SOP2: Sales Credits

The purpose of this section is to introduce the user how to raise a Sales Credit Note via the Agresso Web. This Sales Credit will then follow an Approval workflow until it then becomes an actual Sales Credit Note, or, the Sales Credit is rejected and closed.

Once the Sales Credit has become an actual Sales Credit Note this will be printed off by the General Ledger Section and sent to the Customer, or if additional paperwork is required to go out with the Sales Credit please let the Sales Ledger (**finance-commercial@glasgow.ac.uk**) section know. The Sales Credit Note will also record a credit against the appropriate Cost Centre and Project.

SALES CREDIT WORKFLOW PROCESS

Sales Credit Raised Via Agresso Web

	First APPROVER	Second	Third	Fourth	Fifth
Up to £25K	Project Approver				
Between £25K and £50K	Project Approver	Head of Subject			
Between £50K and £100K	Project Approver	Head of Subject	Head of School		
Between £100K and £250K	Project Approver	Head of Subject	Head of School	Head of College	
Over £250K	Project Approver	Head of Subject	Head of School	Head of College	Director of Finance

IF REJECTED

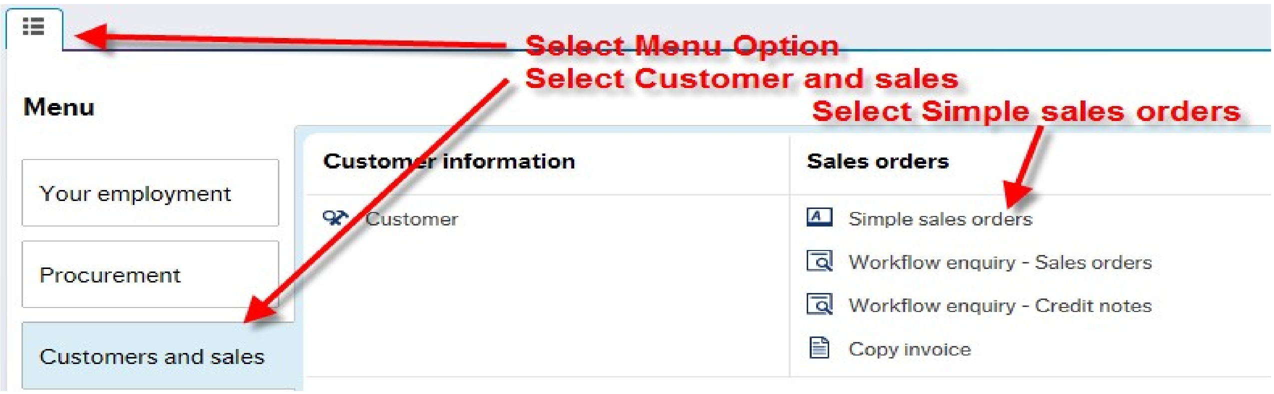
IF APPROVED

Sales Credit is converted into Sales Credit Note

Sales Credit Note printed by Sales Ledger section and sent to customer

SOP2.1: Raising a Sales Credit

1. To access the Sales Ordering screen:

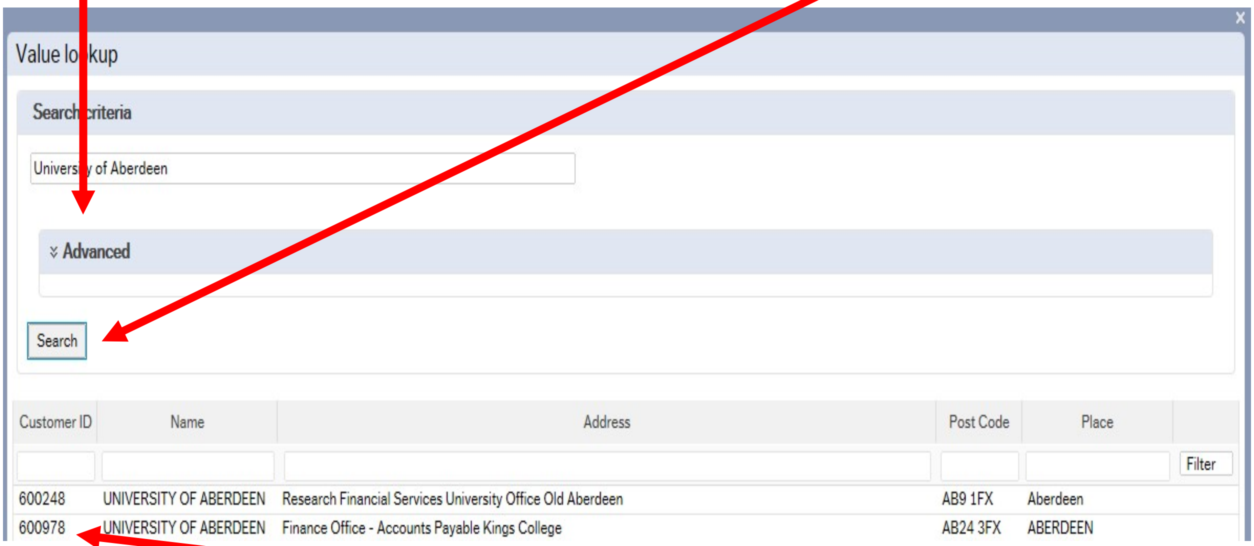


The red star * indicates required fields that must be used when raising a Sales Order

The following fields must be populated on this screen **(highlighted fields are most relevant)**:

2. Customer **_Either,_ enter in the CustID required _or_ click on [...] to open the search screen:**

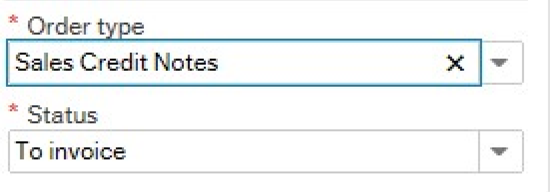
In the Search Criteria enter the name of required Customer Then click on Search



The results will appear below. Click once on the required Customer, which will then populate the Cust ID field and close the search screen. A more advanced search can be done using the advanced option **Advanced**

*N.B. If the Customer required cannot be found a new Customer will need to be set up. See **SOP4 –New Customers***

3. Order Type Select Sales Credit Notes in the Order type.
If you require a Sales Credit Note- **See SOP1 – Sales Orders**

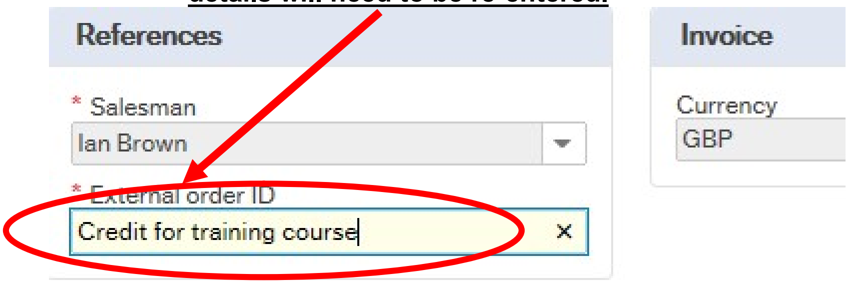


4. Status This will show the Status of the Sales Order:

Closed -	The Sales Order has been manually closed
To Invoice –	The Sales Order is currently being raised or processed.
Terminated –	The Sales Order has been manually closed
Parked –	The Sales Order has been parked – Will not go to be approved
Finished –	The Sales Order has been converted to a Sales Invoice

5. Salesman This will populate with the name of the person raising the Sales Order.

6. External Order ID — **This field <u>must</u> be populated with a relevant description that will be seen in Agresso and also monthly reporting.**
<u>NB. If this field is not amended the order will not be saved and all the details will need to be re-entered.</u>



7. Currency — The Currency will default to the currency defined against the customer chosen.

Invoice text will need to be clicked for the following two fields:

8. Contact Name — This is to be used if the Sales Order is to be sent to a particular Contact name and will appear on the first line of the address. Enter the details of the contact Details for the person to contact. See example below.

9. Customer PO number — If the Customer has a PO number and it must be entered after selecting the Customer. It can be entered here and will appear on the final invoice.

10. Order Date — **DO NOT AMEND**. Order date will default to today's date

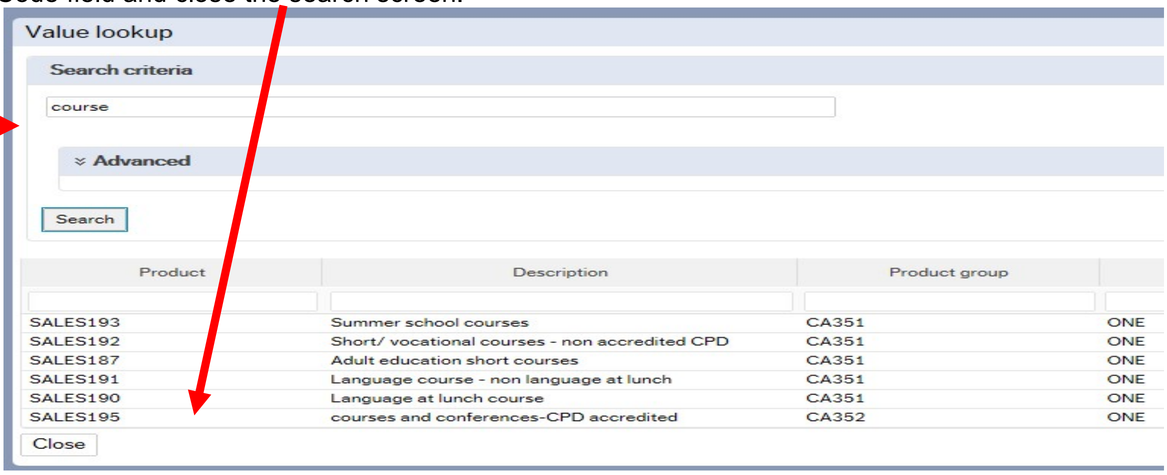
11. Select Add to add a row or click on row

12. Product Code — This field will determine the type of Income, Account Code, and VAT Code. Please note that only certain product codes/Account codes can be used against a Project. For more information please go to the Sales Order Webpage

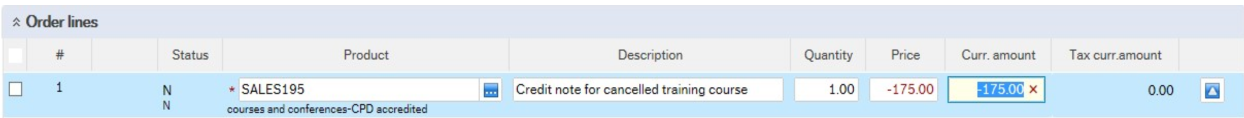
To search for Product Codes click on :

In the Product Search Criteria field enter the name of required product. Click on Search

The results will appear below. Click once on the required Product, which will then populate the Product Code field and close the search screen.



13. Description — This defaults to the product code description. THIS DESCRIPTION MUST BE CHANGED. The description can be changed to something more appropriate to match the Sales order. This information will appear printed on the Sales Invoice sent to the Customer. To add a larger description see adding further in the Step 18



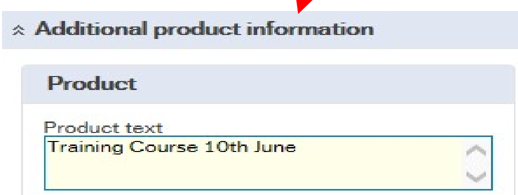
14. Number Enter the quantity to be Credited

15. Price — Enter the Price to be Credited. **THE PRICE MUST BE ENTERED AS A MINUS AMOUNT**

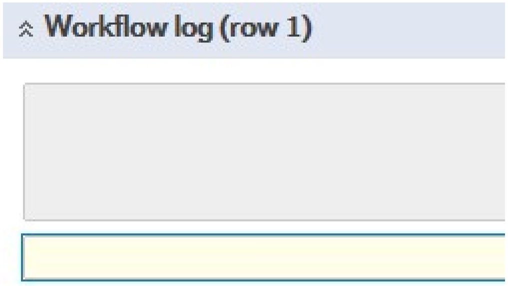
16. Curr.amount — Is the number of goods multiplied by the price to be Credited

17. Tax.curr.amount — Is the VAT amount

18. Details — If required, Click on Additional product information and this will expand this option. Enter the additional description or information in the product text field. This information will appear on the Sales Credit Note.



19. Workflow log — To enter a comment for the approver to view please enter a comment in the available field.

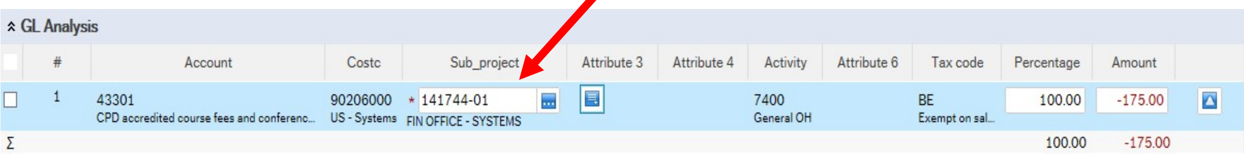


20. GL ANALYSIS CLICK GL Analysis EXPAND SCREEN

21. Account The Account will automatically be selected from the Product Code to which the goods/service are to be Credited. **DO NOT AMEND**.

22. Costc The Cost Centre will be back filled when the Project is entered.

23. **Project Enter the Project to which is going to receive the Credit. Please note that only certain product codes/Account codes can be used against a Project. For more information please go to the Sales Order Manual webpage.**



24. **Tax Code VAT on Sales (Automatically filled)** The following VAT codes are automatically fixed depending on the Product Code Selected. See Sales Invoices and Sales Credit Notes VAT Codes**. DO NOT AMEND**

BO - Outside the scope of VAT
BR - Outside the scope with the right of recovery(income from outside the EU where there is a supply)
BE - Exempt Income (Educational Courses or conferences, provision of education)
BZ - Zero Rated (Sale of books)
BS - Standard rated 20%

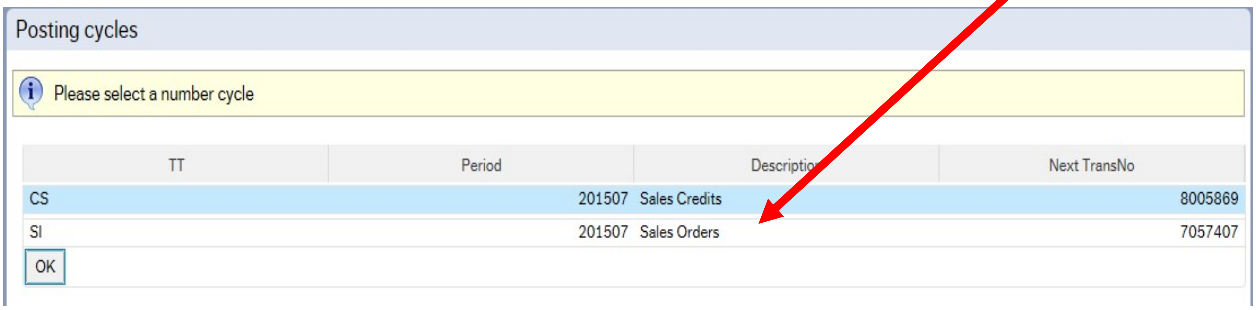
25. Percentage Percentage of the line to be credited to the project

26. Amount Amount of the line to be credited to the project.

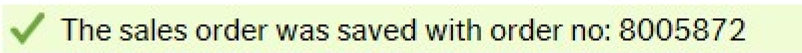
SOP2.2: Saving the Sales Credits

1. To Save the Sales Credit Click on the Save button at the bottom of the screen

2. A prompt will appear asking you to confirm the number cycle to be used. For Sales Credits it is Sales Credits



Once saved the user will get a Sales Order Number.



Once saved the Sales Credit will then follow a workflow to the approval process until it then becomes a Sales Credit Note, or, the Sales Credit is rejected.

3. Any errors see details and amend accordingly: