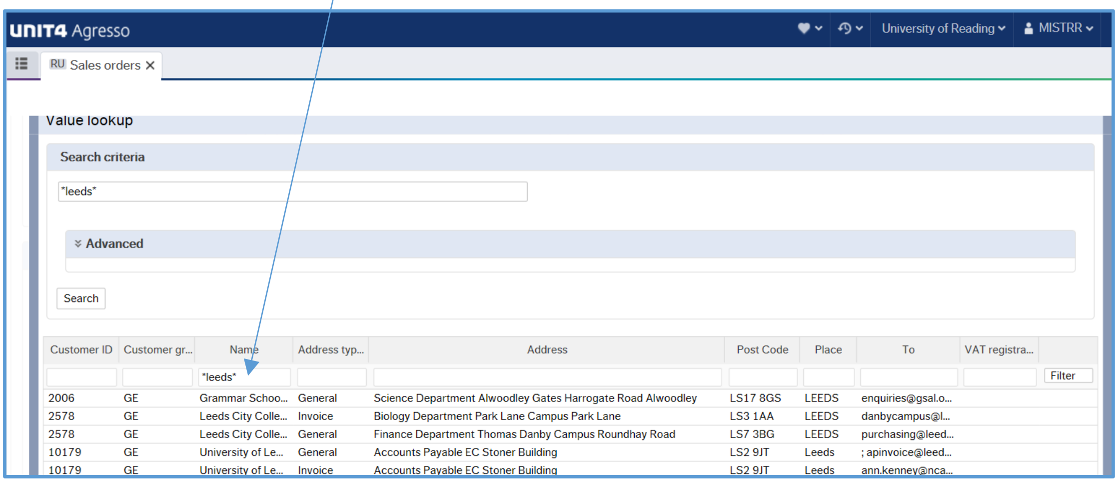
The following window will appear:



Creating a Sales Order:

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

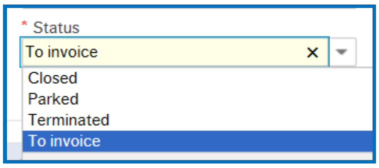
1. **Customer** – enter the customer ID. If unknown, follow the steps on see page 4 – **How to Check if Customer has a Valid ID**. Alternatively, click on  to create the Value lookup dialog box and enter the search criteria.
Tip: this will search in all fields and can be narrowed by entering a value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

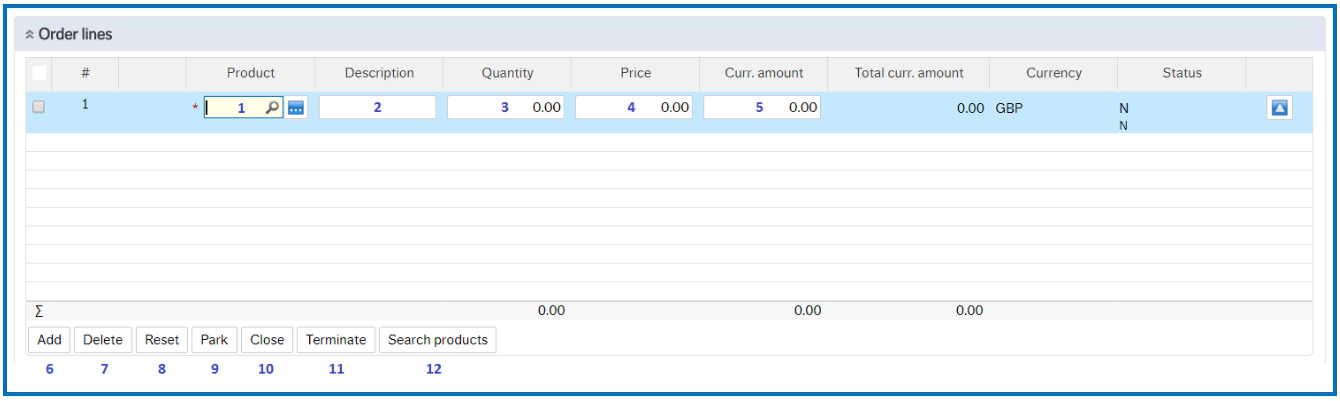
Closed/Terminated – if selected a sales invoice will not be generated.

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

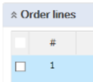
Order lines are required for the University to be able to monitor and report on the products we are purchasing.

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

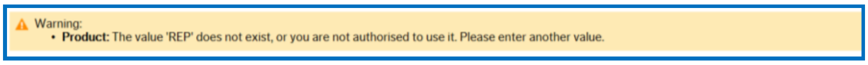


1. **Product** – the product code consists 1 alpha followed by 4 numbers (Sxxxx). To select, simply type a description of the goods/service to be supplied and a drop down list will appear. For example, for consultancy, type "con". Alternatively, select to create the Value lookup dialog window where searches 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 

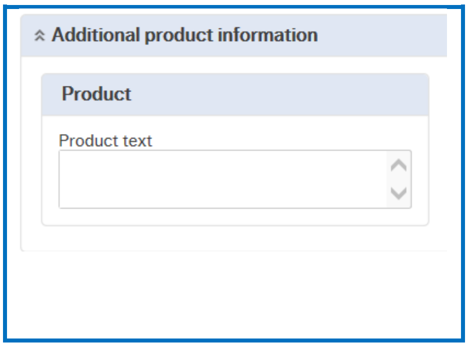
and clicking the button.
8. **Reset** – to reset existing order lines, select the line and click reset.
9. **Park** – to park existing lines, select the line and click park.
10. **Close** – to close existing lines, select the line and click close.
11. **Terminate** – to terminate existing lines, select 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

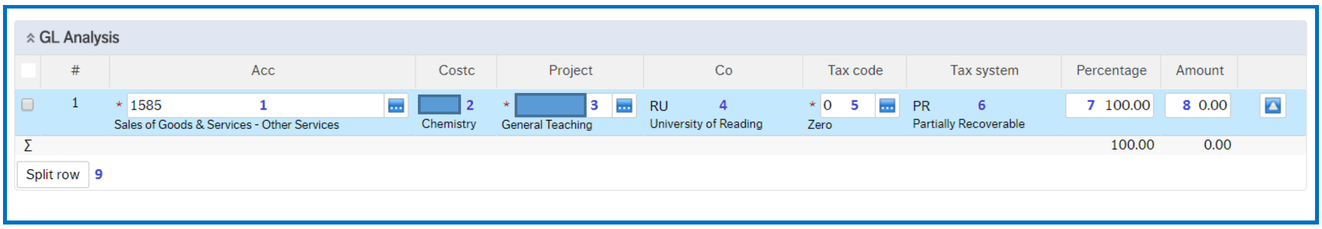
You are able to include additional text to appear in the Description box within the sales invoice by selecting

- 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 **Costc** 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.

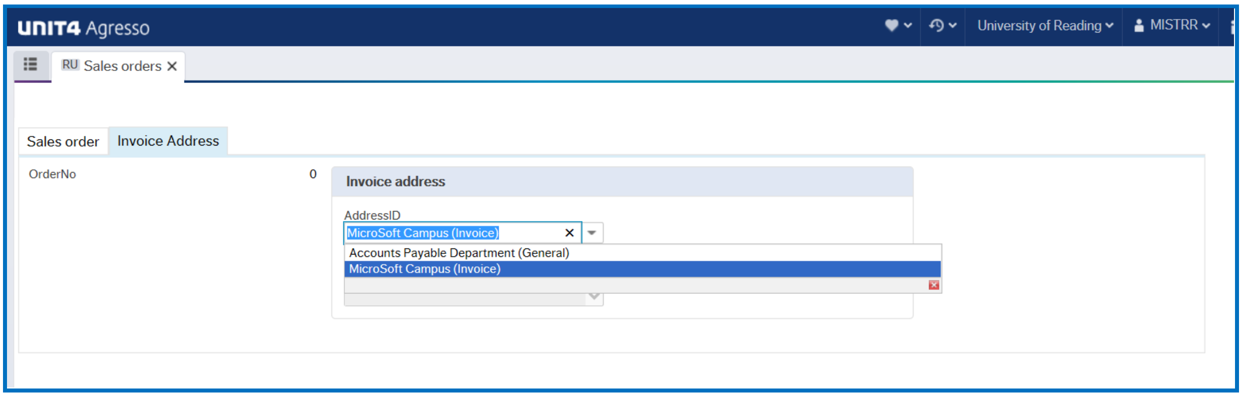
7 **Percentage** – represents the % of the total income that will be allocated to the project can be entered here. The % may be split if you wish for it to be posted to various project codes. (see point 9 below).

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:



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

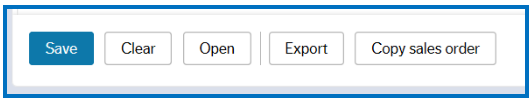
If the customer exists but the contact details differ, please contact customermasterdata@reading.ac.uk to request an addition or change existing details.

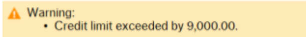
Tip: the address in the Sales order tab will not change and will default to the General Address set up for the customer you have selected. The **AddressID** selected will determine the actual contact details, including the email address the sales invoice will be sent to despite not being able to see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

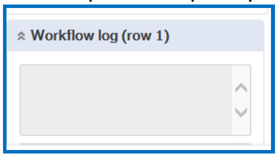
If raising a credit note against a sales invoice, you may copy the original order or use it as a template so that you have the original data entered already populated.

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)

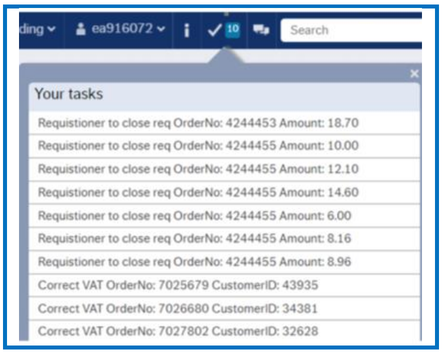
Rejected Sales Orders

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.

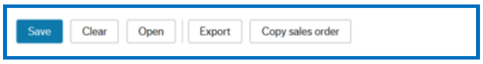
Make the changes required and save.



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.



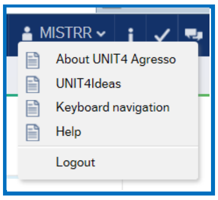
- Enter the sales order number in the Value lookup. Click Search.
- Double click the order number to retrieve the order.
- Click  in the top right hand corner of your screen to view the attachments.

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)

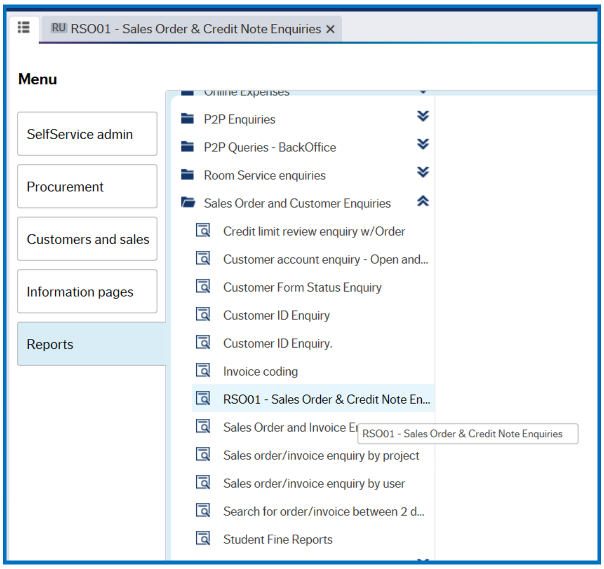
You are able to check the status of your sales order by accessing a number of reports available.

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:

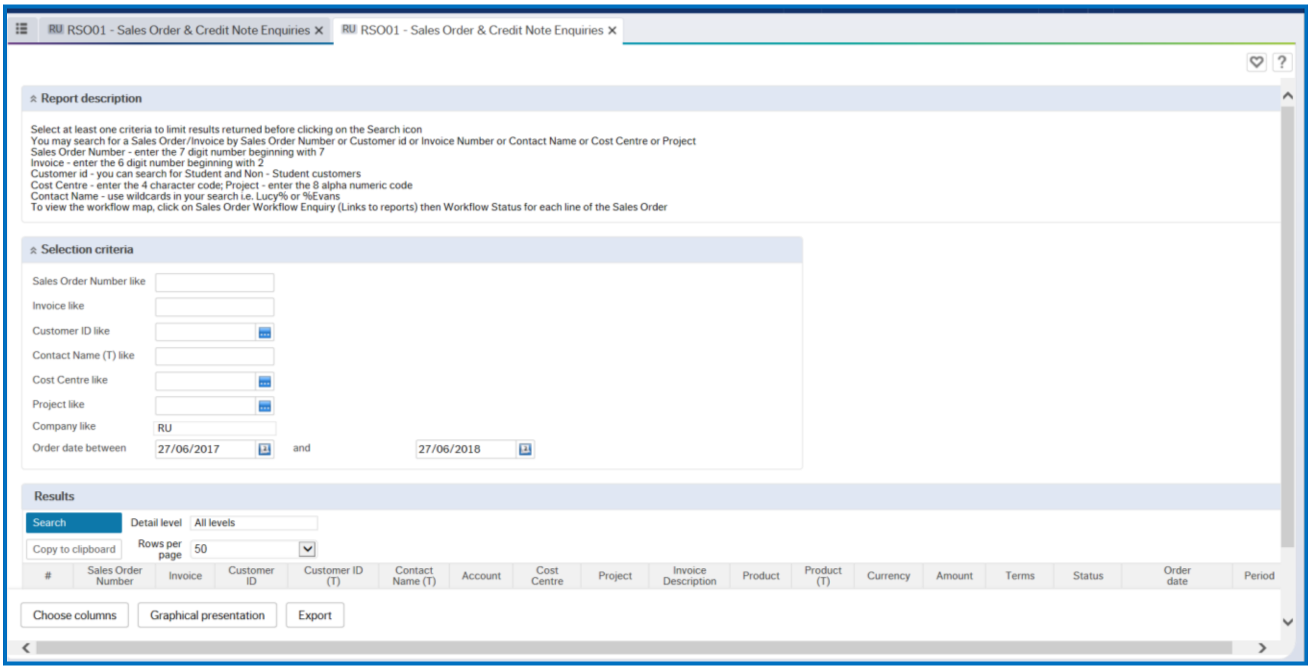
N = Not Invoiced

F = Finished (Invoiced).

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

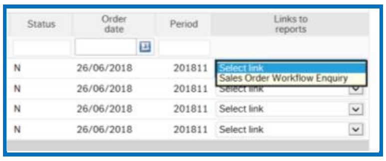


- Select report RSO01 – Sales Order & Credit Note Enquiries.



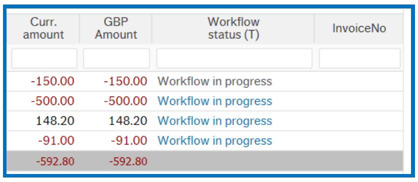
- Enter the sales order number in the field Sales Order Number like, click Search .

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.



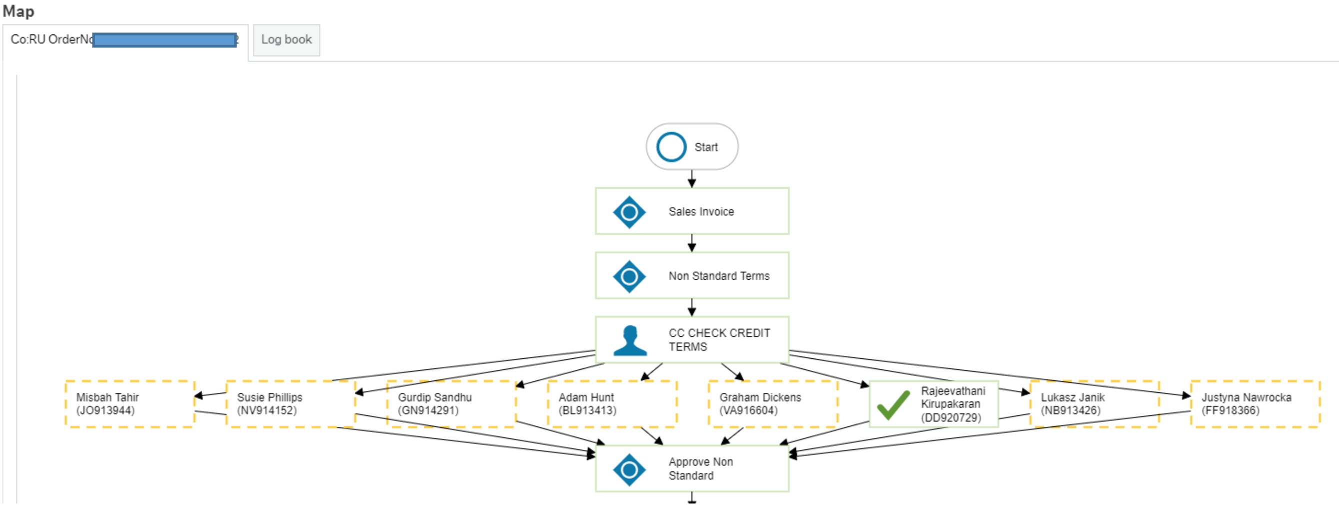
Status	Order date	Period	Links to reports
N	26/06/2018	201811	Select link / Sales Order Workflow Enquiry
N	26/06/2018	201811	Select link
N	26/06/2018	201811	Select link
N	26/06/2018	201811	Select link

- Select Sales order Workflow Enquiry. This will show those lines where the workflow is in progress.

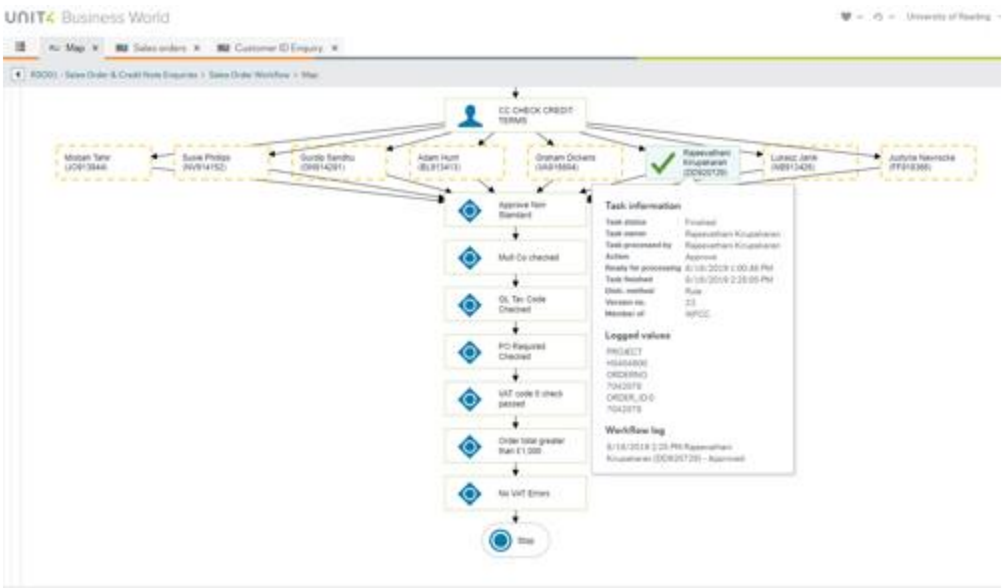


Curr. amount	GBP Amount	Workflow status (T)	InvoiceNo
-150.00	-150.00	Workflow in progress	
-500.00	-500.00	Workflow in progress	
148.20	148.20	Workflow in progress	
-91.00	-91.00	Workflow in progress	
-592.80	-592.80		

- Click on Workflow in Progress to show you the workflow of your sales order/credit note. This will create a Map window displaying the workflow and a log book tab.



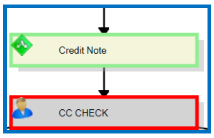
You may hover around each item within the workflow for more detail.



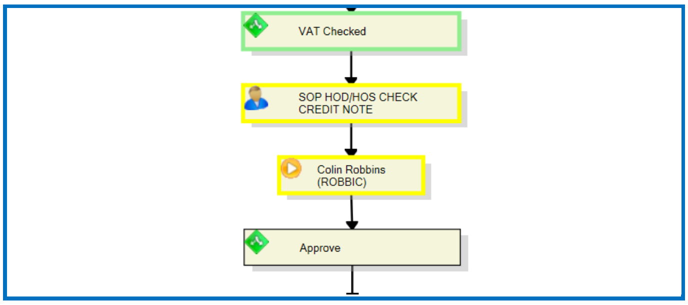
Understanding the Workflow

Anything highlighted in green with a green border such as this  means that stage of the workflow is complete. Any yellow highlighted broken line 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).

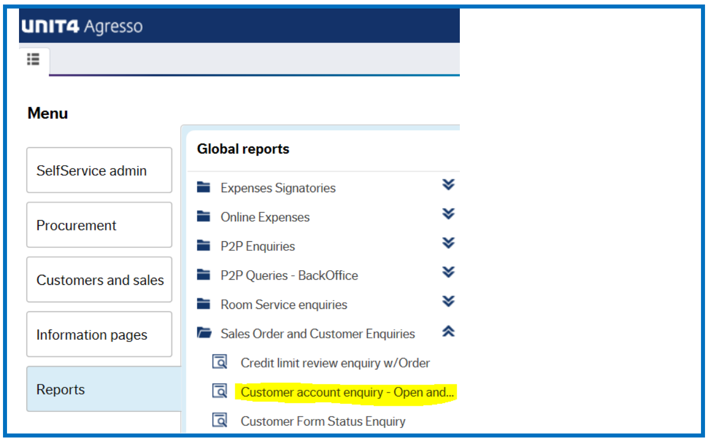
<u>Log Book Tab</u>

The log book displays a list of names beginning with the creator of the Sales Order, followed by all approvers to the stage it has reached in the workflow.

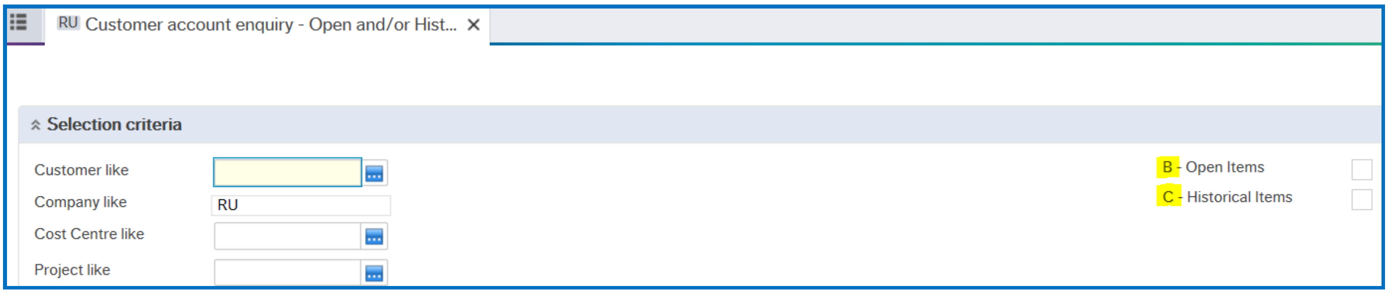
9. How to check if the Sales Invoice has been paid

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

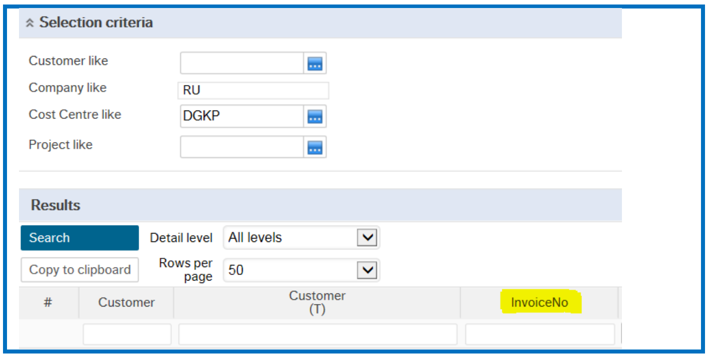
- Reports>Sales Orders & Customer Enquiries>Customer Account Enquiry Open &/or Historical.



- 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 Σ1).

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.

#	Customer	Customer (T)	InvoiceNo	Inv.date	Due date	Company	OrderNo	Currency	Original Currency amount	O/S Currency amount	O/S GBP amount
1	10179	University of Leeds		21/07/2017		RU	0	GBP	-300.00	0.00	0.00
2	10179	University of Leeds		22/06/2017	22/07/2017	RU		GBP	300.00	0.00	0.00
Σ1	10179	University of Leeds							0.00	0.00	0.00

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 Σ1 only.

10. Useful Information (Sales Tax Codes), Enquiries, Tips & Contacts

Information (Sales Tax Codes)

Listed below are the current Sales Tax Codes used.

ST *Standard Rate (20%)*
Sale of goods (including sale to members of staff).
Royalties.
Wine
Soft drinks (*please refer to separate temporary change in VAT rate guidance for supplies from15th July 2020 to 12th January 2021)*
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).
From 15th July 2020 to 12th January 2021 only: accommodation and catering services, and some admissions charges.

SO *Outside the Scope of VAT (Nil)*
Sales of goods/services to countries outside of 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.

Further information can be found in the following link: http://www.reading.ac.uk/internal/finance/Tafs/tafs-VAT@Reading.aspx

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 also be clicked to reveal the data stored under that column heading. For example,

- 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.
- Customer account enquiry – Open/Historical, allows you to enquire on sales invoices raised by customer and shows the transaction (including the transaction number) of the funds received.

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

Finance Systems Issues	x 7161	financial-systems@reading.ac.uk
Customer SetUp	x 8109	creditcontrol@reading.ac.uk
Updates & Queries	x 8423	customermasterdata@reading.ac.uk
Credit Limits & Outstanding Debt	x 8109	creditcontrol@reading.ac.uk
GL Analysis Codes		Your Finance Contact
VAT	x 5441/4476/6811	VAT@reading.ac.uk

11. Current List of Product Codes

Product Code	Description	Category
S1000	Accommodation-educational event	Sales
S1001	Accommodation- non educational event	Sales
S1002	Accreditation	Sales
S1003	Administration	Sales
S1004	Arable	Sales
S1005	Bar income	Sales
S1006	Bed and breakfast non student	Sales
S1007	Bed and breakfast-student	Sales
S1008	Broadband/internet services non student	Sales
S1009	Building direct charges	Sales
S1010	Building labour	Sales
S1011	Building materials	Sales
S1012	Business rates	Sales
S1013	Catering - functions	Sales
S1014	Catering - other income	Sales
S1015	Catering-educational conference	Sales
S1016	Catering-non student	Sales
S1017	Catering-student	Sales
S1018	Cleaning	Sales
S1019	Coaching/mentoring	Sales
S1020	Compensation/damages	Sales
S1021	Conference fee - educational	Sales
S1022	Conference Income-education-taxable sales	Sales
S1023	Conference income-VAT standard rate	Sales
S1024	Conference-alcohol	Sales
S1025	Conference-non education-car parking	Sales
S1026	Conference-non education-catering	Sales
S1027	Conference-non education-hire of equipt	Sales
S1028	Conference-non education	Sales
S1029	Conference-non education-telephone	Sales
S1030	Consultancy income	Sales
S1031	Consumables for non-students	Sales
S1032	Consumables for student not used in studies (taxable)	Sales

Product Code	Description	Category

S1033	Consumables/services for student use in studies	Sales
S1034	Course tailored for client	Sales
S1035	Dairy	Sales
S1036	Design	Sales
S1037	Dividend income	Sales
S1038	Donations	Sales
S1039	Educational conference-car parking	Sales
S1040	Educational conference-catering	Sales
S1041	Educational conference-VAT exempt	Sales
S1042	Educational conference-hire of equipment	Sales
S1043	Educational course	Sales
S1044	Educational materials for students	Sales
S1045	Electronic materials-non student	Sales
S1046	Electronic materials-student education	Sales
S1047	Electronic publications	Sales
S1048	Equipment hire for educational course	Sales
S1049	Equipment hire not for educational course	Sales
S1050	Events income-room hire (only)	Sales
S1051	Fines (eg.parking/other)	Sales
S1052	FINLAND 1 day educational event in Finland-taxable	Sales
S1053	FINLAND open course>1 day for Finnish Client in UK-taxable	Sales
S1054	FINLAND open course>1 day in Finland	Sales
S1055	FINLAND-accommodation-not optional	Sales
S1056	FINLAND-accommodation-optional	Sales
S1057	FINLAND-alcohol	Sales
S1058	FINLAND-breakfast	Sales
S1059	FINLAND-closed course for Finnish customer	Sales
S1060	FINLAND-course lunch	Sales
S1061	FINLAND-course materials (books)	Sales
S1062	FINLAND-course materials (non books)	Sales
S1063	Foreign exchange	Sales
S1064	Fundraising event income	Sales
S1065	Gift aid	Sales
S1066	Grant	Sales
S1067	Handling	Sales
S1068	HBS Lettings Income-education	Sales
S1069	HBS lettings Income-non education	Sales
S1070	Insurance charges	Sales
S1071	Insurance claims	Sales
S1072	Interest receivable	Sales
S1073	Internet use	Sales
S1074	Knowledge transfer other income-taxable	Sales

S1075	Land sale (if option to tax on land)	Sales
S1076	Legacy Income	Sales
S1077	Licences	Sales
S1078	Livestock	Sales
S1079	Maintenance	Sales
S1080	Maintenance-VAT exempt	Sales
S1081	Marking	Sales

Product Code	Description	Category
S1082	Materials-VAT standard rate	Sales
S1083	Education	Sales
S1084	Non-residential electricity	Sales
S1085	Non-residential gas	Sales
S1086	Other goods -VAT exempt	Sales
S1087	Other goods/services -VAT zero rate	Sales
S1088	Other goods/services -VAT standard rate	Sales
S1089	Other services-outside scope of VAT	Sales
S1090	Parking permits - non students	Sales
S1091	Parking permits - students	Sales
S1092	Patent Income	Sales
S1093	Photocopying-non student	Sales
S1094	Photocopying-student	Sales
S1095	Photocopying-student-non education	Sales
S1096	Photographic and media Service	Sales
S1097	Portering	Sales
S1098	Postage and Packing – taxable	Sales
S1099	Printing VAT standard rate	Sales
S1100	Printing VAT zero rate	Sales
S1101	Printing -stationery/business cards	Sales
S1102	Productions	Sales
S1103	Professional services	Sales
S1104	Profit share	Sales
S1105	Property rental (only use if option to tax in place)	Sales
S1106	Property rental income	Sales
S1107	Publications/journals	Sales
S1108	Recharge of staff	Sales
S1109	Recharge of travel/accommodation expenses	Sales
S1110	Examination fees	Sales
S1111	Research Income - Commercial	Sales
S1112	Residential electricity	Sales
S1113	Residential gas	Sales
S1114	Residential income-aerial hire	Sales

Product Code	Description	Category
S1115	Room hire -VAT standard rate	Sales
S1116	Room hire only VAT exempt	Sales
S1117	Room hire for educational course	Sales
S1118	Royalty Income	Sales
S1119	Sale of investments	Sales
S1120	Sale of land in UK (use where no option to tax on land)	Sales
S1121	Sale of plant/machinery/equipment	Sales
S1122	Sales of Services - Water	Sales
S1123	Sales of Services - Water rates	Sales
S1124	Secondment of staff	Sales
S1125	Services -VAT exempt	Sales
S1126	Services -VAT standard rate	Sales
S1127	Sponsorship income	Sales
S1128	Sports-block booking 10 week	Sales
S1129	Sports-classes (members)	Sales
S1130	Sports-classes -non members	Sales
S1131	Sports-gym induction	Sales
S1132	Sports-hire of courts -non members	Sales
S1133	Sports-hire of courts-members	Sales
S1134	Sports-hire of equipment-members	Sales
S1135	Sports-hire of equipment-non members	Sales
S1136	Sports-membership fees-non students	Sales
S1137	Sports-membership fees-students	Sales
S1138	Steam	Sales
S1139	Student accommodation	Sales
S1140	Student fees	Sales
S1141	Student rents	Sales
S1142	Studentship-commercial sponsorship	Sales
S1143	Study trip student contribution	Sales
S1144	Subscriptions	Sales
S1145	Support services	Sales
S1146	Telephone calls/charges	Sales
S1147	Training	Sales
S1148	Tuition fees	Sales
S1149	Vacation Let/Rent-Non Students<28 days	Sales
S1150	Vacation let-non students>28 days	Sales
S1151	Vacation Let-room charge Students	Sales
S1152	Vacation Let-Students	Sales
S1153	Validation fees	Sales
S1154	Vending	Sales

S1155	Workshop	Sales
S1156	Sale of book/booklet (hard copy)	Sales
S1157	Printing-book/booklet	Sales
S1158	Printing-pamphlet/brochure/poster	Sales
S1159	Stationery	Sales
S1160	Bench fees/academic visitors-(including educational support)	Sales
S1161	Bench fees/academic visitors-(facilities only)	Sales
S1162	Research Income - Grant Funded	Sales
S1163	Studentship-charity funded	Sales
S1164	Postage and Packing - outside the scope of VAT	Sales
S1165	Employer Recruitment Charges	Sales
S1166	Licence-on properties with option to tax	Sales
S1167	Fishing/Shooting rights	Sales
S1168	Studentship-grant funding	Sales
S1169	Testing/Analysis/Sampling	Sales
S1170	Advertising/Marketing	Sales
S1171	Grazing rights	Sales
S1172	Postage and Packing - Printed Matter and Books	Sales
S1173	Purchasing card reimbursement	Sales
S1174	Autism assessment services	Sales