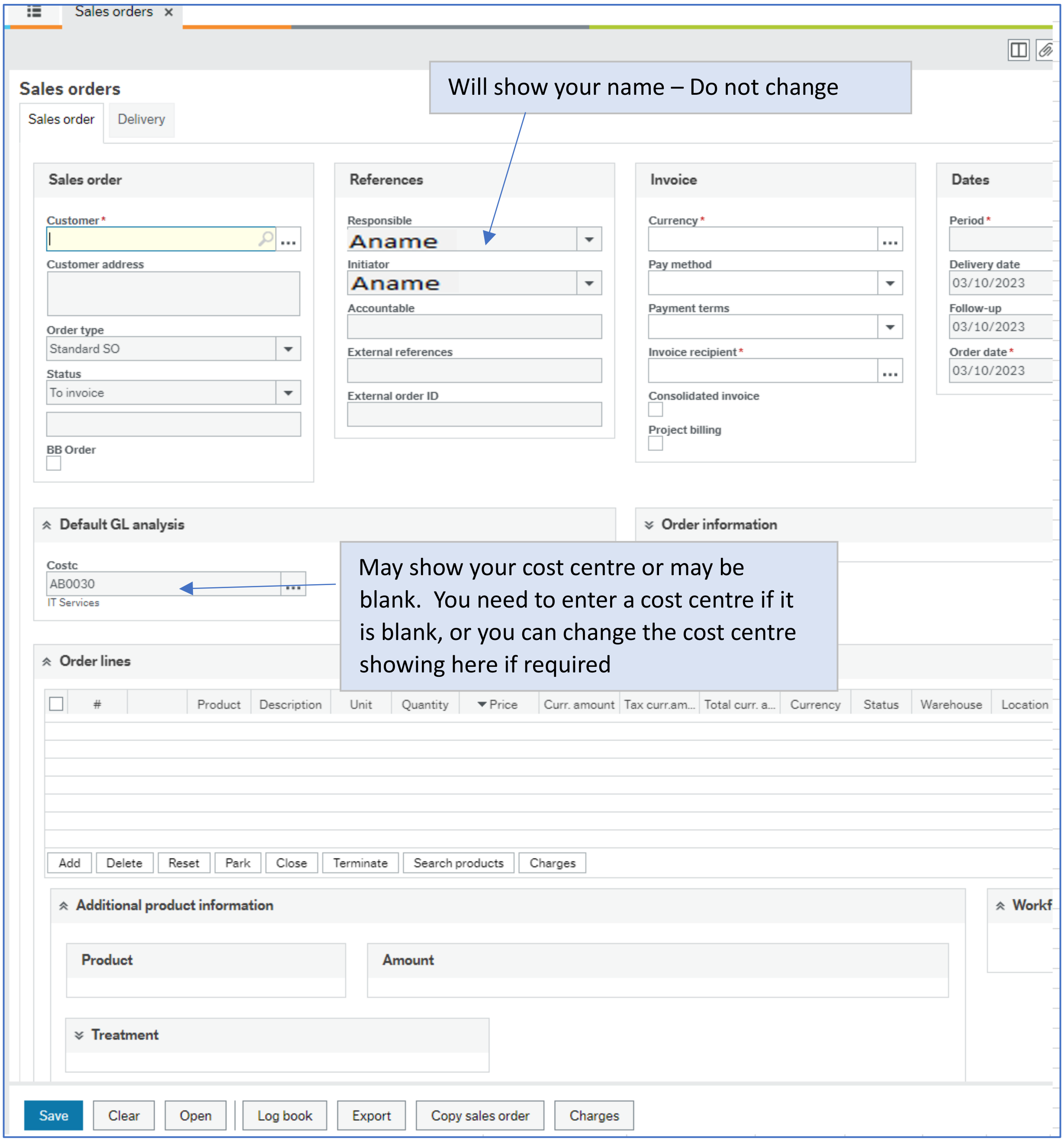
Business World User Guide

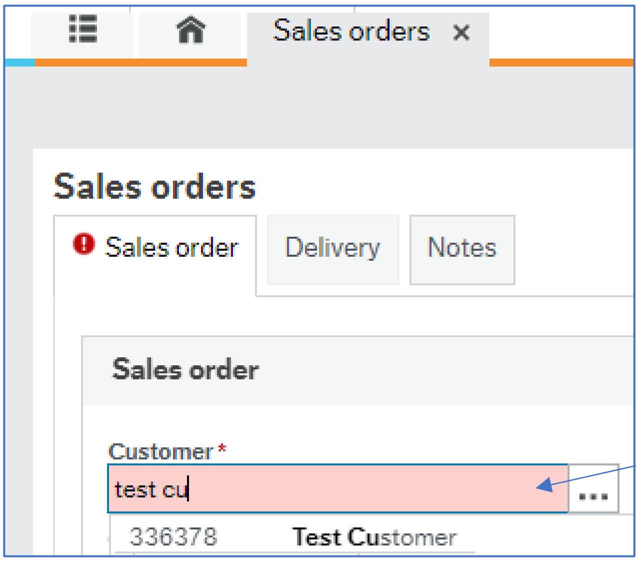
Title	Sales Order Invoice and Credit Notes
Summary	**Sales order invoices** Sales orders are created as the first step to producing an invoice to send to a customer. This is required when SCC has provided goods and services to a customer where there is a charge. The sales order should confirm the sale of goods or services and details the sale's specifics, including the quantity, pricing, and details of goods or services provided *An example of this is a customer who had work completed on a dropped curb and there is a charge for this service. SCC needs to raise a sales order to the customer so they can pay us for this service.* Once the sales order has been created, it can be printed and will be converted to a PDF sales invoice ready to send to the customer. It may automatically be emailed to the customer if we hold an email address for them. **Sales order credit notes** A sales order credit note can be required for several reasons and therefore a part or full credit can be raised if required. It is important to note that a credit note is only required where the original sales order has been printed. The printing process creates the invoice which updates **Accounts Receivable** and the **General Ledger**. If the original sales order has not yet been printed it can be closed (as no invoice was ever created). To create a sales order credit note, you will need the original sales order or invoice number to copy the sales order at the start of the process. This guide will show you how to create a sales order, create a sales order credit note and will show you how to print your invoice or credit. Prior reading: **BW Getting Started** guide.
Audience	Sales to cash users.
Content	1. CREATING THE SALES ORDER 2. CREATING A SALES ORDER CREDIT NOTE 3. PRINTING THE SALES ORDER OR SALES ORDER CREDIT 4. TROUBLESHOOTING 5. REPORT TO CHECK IF YOUR SALE ORDER WILL BE AUTOMATICALLY EMAILED 6. FURTHER INFORMATION

1. CREATING THE SALES ORDER

1.1. From the Business World menu select **Customers and sales→Sales orders.** The following window will be displayed:

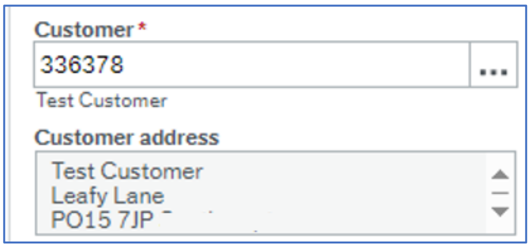


1.2. Firstly, you will need to select the customer you wish to send the invoice to. Customers that have already been set up on Business World are available to select in the drop down.

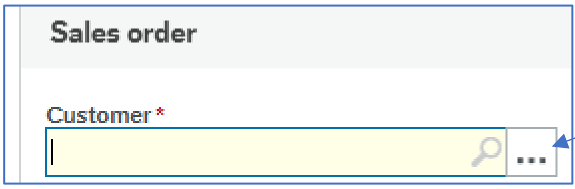


You can enter the customer ID here if you know it or start typing the customer's name. Alternatively, if you want to search on an address or postcode, you can use the lookup – see section 1.4

1.3. Once selected check the **Customer address** field to ensure that the name and address of the customer that is populated is the correct one for your sales order.

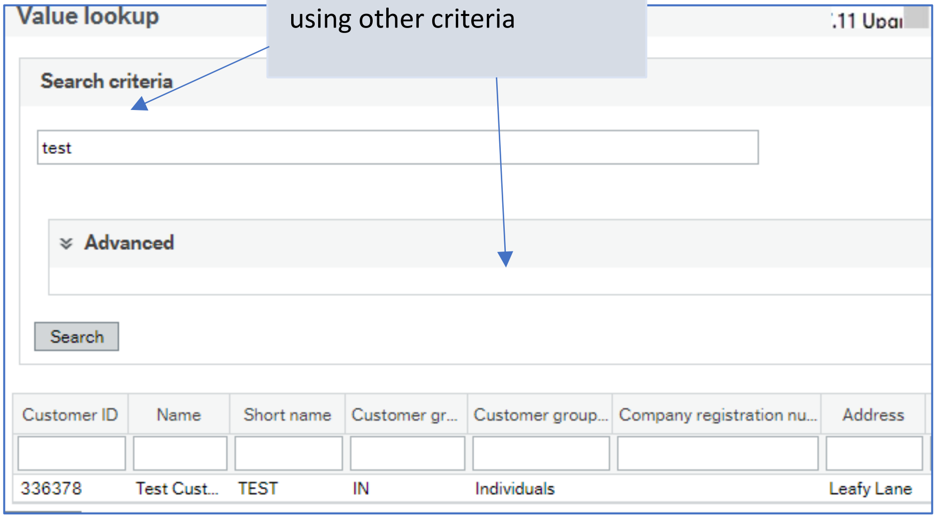


1.4. Alternatively, you can you use the lookup window where you can also search on address and postcode as well as the customer's name.



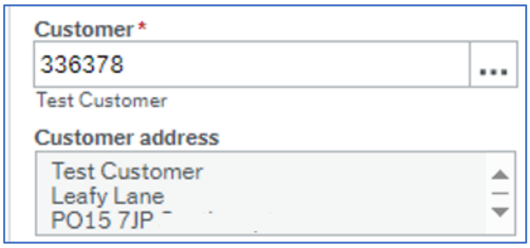
Click here

Enter the name here or use the fields below to search using other criteria



Once you find the customer click on the line here to select it

Once selected check the **Customer address** field to ensure that the name and address of the customer that is populated is the correct one for your sales order.



Note: If you have completed a thorough search on the name, address and postcode of your customer and you cannot find them on Business World, you can set up a new customer. You won't be able to raise your sales order until the new customer has been approved in the workflow so you will need to x out of the **Sales order** window and start again later. Approving customers can take up to 3 days. – See the user guide **New customer creation** which is available on the Business World page of the intranet.

1.5. Now move down the window (use scroll bar if necessary) to check or update your cost centre.

Enter the cost centre here

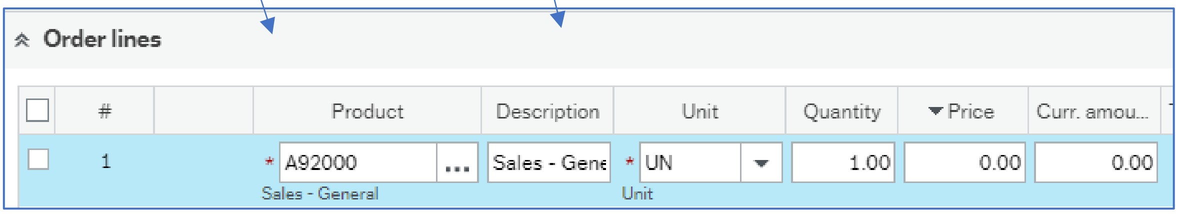
1.6. Now move down the window again under the **Order lines** section which is where you will add the details of your sale.

Click here to create a new row

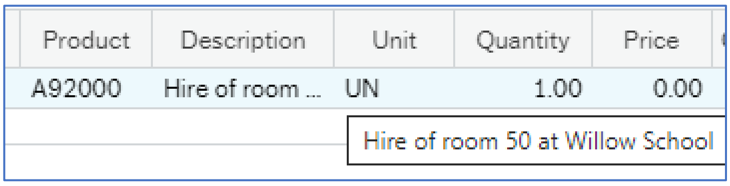
Type the product code required here. This is the account code for your sale – to view more product details see section 1.7

The description is auto populated with the account code, but you should overtype this description with the details of your sale. These details will be printed on your invoice for the customer to view (if more description is required see later).

Note: "Sales – General" is the auto populated description in this screenshot and must be overtyped



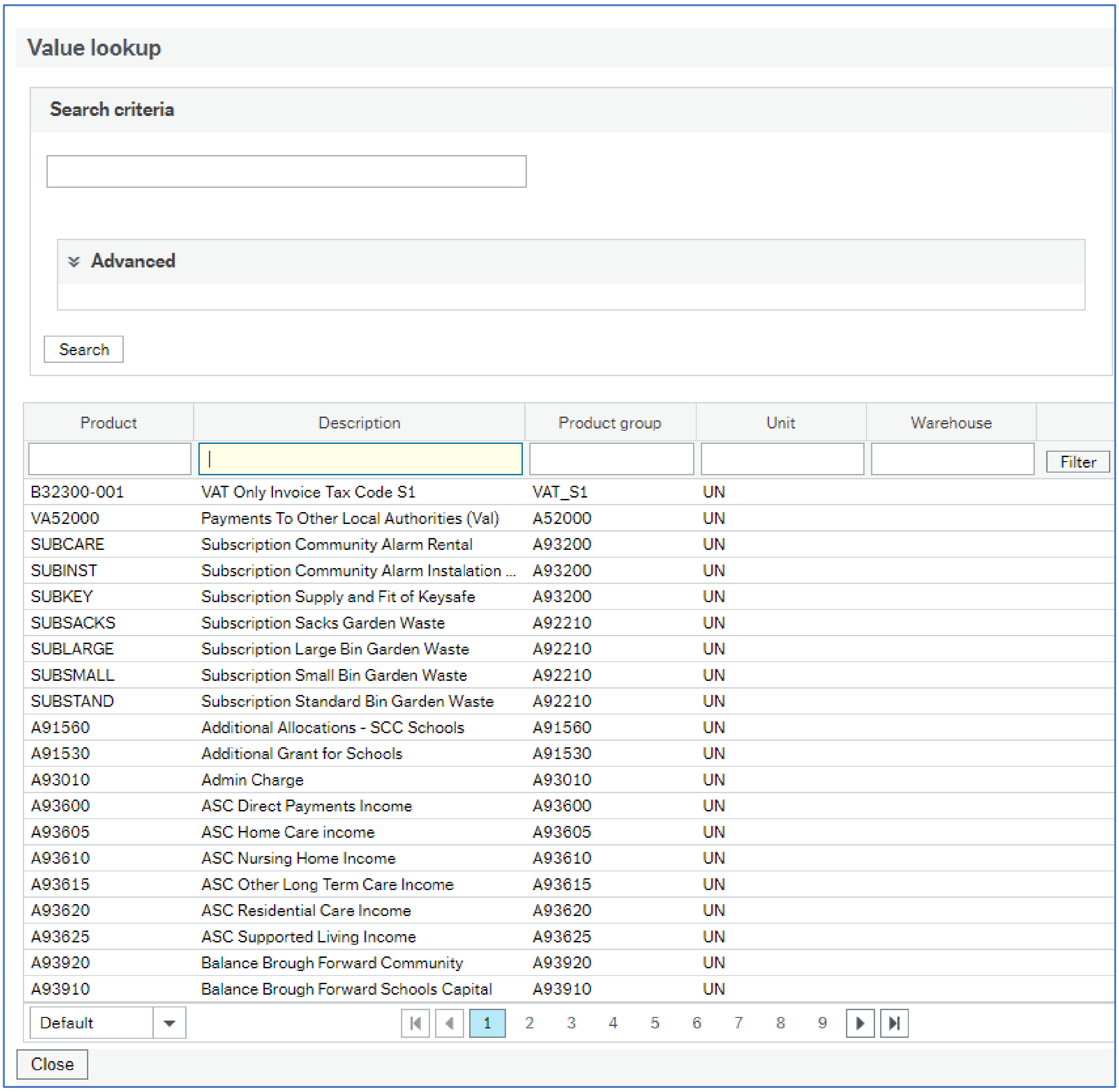
The following shows an example of **Description** after it has been entered.



1.7. You can view more product codes by using the lookup.

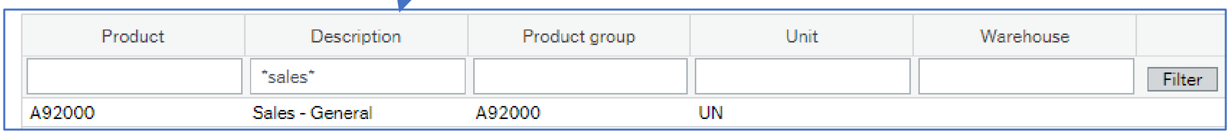
Click here

This will open the lookup where you can see a list which will be over a few pages. You may wish to narrow down your list.



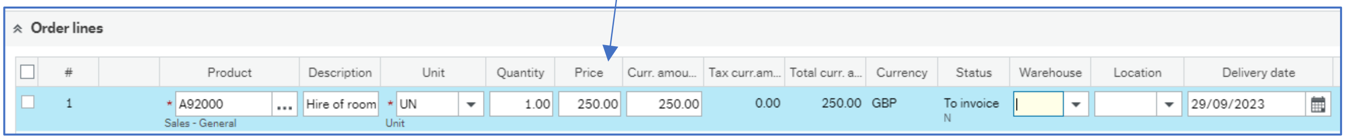
Product	Description	Product group	Unit	Warehouse
B32300-001	VAT Only Invoice Tax Code S1	VAT_S1	UN	
VA52000	Payments To Other Local Authorities (Val)	A52000	UN	
SUBCARE	Subscription Community Alarm Rental	A93200	UN	
SUBINST	Subscription Community Alarm Instalation ...	A93200	UN	
SUBKEY	Subscription Supply and Fit of Keysafe	A93200	UN	
SUBSACKS	Subscription Sacks Garden Waste	A92210	UN	
SUBLARGE	Subscription Large Bin Garden Waste	A92210	UN	
SUBSMALL	Subscription Small Bin Garden Waste	A92210	UN	
SUBSTAND	Subscription Standard Bin Garden Waste	A92210	UN	
A91560	Additional Allocations - SCC Schools	A91560	UN	
A91530	Additional Grant for Schools	A91530	UN	
A93010	Admin Charge	A93010	UN	
A93600	ASC Direct Payments Income	A93600	UN	
A93605	ASC Home Care income	A93605	UN	
A93610	ASC Nursing Home Income	A93610	UN	
A93615	ASC Other Long Term Care Income	A93615	UN	
A93620	ASC Residential Care Income	A93620	UN	
A93625	ASC Supported Living Income	A93625	UN	
A93920	Balance Brough Forward Community	A93920	UN	
A93910	Balance Brough Forward Schools Capital	A93910	UN	

To narrow down the list you can enter some description using the wildcard (asterisk) and then click on the filter button. You should only choose a product that starts with prefix of A9.



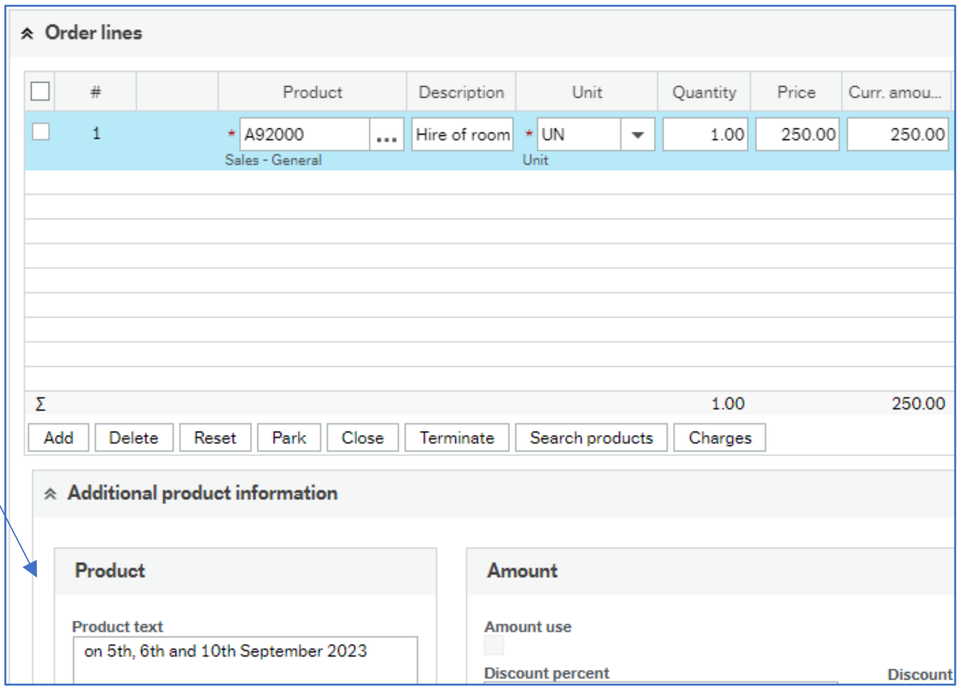
Product	Description	Product group	Unit	Warehouse
	sales			
A92000	Sales - General	A92000	UN	

1.8. Now enter the price for the sale without the VAT (if there is VAT)



Note: the tax code will default in from the product. If it is not the correct tax code required see later in this guide.

If you wish to add additional description for your sale you can enter it here.

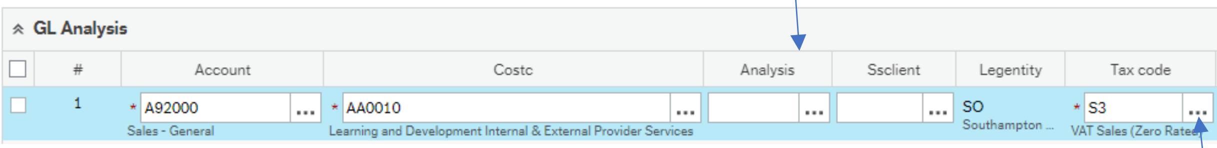


1.9. If you want to add another invoice line for further goods or services provided you can add another product line. Click underneath row 1 or click the **Add** button and complete the details as above.

1.10. If additional coding is required, move down the page, and click on **GL Analysis** section.

Note: If it appears to be blank then scroll back up the page and click on line 1 of the order lines section (or whichever line is relevant for adding this additional coding or VAT amendment)

Type additional coding along this row (for the relevant product line number)



If you want to update the VAT code, click here to open the lookup window, or enter the VAT code if you already know it.

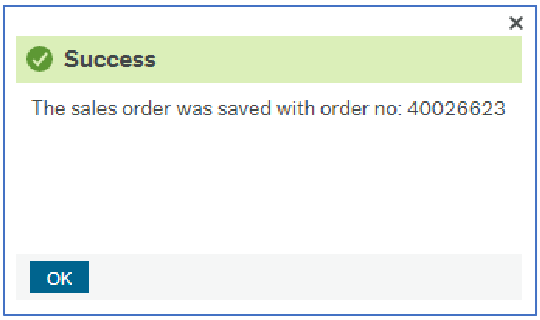
VAT codes for sales are listed below and are prefixed with S.

Tax code	VAT	Description
S1	20%	VAT Sales (Standard Rate NET)
S2	0	VAT Sales (Exempt)
S3	0	VAT Sales (Zero Rated)
S4	5	VAT Sales (Reduced Rate)
S5	0	Vat Sales Non Business

Important!: If you are unsure of which tax code to use then don't proceed to raise your sales order but contact the VAT team vat@southampton.gov.uk with details of your sale and they will advise you what code to use

1.11. Once your order is complete, click 

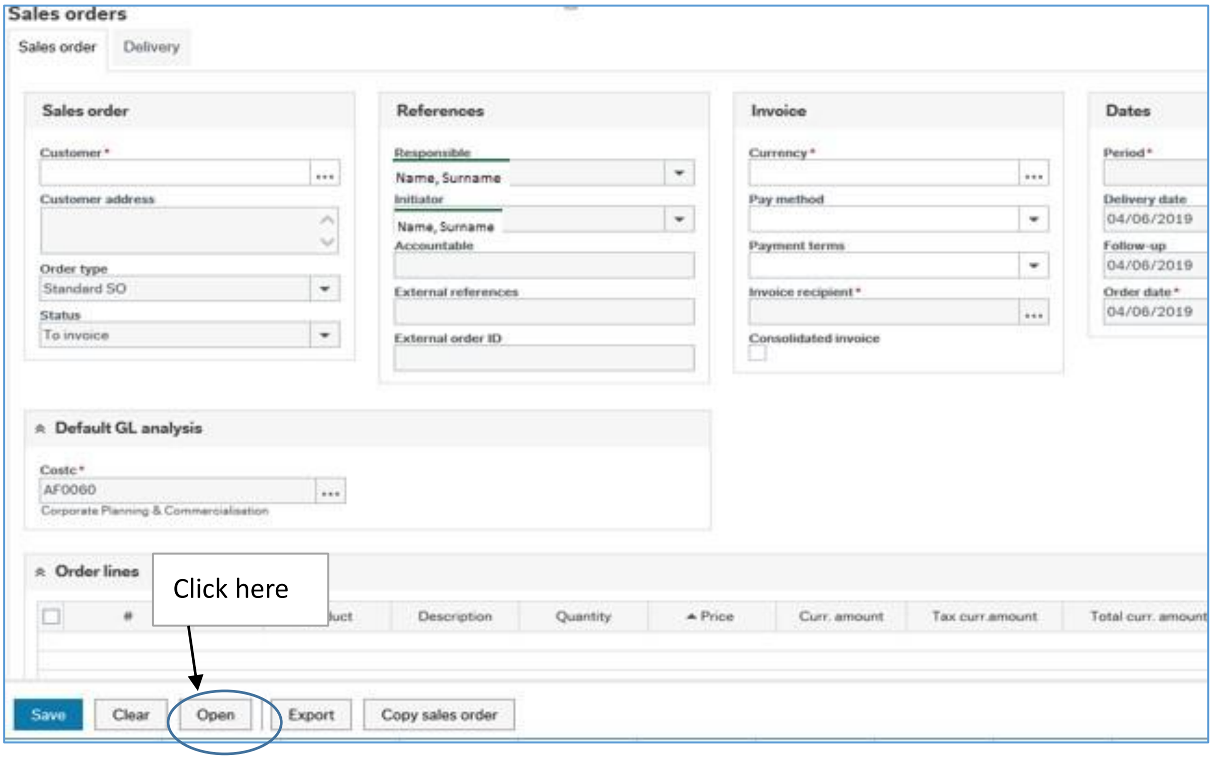
and a pop up will appear with the order number. Make a note of the number or copy it to your clipboard as you will need it for the printing process. Click OK

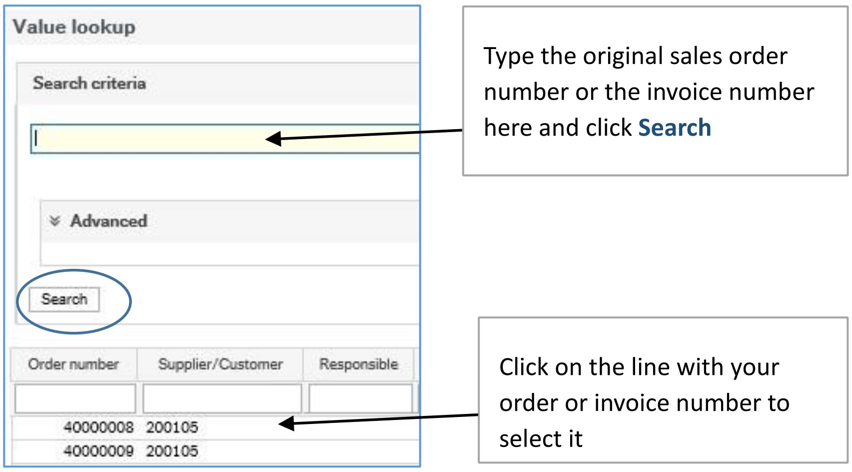


1.12. Your sales order will now need to be printed to create a PDF invoice to be sent to the customer. You will need to wait a few minutes for the sales order to update on the system prior to printing. For how to print see section 3.

2. CREATING A SALES ORDER CREDIT NOTE

2.1. If you need to raise a sales order credit note you will need to find the original sales order number or the sales invoice number that you wish to credit so you can copy it. Once you have this then from the Business World menu select **Customers and sales→Sales orders.** The following window will be displayed:

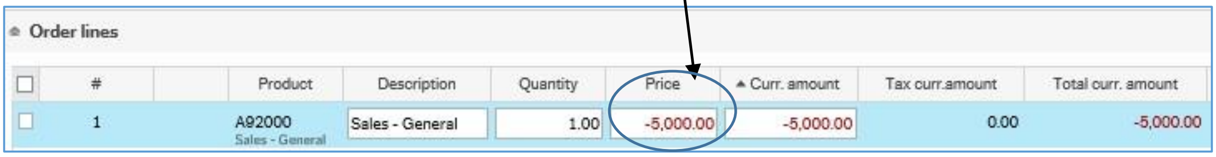




2.2. The original sales order will now be displayed on your screen. Click the **Copy sales order** button at the bottom of the window. You should see this message at the bottom right of the window if your copy was successful.

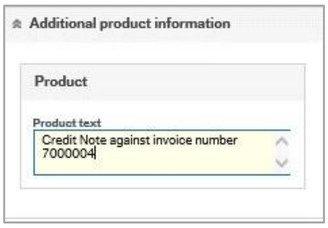
2.3. In the **Order lines** section click on the heading of **Price** to enable the price field to become available.

Type the credit amount as a minus figure here by overtyping the amount



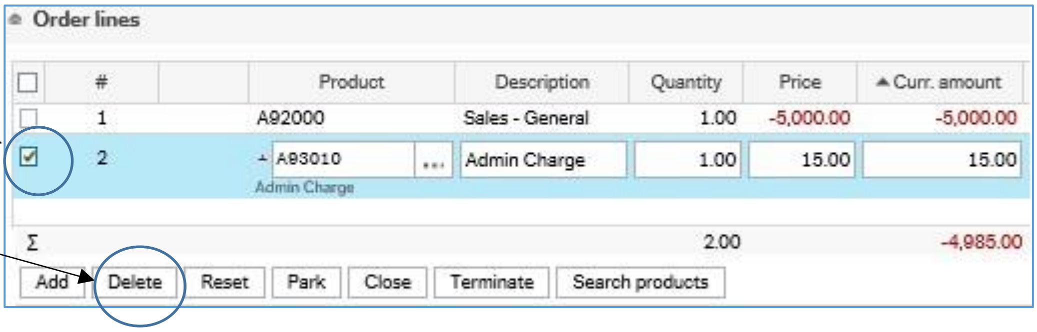
Note: If you have more than one line on the copy of the sales order you will need to either credit note these or delete them from this credit.

2.4. Scroll down the window and select the **Additional product information** section (for this line) and type **"Credit Note against Invoice No."** followed by the original invoice number. You should also type a reason the credit note is being issued.

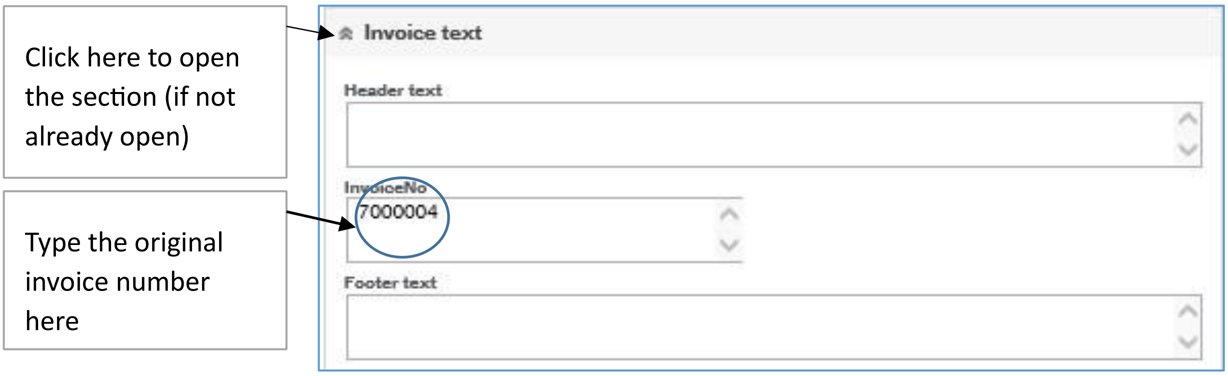


If there are some lines on the sales order that do not need to be credited, then these should be deleted.

To delete a line, input a tick in the line and click here



2.5. The credit note must then be matched to the invoice. To do this scroll to the top of the window and click on the **Delivery** tab. Then scroll to **Invoice text** section.

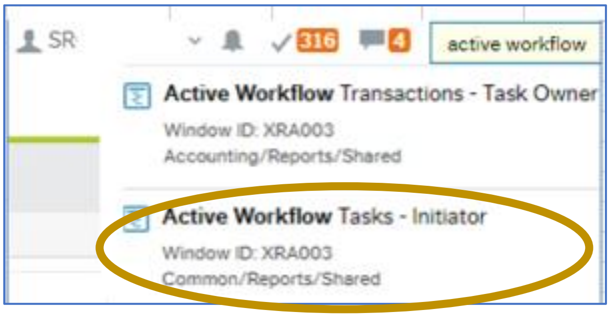


2.6 Once the credit note is complete click **Save**

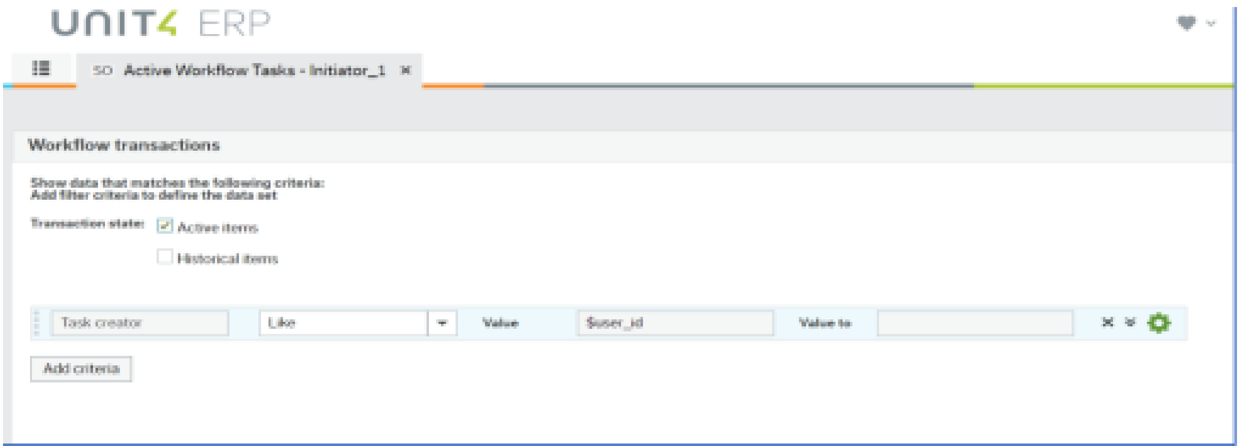
2.7. The credit note will now be routed to the cost centre authoriser in the workflow. Once is has been authorised it will be ready for printing or emailing to the customer.

You will need to wait for your authoriser to approve the credit note and you can check when it has been approved by viewing a report called **Active Workflow Tasks – Initiator**

2.8. To find the report "Active Workflow Tasks – Initiator" into the search bar (top right corner of the menu screen) and click on the report that you want to view.



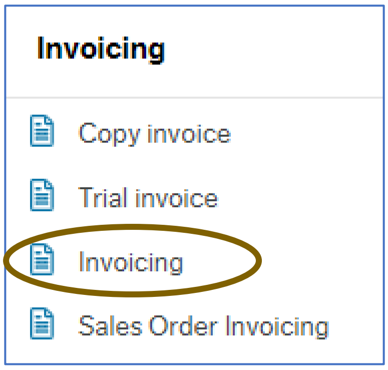
You will then be presented with a report screen like the one's shown below:

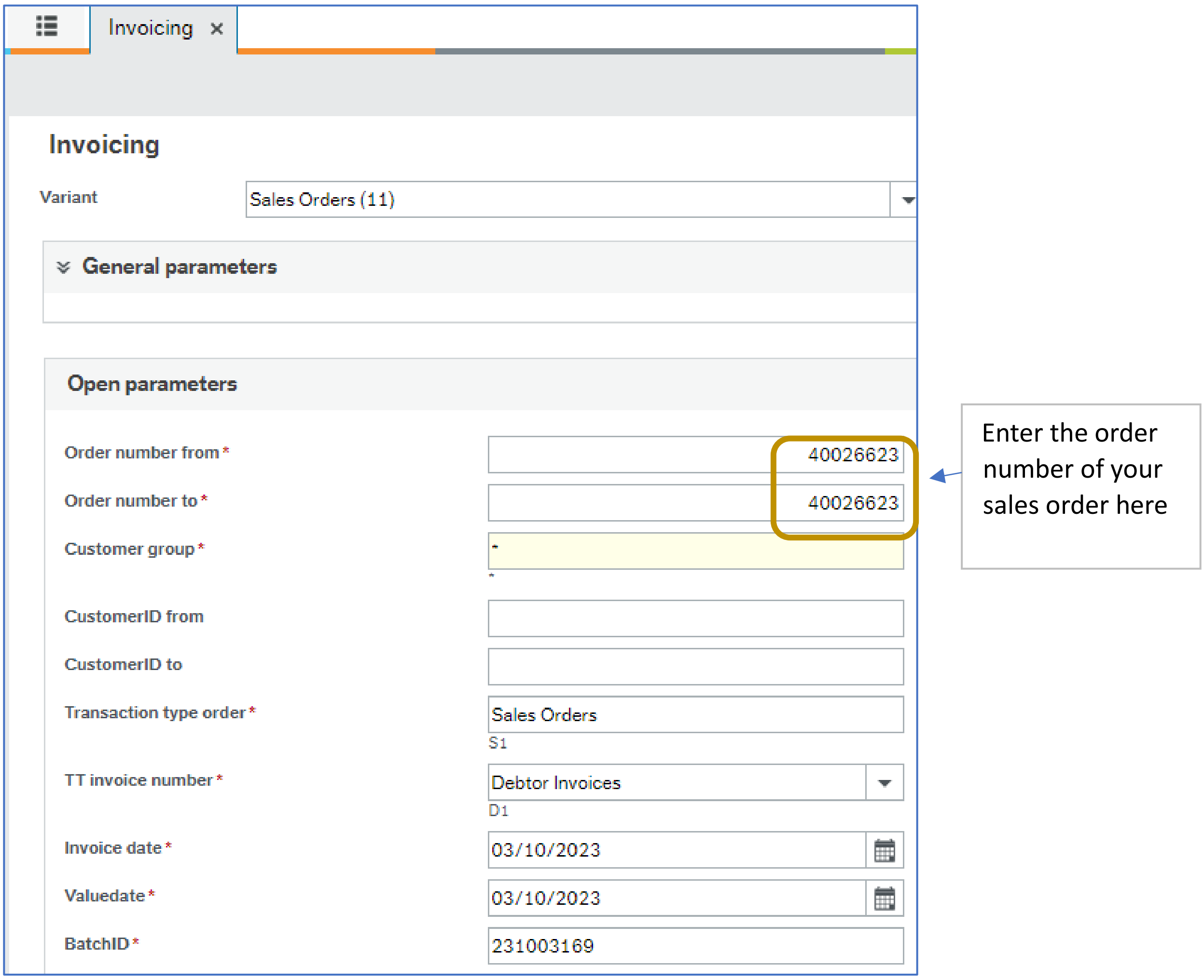


2.9. The report is set to look at your userID,, so you just need to click on the button (located bottom left corner of the screen) to start the search. You will then be presented with the results screen which will show you all the active tasks you have created. You should see your sales order in the list. If you cannot see it in the list, then it is likely to have been approved. You can check this by inputting a tick in the **Historical items** box at the top of the report. As soon as you can see that your sales order workflow status is “Finished” you can print it to create the Sales invoice credit to send to the customer. See section 3.

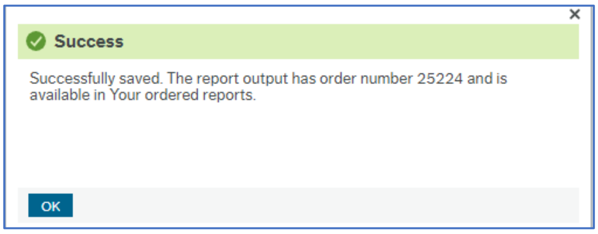
3. PRINTING THE SALES ORDER OR SALES ORDER CREDIT

3.1 From the Business World menu select **Customers and sales→Invoicing**

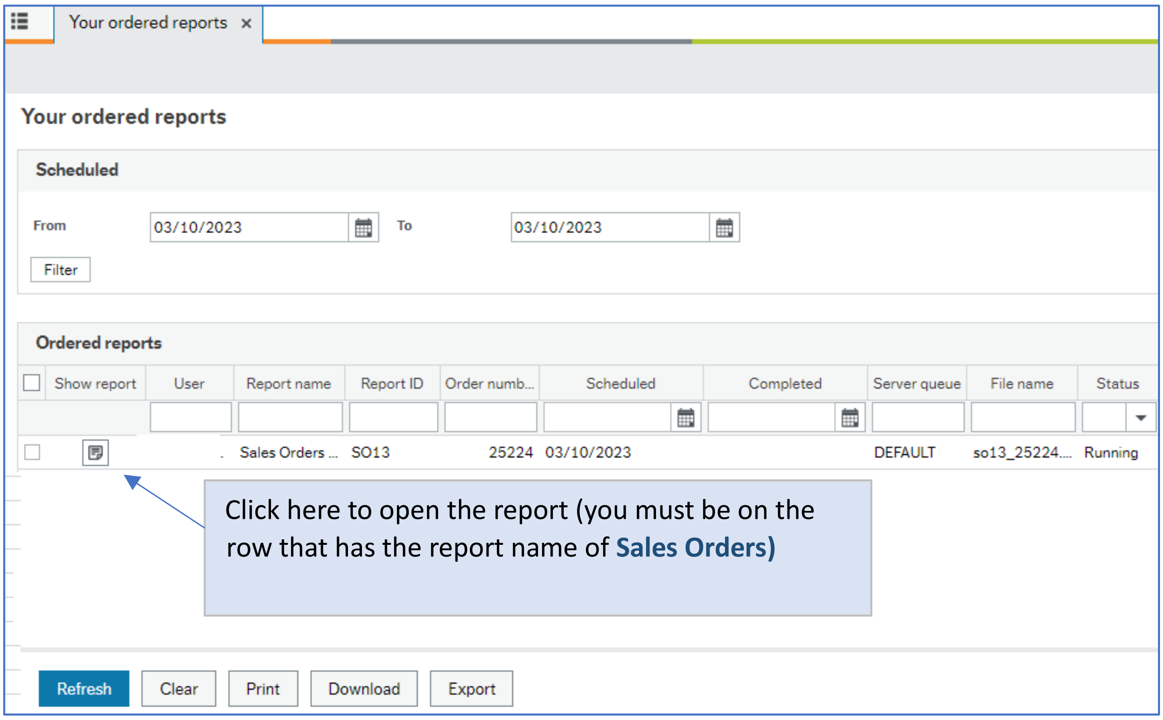




3.2 Click **Save** button in the bottom of the window. Your sales order(s) will be sent for printing/emailing and any sales order credit notes that have been approved will be sent for printing/emailing.



3.3 Next click on the **Your ordered reports** button shown at the bottom of the window and a screen like the one shown below will be displayed. If the report shows the status of "Running" then click the **Refresh** button until you see it shows as "Finished".



3.4 A PDF of your invoice or credit note will open like in the example below which you will need to send to the customer unless it has been automatically emailed – to check if it has been automatically emailed see section 4

3.5 An example of an invoice is shown below:

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SOUTHAMPTON CITY COUNCIL

INVOICE

www.southampton.gov.uk/payments	
Payment Enquiries: (Mon-Fri 8:30am-4pm)	023 8083 3388
E-mail:	cpd.queries#southampton.gov.uk

Civic Centre, Civic Centre Road, Southampton Hampshire, SO14 7LY
VAT Registration Number: GB 189 5949 82

Test Customer
Leafy Lane
Portsmouth
PO15 7JP

Invoice Number:	81182164
SCC Order Number:	40020472
Invoice Date:	03/10/2023
Your Order/Ref:	
Reference:	
Customer Id:	333799

Details of Goods And Services	VAT Code	Amount in £
Hire of room 50 at Willow School on 5th, 6th and 10th September 2023	S3	250.00

Code	Rate	Goods / Services	VAT
S3	0%	250.00	0.00

Total excl. VAT :	250.00
Total VAT :	0.00
Total Due £ :	**250.00**

PAYMENT IS DUE ON RECEIPT OF INVOICE

Invoice Payment Slip

Southampton City Council
Test Customer

Invoice Number: **81182164**
Total Due £ : **250.00**

To make your payment for this Invoice, please go to www.southampton.gov.uk/payments

Alternatively it can be paid by one of the following methods:

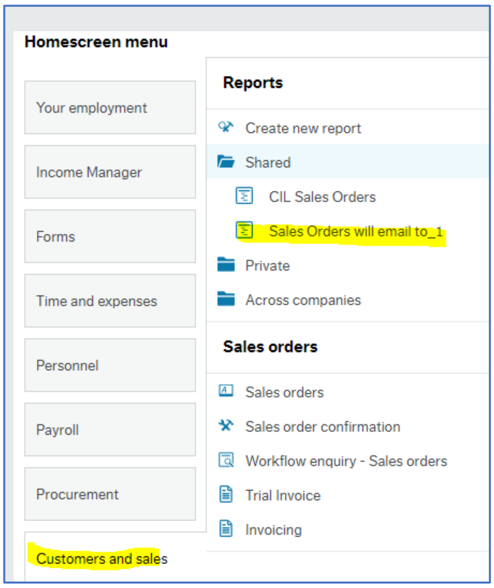
BY BANK TRANSFER — Please use the following details -
Bank Sort Code: **30-00-00**
Bank Account No.: **00332526**
Payment Reference: **81182164**
If you are paying a number of invoices, please send a copy of your remittance advice to:
Remittance.advice@southampton.gov.uk

BY PHONE — The numbers are shown at the top of this invoice, please note the Payment Enquiry line is only open during office hours.

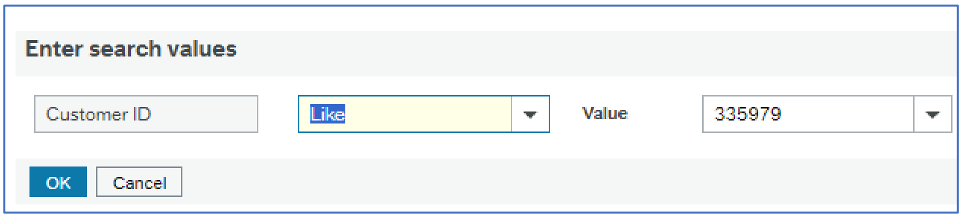
BY POST — Detach and send this slip together with your cheque or postal order, made payable to 'Southampton City Council', to Customer Payment & Debt Team, Civic Centre, Civic Centre Road, Southampton Hampshire, SO14 7LY

4. REPORT TO CHECK IF YOUR SALE ORDER WILL BE AUTOMATICALLY EMAILED

4.1 To check if you sales order will be automatically emailed to the customer you can run a report called **Sales Order Will Email to** found here;

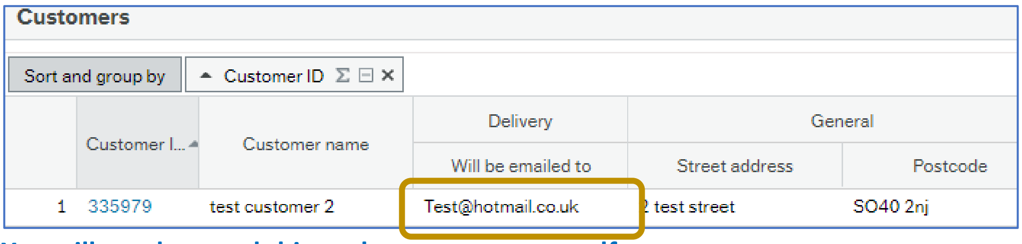


4.2 Click on the **View result** button at the bottom of window and enter the customer ID for you invoice and click OK.

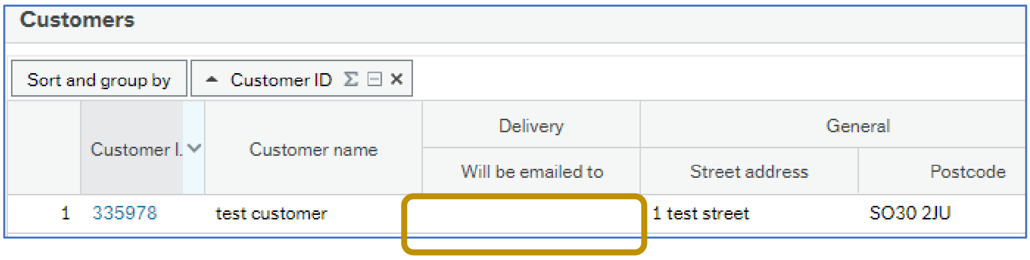


4.3 If there is an email address showing in the column **"Will be emailed to"** then your invoice has been emailed directly. If the email address is blank, then you will need to send your invoice PDF direct to the customer.

Invoice will be emailed directly to this email address



You will need to send this to the customer yourself



TROUBLESHOOTING

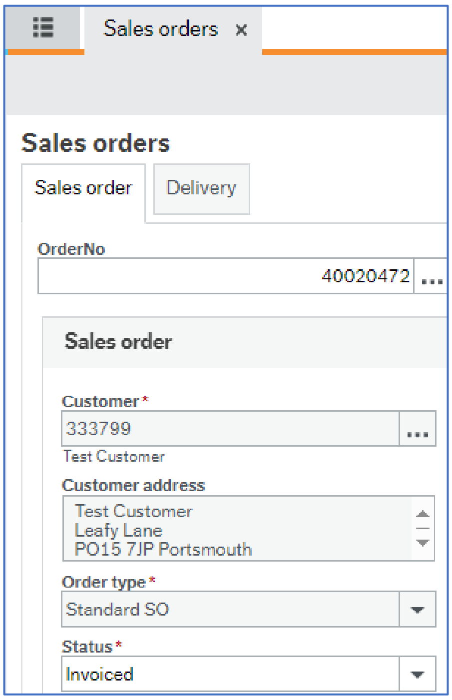
Q. Printing gave this error message:

```
      Invoice Date       : 20231003 00:00:00
      Valuedate          : 20231003 00:00:00
      Batchid            : 231003132
      Sort               : 1
      Invoice Journal P  : 0
      Treatment Code     :
      Address Attribute  :
      Recalculate Payme  : 0
      Mode Flag          : N
      Responsible        :
      Report Rows        : 71
      Start Gl07         : 1
      Budget Profile     : 0
      Document Type      :
      Action Type        :
      Attribute          :
      Relation           :
      Relational Value   : *
      Variant            : 33
      Query              :
      Start Agrtps       : 0
      Incl. Interest/fe  : 0
      Interest Status    : *
      Output Treatment   :
      Xml Output Versio  :

  *****************************************************
  *****************************************************
  *****************************************************


  No sales orders found. Report stops.
```

A. Go back to the **Sales order** window and click on the open button at the bottom of the screen to search for your sales order number and then select it. If it shows the status as "Invoiced" it has already been printed and you cannot print it again. If it still says "to invoice" it hasn't yet been printed so you can try again as you may have tried printing it too quickly after saving the sales order.



A. If it is a credit note it may not have been printed as it is still in workflow with the authoriser. Check the **Active Workflow Transactions – Initiator** as shown in section 2.8

A. If the credit note shows in the **Active Workflow Transactions – Initiator** report with you as the Task owner, you may have omitted to include the original invoice number. You will need to go back to your tasks to add the invoice number. See section 2.5 for how to add the invoice number to your sales order.

FURTHER INFORMATION

If you have any further questions, please do not hesitate to contact the Business World inbox at BW.help@southampton.gov.uk.

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