CREATING A SALES ORDER (cont’d)

2.) Order Type – Sales invoice – this is the only option in this section but you will need to select.

3.) Responsible – this section will be auto populated with the name of the person raising the invoice.

4.) Accountable – Name of the person who will be responsible for the invoice, i.e. the customer contact person or department.

5.) External references should contain any references or PO numbers provided

The payment terms, invoice recipient, period and order date fields are all pre populated once a customer number has been entered.

6.) Please ensure that the correct cost centre, project and subproject (where applicable) numbers are entered, as this ensures that funds get to the right place once they are received.

7.) Click on Add and this will activate a blank row, where you should enter the Product code, Description (the system will automatically provide a description based on the product code, but this can be overtyped to provide more detailed information), Quantity of Item, Unit Price then <Tab> to the end of the row. Should you wish to add another line to the invoice, simply click on add until you are finished.

8.) Click on Save to complete the invoice. An order number will be generated, which you should note, and invoices are normally created and sent within an hour. Please note that the invoice will be sent directly to the customer if the account details contain an e-mail, alternatively, they will be sent to whoever raised the invoice.

RAISING A CREDIT NOTE
Credit notes are raised to correct or cancel and invoice. Credit notes are raised using exactly the same process as Sales orders – the only difference is that the price should always be recorded as a MINUS (-) figure.

! Please Note: If you do ever need to raise a credit note to correct an invoice, you must make sure that the ledger codes are the same and that the invoice number being credited / cancelled must be quoted in the description. Credit notes will go through an approval process prior to being issued. (Usually within 24 hours).
WHEN DO I NEED TO CREATE A SALES ORDER?

A Sales Order (invoice) needs to be raised to create an invoice for a customer for payment for goods and/or services received or when a purchase order has been received for goods and services to be provided.

CREATING A SALES ORDER

1.) From the Main menu click on

Then Sales orders from the Sales orders menu.

A red * symbol marks all mandatory fields. Some fields are auto populated and some require user entry.

Click on the Customer field, type the customer number if known or use the blue box search function if required. <Tab>. All information relating to the customer will be populated by the system at this point. (For new customers, please complete a New Customer Account Form).

TOP TIPS

To avoid sales order invoices being returned, please take a moment to check before saving. Listed below are the most common:

- PO details are included – this is the number one reason for invoices being returned, please make sure you include your customers’ PO number if provided.

- The address is correct for your customer - some of our customers have several addresses linked to their accounts, please make sure you get the correct one, don’t just take the first one in the list.

- Make sure the value is correct and corresponds with the PO value. If it is less than the PO, please provide an explanation in the comments as to why this has happened, and if it is more, then please speak to your customer and confirm that this is acceptable before issuing the invoice.

- When creating a Credit note please make sure that the information matches the information on the original invoice, and also that the Sales order invoice number is quoted.

If you have any issues or questions, then please contact Jennifer Mills or Claire Maguire who will be able to help you.