# ERP Sales Ordering- Schools 2025

## How to raise sales orders, credit notes, manage income and debt in the ERP

## Sales Ordering and Invoicing

- **Customers:** The Customer must exist in the ERP before a Sales Order can be raised and if the customer does not exist already, a new customer record must be created.
- **Sales Orders:** In order to invoice a Customer, you must create a Sales Order in the ERP. When Sales Order numbers are generated they have eight digits and begin with 4. On approval, the resulting Invoice numbers generated have seven digits beginning with 7.

- **Credit Notes:** Credit Notes can be raised against Sales Orders that have been raised and the invoice paid for either full or partial repayments to a Customer. Credit Notes are essentially Sales Orders with a negative value.

## Customers

*Before* a Sales Order can be raised, the **Customer** must exist in the ERP.

If the customer *does not* exist already, a **new Customer** record must be created in the ERP.

When the record is saved it will be workflowed for approval and cannot be used until it has been approved.

### Checking Customer Records

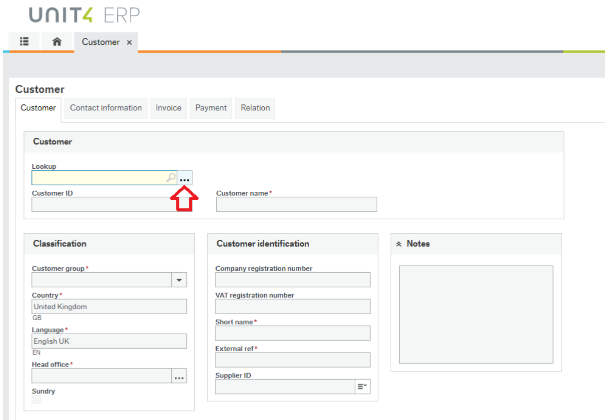
1. When creating a new customer, it is *vitally important* that you first check that you are not creating a duplicate. If a new customer record is created for an existing customer or with any errors, it will be *rejected via workflow* with a reason for the rejection and can cause *delays* in receiving payment for your services.

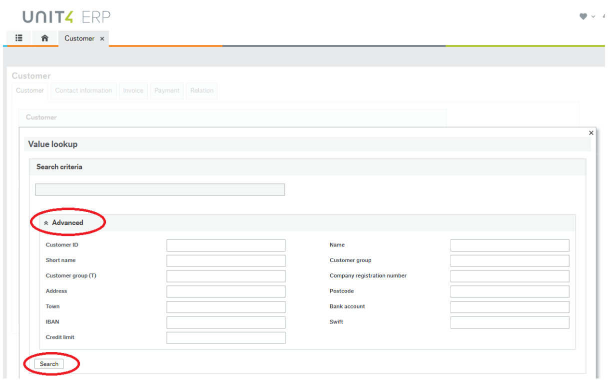
2. To search for an *existing customer*, navigate to **Customer and sales → Customer information → Customer**

3. **Firstly,** start typing part of the customer name in the Customer lookup field, if it matches any part of any customer's name it will appear in a popup. If the customer

you are trying to create is in the popup, click on it to populate the screen with the existing details, check the details are correct and up to date and use this customer record to create your sales order.

4. **Then,** if there are no matches for the name, check with different spellings or a different part of the name to ensure they do not exist in the ERP already. If you have details of any other identifiers (Company number, postcode, bank account), you can use the advanced search to make sure your customer does not already exist in the ERP.




## Creating a Customer Record

If you are confident your customer isn't already in the ERP, click **New.** The Customer window has five tabs at the top of the screen:

**Customer Tab:**

- **Customer ID – leave as [NEW]** as the ID will be created when the record is saved
- **Customer name** – this is entered in full, including their title
- **Customer group** – select this from the drop down

- **Country** – this defaults to the United Kingdom and can be changed by using type ahead and then selecting the country from the drop down list
- **Language** – this defaults to English UK and can be changed by using type ahead and then selecting the language from the drop down list
- **Head office** - this defaults to the customer name but can be changed
- **Sundry** – this is not used
- **Company registration number** – enter if applicable
- **VAT registration number** – enter if applicable
- **Short name** – this needs to be the same as the Customer name but is limited to 10 characters
- **External ref** – if it is a new customer, enter **NA**
- **Supplier ID** – leave blank
- **Notes** – this field is not used on creating a customer but can be used when the account is active for such things as insolvency or bankruptcy details

**Contact information tab:**

- Click **Add** to create a new address
- In the **Phone numbers** section, enter the all the telephone details that you have
- In the **Email and website** section enter the all the relevant details that you have
- The **European Article Numbering** section is not used
- In the **Contact person** section, enter the **Name** of the person to contact in the customer's organisation and the contact person's **Position** in the customer's organisation

**The Invoice Tab**: The Invoice tab is populated with default settings and nothing should be changed.

**The Payment Tab**: This tab is read only.

**Relation Tab:**

The following fields need completing:

- **Debt Recovery Officer** – this field is not populated at this stage
- **Customer group** – this is populated from the selection made on the Customer tab but it must be selected again from the drop down or an error will appear when saving

- **Whole of Government Accounts** – select the only option available which is **ZZZZZZ** – not available
- **PO Required on Sales Invoice** – if the customer has raised a PO and requests that it is quoted on the Invoice, select **Yes**, if not select **No**
- **Customer Legacy Reference** – this field relates to records first created on the legacy systems and will be populated by default if relevant, if not, leave it blank
- **Shropshire Area Customer** – select from the lookup
- **Type of Business** – select from the lookup. If it is an individual, select Not Applicable
- **Small and Medium Enterprises** – select **N** or **Y** from the lookup
- **Adult Care Reference** – is only used when relevant

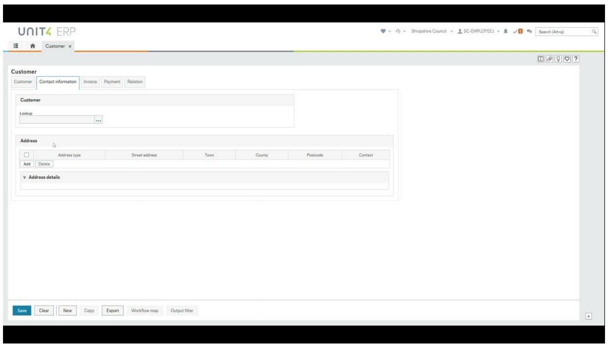
**The Action Overview Tab:** This tab is used by AR Officers only.

**The External Delegates Tab**: This tab is used only by Learning and Skills.

Click **Save;** the record will enter workflow but the customer will not be available for use until approved by an AR Officer.

On approval the originator will be informed by email that the customer is available for use.

## *Video on Checking and Creating Customers*



## Please note:

- When creating a Sales Order, please make sure the customer address is correct to avoid invoices being send to incorrect addresses, which could lead to *potential data breaches* as well as difficulties with recovery of the amount due.
- The most *common errors* with customer records in the ERP (that previously went unnoticed) are:

- Incorrect Company name

- Company in liquidation

- Incomplete address and out of date addresses

- No contact number or email address

- No title or full name of customer

- If it is a company, you can use Companies House on the Government website to check the trading name and to see if the company is still active.
- If you are amending a customer's address DO NOT delete the General address line, please over type the current address with the updated details, as this can cause issues with emailing invoices.

## Raising Sales Orders


Sales Orders are created to record sales and to produce an *Invoice* to the customer.

Sales orders are started from the customer record, so the customer must exist in the ERP before a sales order can be created.

Navigate to **Customer and sales** → **Sales orders** → **Sales orders**

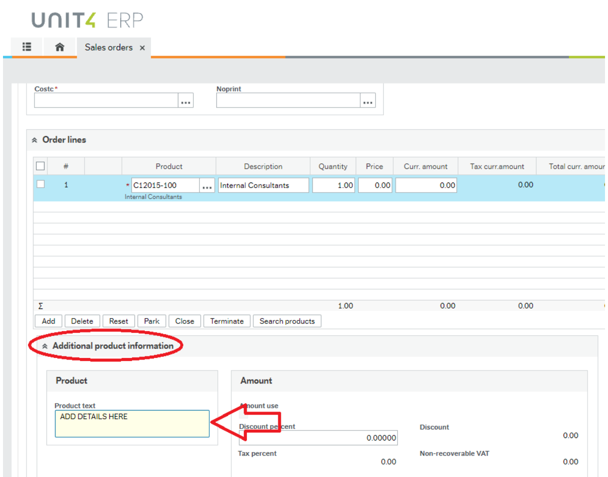
- Enter any part of the customer name in the Customer lookup field and all matches to any part of any customer's name will appear in a popup
- Select the customer from the list to pull through the existing details from the customer record
- The ERP always logs the actual user completing the record so if you are raising the sales order on behalf of someone else, add their name under **Responsible**
- **External references** – if the customer has an external reference it can be entered here
- **External order ID** – the customer's PO number, if relevant
- **Costc** - enter the Cost Centre the sales order is for using type ahead or the lookup
- **Noprint** – select **N** – for the invoice to be sent to the customer automatically or select **Y** – to stop the automatic sending of the invoice

**Order Lines**

Click **Add**

- **Product** – enter the product using type ahead or the lookup
- **Description** – is populated from the Product code but should be amended to include as much detail as possible
- **Quantity** – enter the quantity required by the customer
- **Price** – enter the price of the individual item

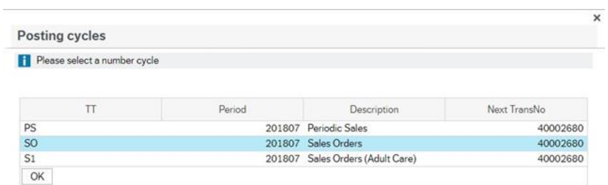
In the **Additional product information** section additional product text should be added to include as much detail as possible



- **GL Analysis** - This section is initially populated by the existing relationships and the data you have input but can be amended if needed

- If you need to split the income to multiple cost centres, click **Split row;** enter the next **Cost Centre** and the percentage to be set against the new Cost Centre

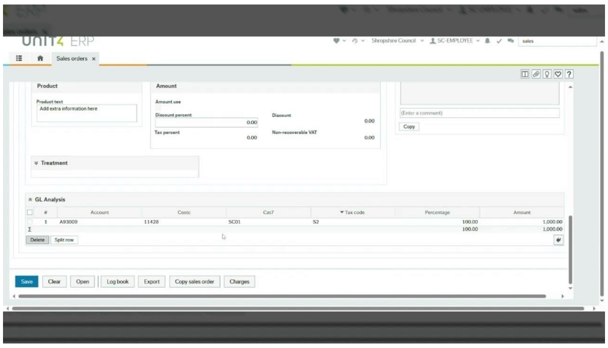
- Click **Save** and Select **SO** as the TT (transaction type)



## Please note:

- The process that converts the sales order to an invoice runs once a day and sends the invoice to the customer.
- You have until close of business on the day you create your Sales Order to amend or close it.
- You *will not* be able to access it to a make any amendments the following day as a process runs *every night*, which turns the order in to an invoice and updates the general ledger.

## *Video on Raising on Sales Orders*



## Invoices


### Viewing Invoices

Navigate to

**Customer and sales → Customer information → Maintenance of open items**

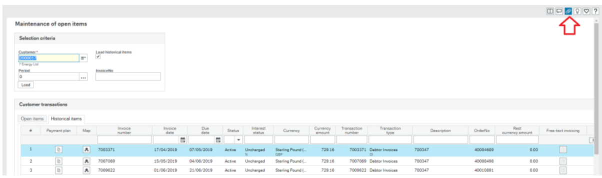
Select the customer using type ahead or the lookup, tick **Load historical items** and click **Load**

A list of open items will be displayed if any are outstanding

If your invoice number is not showing in **Open items**, click on **Historical items** tab, put your invoice number in the filter bar and click filter

The invoice date on the credit line is the date the invoice was *paid*

To *view* the invoice, click on the invoice line and click on the paperclip in the top right



# Copy Invoice

A copy of an invoice can be produced with the word **COPY** on the invoice

Navigate to **Customers and sales** → **Sales orders** → **Copy invoice**

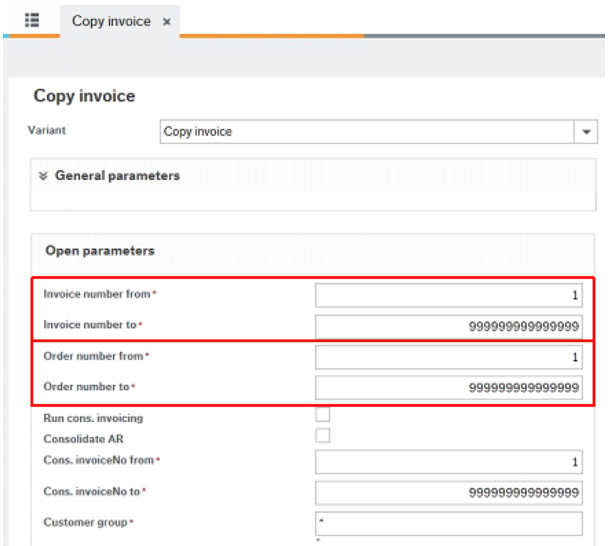
The invoice can be found using either the Invoice number **or** the Order number

**Invoice number** - enter the same invoice number in the **Invoice number from** and **Invoice number to** fields, pressing **[TAB]** after each entry

**Order number** - enter the same order number in the **Order number from** and **Order number to** fields, pressing **[TAB]** after each entry

Click **Save**

Success message is displayed along with an order number for a report output which is available in **Your ordered reports**



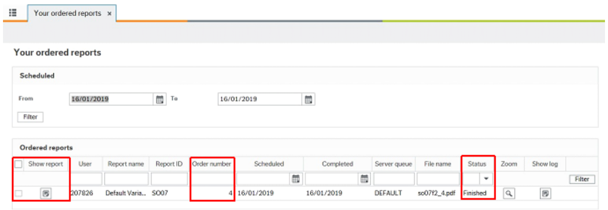

Navigate to **Common** → **Your ordered reports**.

In the **Ordered reports** table, find the required **Order number**

When the **Status** is **Finished** it is ready to open

Click the icon under the **Show report** heading to view the report output

The report opens as a .pdf with **COPY INVOICE** to indicate that this is a copy of the original invoice

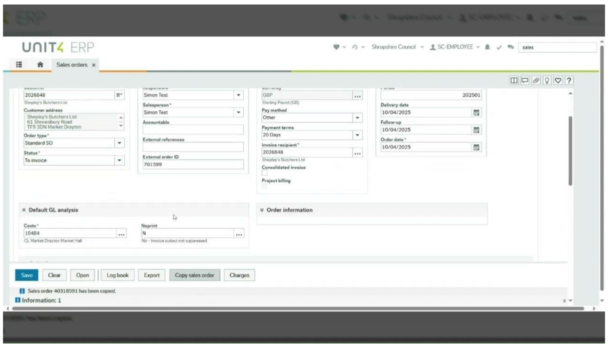



## Credit Notes

Credit notes are used as the means of refunding customers who have overpaid an invoice.

It is important to understand that a Credit Note is actually a *Sales Order with negative figures* for values.

Credit notes are raised against the original Sales Order but the essential piece of information that the customer should have is the Invoice Number, which is the start point for finding the Sales order number.




### Finding the Sales Order Number

Navigate to **Customer and sales → Customer information → Maintenance of open items**

Select the customer using type ahead or the lookup and tick **Load historical items**

You can match the invoice number to the relevant order number

### Creating the Credit Note

Navigate to **Customer and sales → Sales orders → Sales orders.**

Click **Open** at the bottom of the screen, search via the Value lookup or close that and enter the sales **OrderNo.**

Click **Copy sales order** at the bottom of the screen.

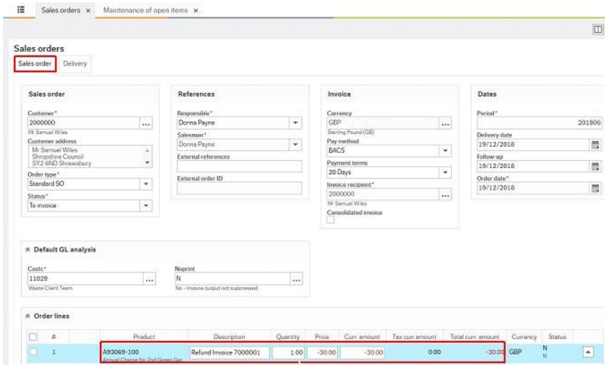
The sales order is copied and must now be edited.

Change the **Description** to ***Cancel*** or ***Part cancel invoice 7*********** *[original invoice number ] ...* (this ensures the credit note is cross-referenced to the original sales order) plus the reason why you are creating the credit ***raised in error/service no longer required.*** *" For example: "Cancel invoice 7123456 - service no longer required by customer."*

Change the **Price** to a negative figure and change the value if it is a partial refund, making the figure negative changes the colour to red.

***Please note:***

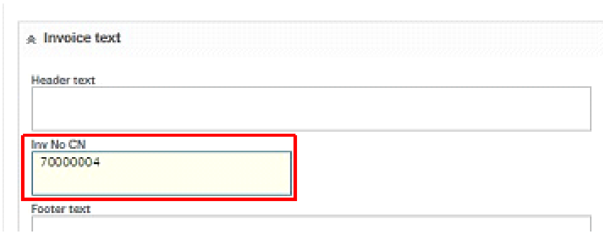
The Account Code and the Cost Centre fields must not be changed as the refund needs to relate directly to the budget the invoice was paid to



Select the **Delivery** tab. Click on the arrows on the **Invoice text** section to expand the box and enter the original invoice number in **Inv No CN** that the credit note applies to for allocation purposes.

Click **Save.**

Then select **SO** as the TT (transaction type) in the Posting Cycles pop up and **OK**.

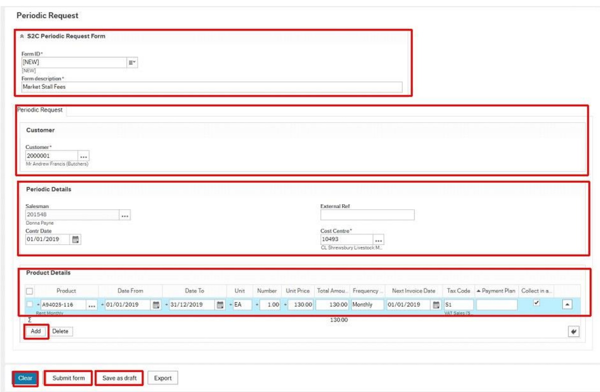


## Request Periodic Invoicing

If you require regularly (i.e. monthly) invoices to be received by your customers, then you can complete a Periodic Request form to set this up

Navigate to

**Forms → Finance → Periodic Request**




## Sales Product Request

You can only use sales products that are registered in the Product Master file.

If you have a requirement for a product that is not listed, you can request it is added using the **Sales Product Request form.**

Sales Product Request Forms require approval before the product is available for use.

Navigate to **Forms → Finance → Sales Product Request.**

## Sales Product Amendment

If there is a requirement for amendments to be carried out on an existing sales product, you can request it by using the **Sales Product Amendment** form.

Sales Product Amendment Forms require approval before the product is amended.

Navigate to **Forms → Finance → Sales Product Amendment.**

# Useful Reports/Enquiries

- **Customer and sales → Customer information → Workflow enquiry – Customer**
- **Reports → Global reports → Finance and Procurement → S2C → General S2C Enquiry**

## Sales Orders/Invoices under £100

The Council are trying to reduce the number of invoices raised for under £100 due to it being uneconomical to pursue.

Where possible payment for services should be taken upfront at the point of order.

This is a far more cost effective way of receiving income, and is a very quick and easy process to refund should the service no longer be required, you would not have to go through the lengthy process of raising a credit note.

It also avoids having to write off debt if the customer does not pay which has an effect on your budget.

For details of how you can take upfront payments, please email ICON@Shropshire.gov.uk

# Ongoing Help & Support

## How to Videos

There are ERP "how to" videos on You Tube here.

## ERP Support Virtual Drop In Clinics

For targeted questions and assistance, there is a fortnightly virtual drop in clinics on MS Teams.

The next dates for these are here.

Please use the links to join on the day.

## Key Contacts

- **Logging in** queries - ICT.support@shropshire.gov.uk
- **Recruitment** queries - resourcing@shropshire.gov.uk
- **Payroll** queries - payroll.notifications@shropshire.gov.uk
- **HR** queries - ask.HR@shropshire.gov.uk
- **Training** or guidance queries - katie.dawson@shropshire.gov.uk
- **System** queries - ERP@shropshire.gov.uk

**Finance** queries:

- Purchase ledger - purchase-ledger@shropshire.gov.uk
- Sales ledger - salesledger@shropshire.gov.uk
- Capital project monitoring - michaela.probert@shropshire.gov.uk

**Revenue** monitoring - Finance Business Partners

- Adult Social Care - Michelle Ealey
- Children's Services - Stephen Waters
- Health and Wellbeing - Chris Scott

- Place - Craig Felton
- Corporate Budgets and Resources  - Maggie Price

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