

Unit4 ERP User Guide

ERP Sales Ordering

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1. Scope

This user guide has been written to help you work with the sales ordering elements of the ERP. As several services use the ERP, this user guide is specific to the area for which it is written.

This user guide covers creating customers, raising sales orders, related workflow enquiries, tasks and alerts, credit notes, periodic invoicing and reports.

2. Introduction

2.1 Customers

Before a Sales Order can be raised, the Customer must exist in Unit4 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 is approved.

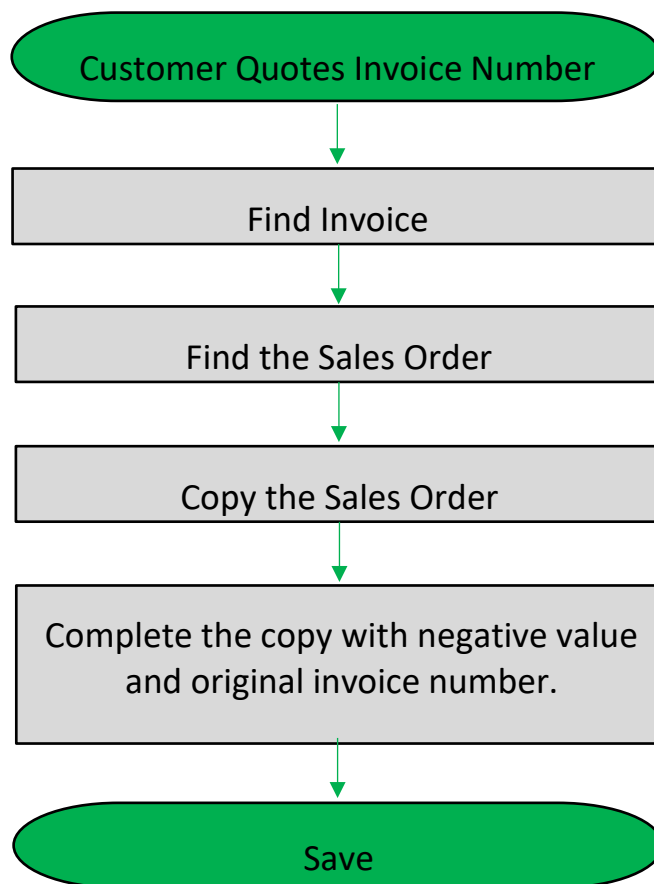
2.2 Sales Orders

When you want to raise an invoice for a customer, you create what is known as a Sales Order. In a sales order you must specify the Customer, the Product Code, the Quantity and the Price. Sales order numbers are automatically generated, have eight digits and begin with 4. On approval, the resulting Invoice numbers are also automatically generated and have seven digits beginning with 7.

2.3 Credit Notes

Credit Notes can be raised for to the full amount or a part credit due to a customer. Credit notes can only be raised against sales orders that have been invoiced. When raising a credit note you must ensure that the original invoice number is quoted in the "Inv No CN" field which can be found on the delivery tab under invoice text.

Credit Note Process:



The above represents a simplified diagram of the steps to create a Credit Note process.

2.4 Corporate Debt Recovery Policy

Shropshire Council have a duty to recover outstanding debts and in doing so ensure that its processes are fair and consistent to everyone.

There are specific policies covering the collection of Sundry Debts due to Shropshire Council and the collection of Adult Social Care Debts due to Shropshire Council.

The policies have been put in place:

- To minimise debt and maximise rates of collection
- To be consistent and co-ordinated in our approach
- To assist customers based on their ability to pay and individual financial circumstances
- To provide clear guidance for all Council Officers on the recording, reporting, recovery, and monitoring of debt

[The Corporate Debt Recovery Policy – Internal Version](#) compliments the [Corporate Debt Recovery Policy](#), approved by Cabinet January 2022, providing additional guidance to staff in relation to the debt recovery process.

Key points contained in the policy for all staff involved in raising sales invoices and the debt recovery process are:

- Where possible payment should be taken before goods or services are provided.
- Low value charges of less than £100.00 (excluding VAT) should be collected in advance and invoices should not be raised for payments due.
- The importance of ensuring all customer details are correct on the Customer Master File.
- All invoices must be raised through the ERP.
- All invoices should be raised in a timely manner (maximum of five days of the goods or service being delivered) and should be clear, accurate and in plain English, with appropriate descriptions of the goods or service provided.
- If a Purchase Order (PO) number is required by the debtor this must be obtained prior to raising the invoice. If the purchase order number is invalid and not accepted by the customer if not resolved within 30 days the invoice will be cancelled by the Senior Debt Officer.
- Importance of resolving any disputes where the debtor believes that the charge is incorrect and keeping the Debt Recovery Team updated.
- If the dispute remains unresolved at the end of the approved debt recovery period, the invoice will be cancelled by the Senior Debt Officer.
- Once an overdue debt falls into the area of debt recovery, then both the Debt Recovery Team and Legal Services retain the right to veto decisions made by the Service whom raised the debt.
- Responsibility to action all tasks in the ERP in a timely manner, including credit notes and write off tasks.

3. Navigation

3.1 The Employee Home Dashboard

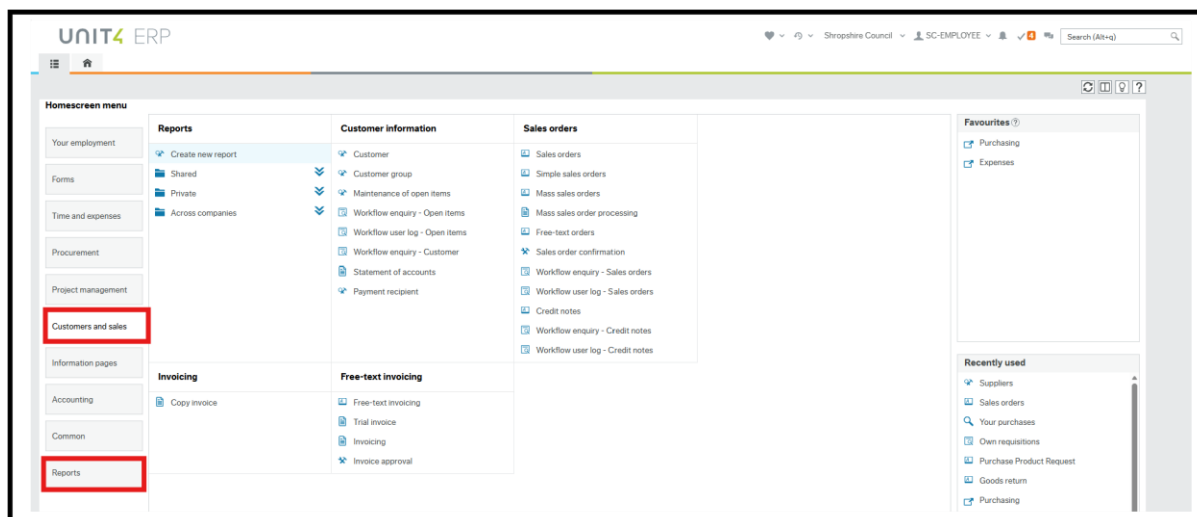
When you log into the ERP, the first page to appear will be the Employee Home Dashboard.

The screenshot shows the UNIT4 ERP Employee Home Dashboard. The top navigation bar includes 'Employee Home', 'Personnel Information', 'My Absences', 'Time and Expenses', 'Common Reports', and 'User Guides and...'. The main content area is divided into several sections:

- My Information:** A welcome message for Simon, followed by personal information (Resource ID: 202182, Name: Simon Test, Start Date: 03/05/2007, E-mail: simon.test@shropshire.gov.uk) and main position information (Current Main Position: P11480, Tester, Contract Hrs: 37, Work Schedule: 37 Hrs (7A/7A/7A/7A/7A/0/0), Contract Type: Permanent, Contract End: 31/12/2059, Line Manager: Testy McTest).
- My Annual Leave:** A circular gauge chart showing 'Annual Leave' status: 0.0% Taken/Booked (green) and 100.0% Remaining Entitlement (blue).
- Calendar:** A calendar icon with the text 'There are no upcoming events'.
- Document archive:** A section with '1 attached documents' and buttons for 'Add a document' and 'Filter by document type'.

From here you can click on the **User Guides and Supporting Info Links** to access to useful intranet links, user guides and “How to” videos.

The **Main menu** can be found on the tab next to the home page.

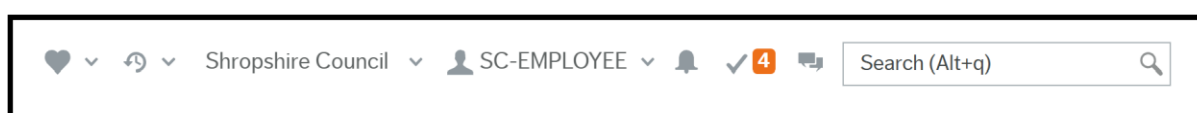


From the **Main menu** you can navigate to **Customer and sales** where you will find access to the Customer Masterfile and Sales orders.

There is a **Reports** menu where you'll find the General S2C Enquiry.

3.2 Global Toolbar

The Global Toolbar is visible from every screen in the ERP.



Favourites - You can bookmark your most used functions (including forms and reports) by clicking the heart in the top right when in that screen and then accessing them by clicking on the heart on the Global Toolbar in the ERP or on the right-hand side in the Main Menu. This can be useful for quickly navigating to frequently used pages or reports and can save time by reducing the need to search for these pages or reports each time you need them.

Recently Used - The ERP will save shortcuts to your 20 most recently opened and closed screens. They can then be accessed by clicking the clock icon on the Global Toolbar or on the right-hand side in the Main Menu. This can also help to quickly navigate to frequently used pages or reports and can save time.

Legal Entity - This displays the organisation you are logged in to i.e. Shropshire Council.

User - This displays your Username. In the dropdown you can Clear the Cache under About Unit4 ERP, change your password under Your Profile and Logout.

Alerts - If an action has taken place within the ERP that you need to be notified about, then you will receive an Alert which appears as a tick and/or a number on the Global Toolbar. Alerts provide information that may be useful to you but do not require any action.

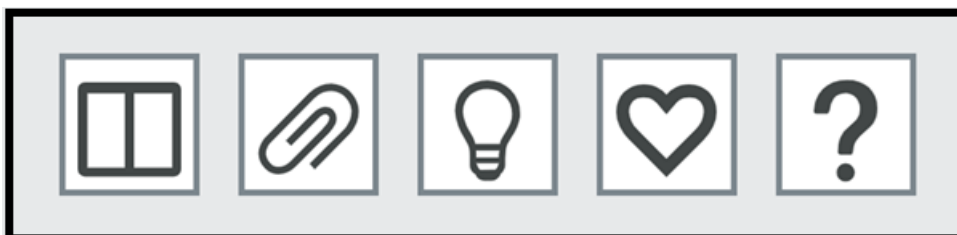
Tasks - If an action or a request has taken place within the ERP that you need to authorise or respond to, then you will receive a Task which appear as a tick and/or a number on the Global Toolbar. Tasks are generated to notify a person or team of an action requirement that is specific to each type of transaction and approval level. If you do have any tasks, do not open them from the toolbar, go to **Main menu > Common > Workflow > Task management** or use the shortcut here and action from there.

Collaboration - This is a messaging function for ERP users.

Search - The Search function is accessible on the Global Toolbar and can also be accessed by pressing (Alt+q). You can start typing which function or form you need to go into and then click into it from here.

3.3 Page Toolbar

The Page Toolbar icons will change to reflect the open screen.



Split View - This feature allows you to view and compare different sets of data in a single screen. This can be useful for analysing and comparing data from different perspectives, or for comparing data from different time periods.

Open Documents - Supporting documents can be added to records and forms as attachments. Attachments can be added and viewed by clicking on the paperclip in the top right corner.

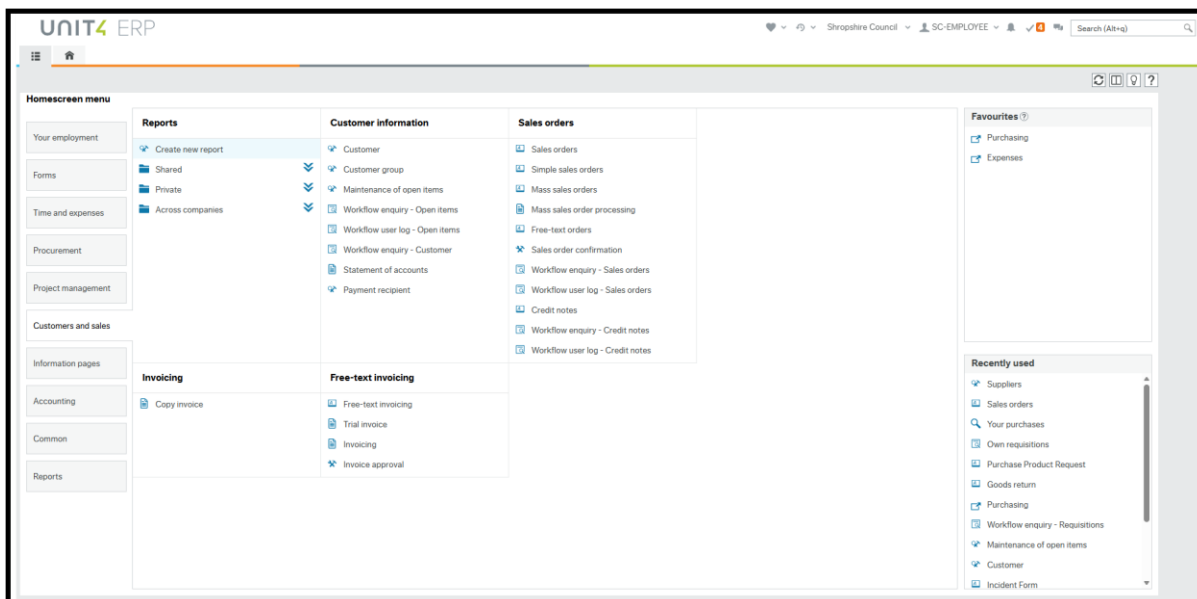
Knowly – There are in-system guidance notes (Knowly or Knowlies) that can be followed whilst working in that screen. They can be found by clicking on the blue lightbulb in the top right.

Favourites - You can bookmark the screen you are in by clicking the heart in the top right when in that screen. They can then be accessed by clicking the heart at the top of every screen in the ERP or on the right-hand side in the Main Menu.

Help – Opens generic Unit4 guidance information.

3.4 Main Menu

Click on the Homescreen Menu button to bring up the Main Menu screen.



Main Menu – menu options available for your access.

Content Pane - is where the contents specific pages are opened and worked in.

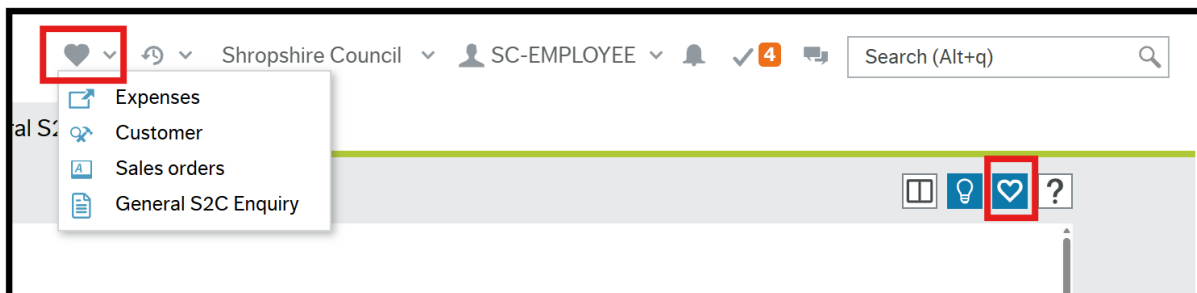
Favourite Pane - contains shortcuts to any page you add to it.

Recently Used Pane - contains shortcuts to recently opened and closed pages.

3.4.1 Favourites

Favourites is a means of bookmarking your most used functions to quickly navigate to frequently used pages or reports. This can save time by reducing the need to search for these pages or reports each time you need them.

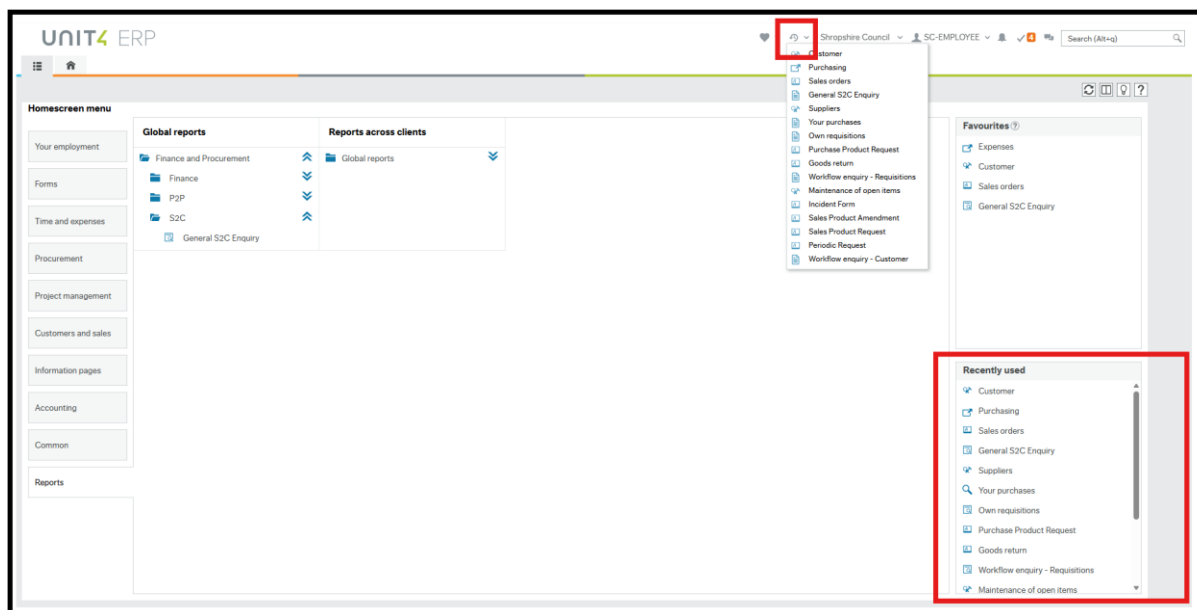
To add a page as a Favourite, click the heart in the top right when in that screen. The icon will become blue. Clicking it again will remove it from the Favourites list.



Favourites can be accessed in two places; the Favourites icon on the Global Toolbar or the Favourites pane in the Main Menu.

3.4.2 Recently Used

The Recently used pane is a list of shortcuts to the 20 most recently opened screens, whether or not they are in the Favourites pane. Each new screen that is opened is automatically added to the Recently used pane.



It can be accessed in two places; the Recently Used icon on the Global Toolbar or in the Recently Used pane in the Main Menu.

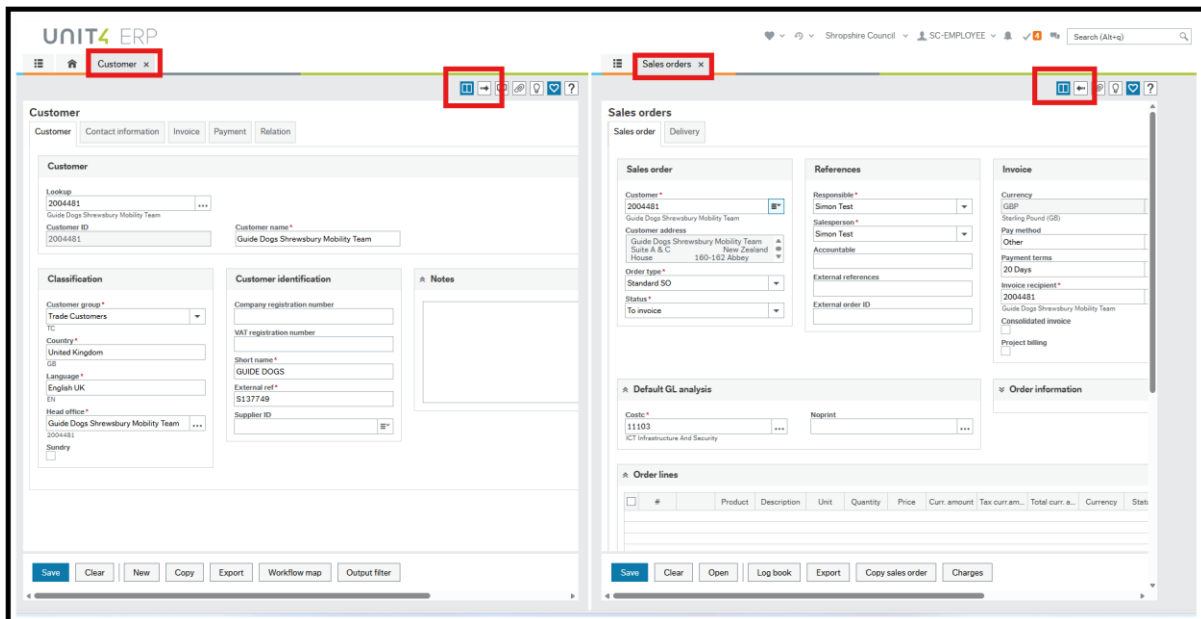
3.4.3 Split View

The Split View function allows you to have two screens open at the same time.

Open the first screen that you want, **Customer** in this example, and click **Split view**.

The Menu is now open to the right of the selected screen and the split view icon is blue. Select the next screen to be opened from the menu, **Suppliers** in this example.

Both the **Customer** and **Sales orders** screens are open at the same time.



To return to a single screen, click Split view again and now a single screen is open but there are now two Screen tabs available.

3.5 Tasks

Workflow Tasks are generated in the ERP according to a set of rules which are:

- Specific to each type of transaction
- Specific to each approval level

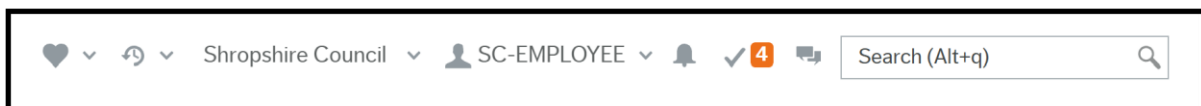
The Workflow Tasks ensure that:

- The correct person or team is notified of an action requirement.
- A link is provided to open the record requiring action
- The relevant action options are available

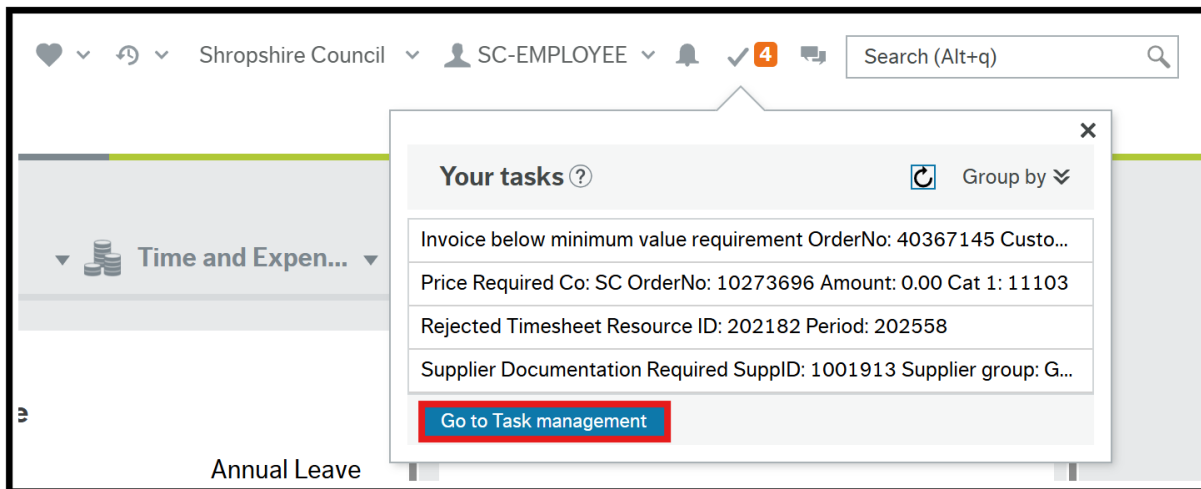
When creating customers, raising sales orders or credit notes, you could get the following tasks when using the ERP:

- New Customer Query
- Customer Already Exists
- Rejected Credit Note
- Invoice below minimum value requirement

The ERP will notify you if you have been sent any workflow tasks for actioning. A number will show against the tick on the global toolbar:



If you do have any tasks, do not open them from the toolbar, go to **Main menu > Common > Workflow > Task management** or use the shortcut in the Global Toolbar and action from there.



3.6 Task Management

To action any workflow tasks, go to **Main menu > Common > Workflow > Task management**.

Within Task management the tasks are listed and categorised for convenience. You can search by requisition number or invoice transaction number or you can choose to sort and group the tasks your own way.

Within Task Management the tasks are categorised and when you have approved/rejected a task, it will automatically move on to the next task.

Tasks are clearly labelled down the lefthand side so you can see what they refer to. Click on the task you wish to deal with first and once you have clicked approval or reject, it will go into the next task automatically. You don't need to go through them in that order you can click on which one you want to look at and approve.

The screenshot shows a 'Task management' window with a search bar at the top. Below the search bar, there are filters for 'All tasks', 'Today', 'Tomorrow', and 'Overdue'. A 'Group by' section allows selecting 'Step' or 'Process'. A table lists tasks with columns for Client, Process name, Workflow step, and Task data. The first task is highlighted in blue.

Client	Process name	Workflow step	Task data
SC	Sales Ordering	Invoice below ...	OrderNo: 40367145 , CustomerID: 2004481 , Co: SC , Co: SC
SC	Requisitioning	Price Required	Co: SC , OrderNo: 10273696 , Amount: 0 , Cat 1: 11103
SC	Suppliers	Supplier Docu...	SupplID: 1001913 , Supplier group: GS , Supplier name: Frank Painter & Sons Ltd
SC	Timesheets	Rejected Tim...	Resource ID: 202182 , Period: 202558

On the left side, there are four task cards with red '1' icons:

- Invoice below minimum value requirement
- Price Required
- Rejected Timesheet
- Supplier Documentation Required

The 'Sort' dialog box shows a dropdown menu for 'Task data' with a list of options: Client, Due on, Process name, and Workflow step. The 'Task data' option is selected. The dialog also includes 'Sort ascending' dropdowns, 'Group by' checkboxes, and 'Expanded' dropdowns with close buttons.

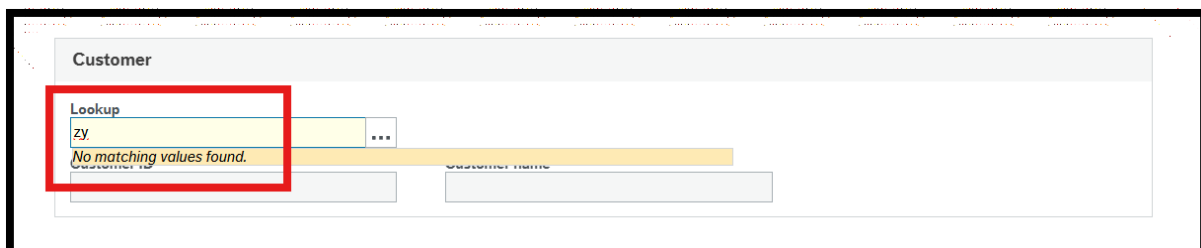
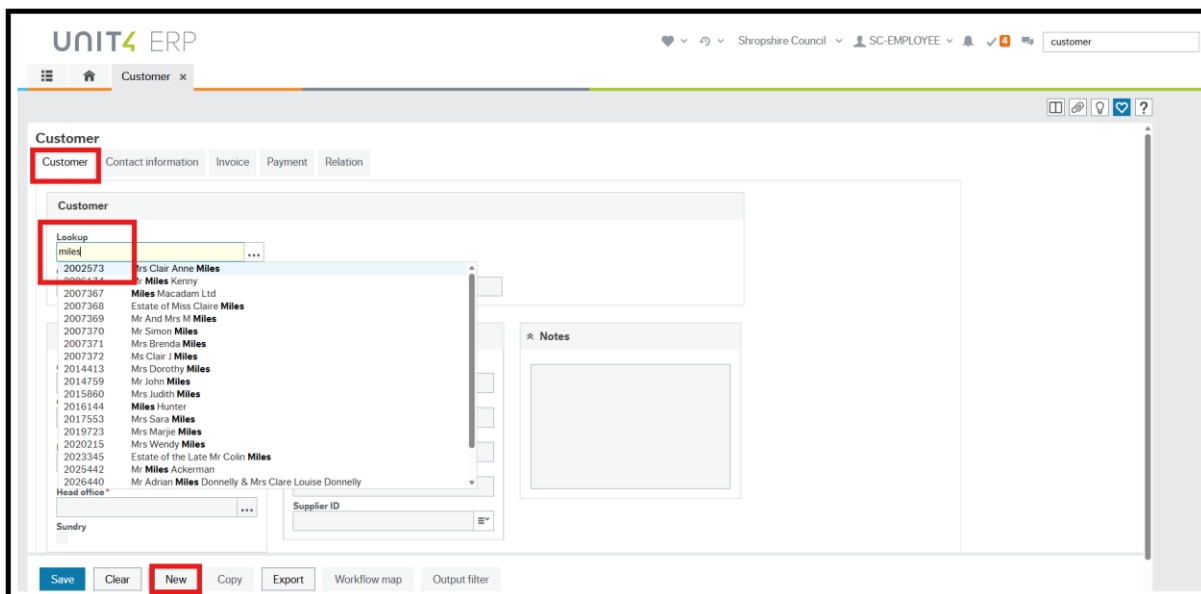
Click on the task you wish to action to view full details, once the task is complete, the next task will appear automatically but you don't need to action that one. You can select whichever task you wish to action next.

4 Customers

4.1. Creating Customers

When creating a new customer, it is important that you first check that you are not creating a duplicate. This is simply a case of checking the Customer Lookup.

1. Navigate to **Customer and sales** → **Customer information** → **Customer**



The **Customer** screen opens.

2. Enter any 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.
 - If there are no matches for the name, check with different spellings or a different part of the name. A tooltip will appear saying No matching values found if the customer does not exist with the details entered.
 - 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.
3. Click **New**.

The Customer window has five tabs at the top of the screen:

- **Customer** – contains the Classification and Customer identification details.
- **Contact information** – the customer address and contact details.
- **Invoice** – the invoicing terms applicable to the customer.
- **Payment** – the payment terms applicable to the customer.
- **Relation** – the reporting and action relations for the customer.

4.6.1 The Customer Tab

The screenshot shows the UNIT4 ERP interface for the 'Customer' window. At the top, there are five tabs: 'Customer', 'Contact information', 'Invoice', 'Payment', and 'Relation'. The 'Customer' tab is selected. Below the tabs, there are three main sections: 'Classification', 'Customer identification', and 'Notes'. The 'Classification' section has fields for 'Customer group' (with a dropdown menu), 'Individuals', 'Country' (with a dropdown menu), 'Language' (with a dropdown menu), 'Head office' (with a dropdown menu), and 'Sundry'. The 'Customer identification' section has fields for 'Company registration number', 'VAT registration number', 'Short name', 'External ref', and 'Supplier ID'. The 'Notes' section is a text area. At the bottom of the window, there are buttons for 'Save', 'Clear', 'New', 'Copy', 'Export', 'Workflow map', and 'Output filter'. The 'Customer ID' field is set to '[NEW]' and the 'Customer name' field is 'Ma New Customer'.

In the **Customer** section:

- **Customer ID** – leave as [NEW]. The ID will be created when the record is saved.
- **Customer name*** – this is entered in full, including their title.

In the **Classification** section:

- **Customer group*** – select this from the drop down.
- **Country*** – this defaults to the United Kingdom. To change it use type ahead and then select the country from the drop-down list.
- **Language*** – this defaults to English UK. To change it use type ahead and then select the country from the drop-down list.
- **Head office*** - this defaults to the customer name but can be changed.
- **Sundry** – this is not used.

In the **Customer identification** section:

- **Company registration number** – enter if applicable.
- **VAT registration number** – enter if applicable.
- **Short name*** – this is the same as the Customer name but it is limited to 10 characters.
- **External ref*** – if it is a new customer, enter NA.
- **Supplier ID** – leave blank.

In the **Notes** section:

- **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.

4.1.2 The Contact Information Tab

The screenshot displays the 'Customer' interface with the 'Contact information' tab active. It shows a 'Customer' lookup field, an 'Address' table with one entry, and an 'Add' button. Below the table is the 'Address details' section, which includes fields for 'Address type', 'Street address', 'Country', 'Postcode', 'Town', 'County', 'Phone numbers' (Telephone, Telefax, Mobile, Telephone 2, Home), 'Global Location Number' (GLN), 'E-mail and website' (E-mail, E-mail cc, URL), and 'Contact person' (Name, Position).

Click **Add** to create a new address.

In the **Address details** section:

- **Address type*** – leave as General.
- **Street address** – is the number/name and street name only.
- **Country*** – the default is the United Kingdom but can be changed using the drop down.
- **Postcode** – enter the postcode.
- **Town** – enter the town.
- **County** – enter the county.

In the **Phone numbers** section, enter all the telephone details that you have.

The **Global Location Number** section is not used.

In the **Email and website** section, enter all the relevant details that you have.

In the **Contact person** section – this is for information only and is not displayed on the invoice:

- **Name** – enter the name of the person to contact in the customer's organisation.
- **Position** – the contact person's position in the customer's organisation.

4.1.3 The Invoice Tab

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

4.1.4 The Payment Tab

The Payment tab is read only.

4.1.5 The Relation Tab

<input type="checkbox"/>	Relation	Relation value	Description
<input type="checkbox"/>	Debt Recovery Officer (S2CDEBTRECO)		
<input type="checkbox"/>	Customer group (CUSTGRP)	IN	Individuals
<input type="checkbox"/>	Whole of Government Accounts (WGA)	ZZZZZ	Not Applicable
<input type="checkbox"/>	PO Required on Sales Invoice (POREQ)	N	No
<input type="checkbox"/>	Customer Legacy Reference (CUSTLEGACY)		
<input type="checkbox"/>	Shropshire Area Customer (SAC)	L	Local
<input type="checkbox"/>	Types of Business (TOB)	NA	Not Applicable
<input type="checkbox"/>	Small & Medium Enterprises (SME)	N	Other
<input type="checkbox"/>	Adult Care Reference (ACREF)		

Debt Recovery Officer – this field is not populated at this stage.

Customer group – this is populated from the selection made on the Customer tab.

Whole of Government Accounts – search the drop-down list, this relates to Government bodies & NHS, choose **ZZZZZ** if the customer is an individual or trade customer.

PO Required on Sales Invoice – if the customer has raised a purchase order 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; choose **L (Local)** if the customer's address is in Shropshire, **T** if **Trading Within Shropshire** and **N** if neither of these.

Type of Business – select from the lookup. If it is an individual, select **NA Not Applicable**.

Small and Medium Enterprises – select **N** or **Y** from the lookup.

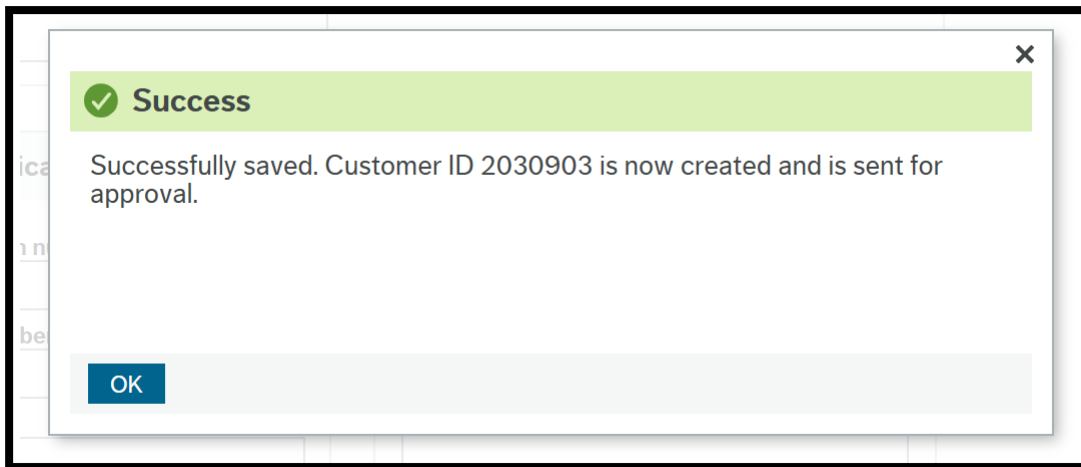
Adult Care Reference – is only used when relevant.

4.1.6 Complete the Process

When all of the new customer's details have been entered:

1. Click **Save**.

A **Success** popup will open.



The **Customer ID** is generated and can be noted.

2. Click **OK**.

The record will enter workflow but the customer will not be available for use until approved by the Debt Recovery team. On approval the originator will be informed by email that the customer is available for use.

4.2 Checking Customers

4.2.1 Checking if a Customer is set up for payment via Direct debit

Some customers are set up for payment to be automatically collected by Direct Debit. This may be as they are being invoiced for regular payments, such as rent. This can be checked on the Customer Masterfile, on the Payment tab.

Customer

Customer Contact information Invoice Payment

Customer

Lookup
2009601 ...
Ruyton XI Towns Parish Council

Payment details

Pay method *
Direct debit
DD

Ban

Acce
204
Roll I

If they are set to pay by Direct Debit, you should confirm with the Customer in advance that they want the invoice you are raising to be collected from them by Direct Debit. If they do, you can raise the invoice in the standard way. If they do not want it collected by direct debit, you can change the setting on the sales order you are raising.

Sales order Delivery

Sales order

Customer *
2009601
Ruyton XI Towns Parish Council

Customer address
Ruyton XI Towns Parish Council
Adcote Lodge Nibs Heath
Montford Bridge

Order type *
Standard SO

Status *
To invoice

References

Responsible *
Stuart Davies

Salesperson *
Stuart Davies

Accountable
Maxine Baker

External references

External order ID

Invoice

Currency
GBP
Sterling Pound (GB)

Pay method
Direct debit

Payment terms
20 Days

Invoice recipient *
2009601
Ruyton XI Towns Parish Council

Consolidated invoice

Project billing

Dates


Period *
202512

Delivery date
26/03/2026

Follow-up
26/03/2026

Order date *
26/03/2026

Where an invoice has been raised for collection by Direct Debit, the Direct logo will appear on the invoice.




Guildhall, Frankwell Quay, Shrewsbury,
Shropshire, SY3 8HQ

Invoice No 7373858

To:
Ruyton XI Towns Parish Council
Adcote Lodge
Nibs Heath
Montford Bridge
Shrewsbury
Shropshire
SY4 1HL

INVOICE



Invoice Date	09/03/2026
Due Date	29/03/2026
Your Order No	
Ordered By	
Customer No	2009601
VAT Reg No	GB 1623 474 72

4.2.2 Checking Debtors

Before selecting a customer, you need to check for any debt outstanding against a customer, this can be done through the report **General S2C Enquiry**.

If there is outstanding debt on the customer account, please consider if it is appropriate to provide the customer further credit terms if providing a discretionary service. Please contact the **Debt Recovery Team** if you require assistance or advice in relation to the existing customer debt.

5 Sales Orders

5.6 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.

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

The screenshot shows the 'Sales orders' screen with the following sections highlighted by red boxes:

- Sales order:** Customer* (2012304), Windsor House, Customer address (Windsor House, Windsor House, Windsor Road), Order type* (Standard SO), Status* (To invoice).
- References:** Responsible* (Simon Test), Salesperson* (Simon Test), Accountable, External references, External order ID.
- Invoice:** Currency (GBP), Sterling Pound (GB), Pay method (Other), Payment terms (20 Days), Invoice recipient* (2012304, Windsor House), Consolidated invoice, Project billing.
- Dates:** Period* (202512), Delivery date (09/03/2026), Follow-up (09/03/2026), Order date* (09/03/2026).
- Default GL analysis:** Caste* (11103), Noprint (N).
- Order information:** (Empty section)

The **Sales orders** screen opens.

Enter any part of the customer name in the Customer lookup field.

Matches to any part of any customer's name will appear in a popup.

Select the customer from the list to populate the screen with the existing details.

5.1.1 The Sales Order Section

Customer* – the customer searched for.

Customer address – populated from the selected customer record.

Order type* – Standard SO is the only option.

Status* – the default is **To invoice**, but this can be changed from the drop down to:

Closed – when the process is complete

Parked – allows the sales order to be completed later

Terminated – cancels the sales order

5.1.2 The References Section

Responsible* – defaults to the user's name but can be changed using the drop down and lookup if acting on behalf of another user. The ERP always logs the actual user completing the record as well who you are acting on behalf of.

Salesman* - defaults to the user's name but can be changed using the drop down and lookup.

Accountable – this can be used to indicate the name of someone involved with the order but it will not appear on the invoice.

External references – if the customer has an external reference it can be entered here.

External order ID – enter the customer's PO number, if relevant.

5.1.3 The Invoice Section

Currency* – defaults to GBP and cannot be changed.

Pay method – defaults from the customer record.

Payment terms - defaults from the customer record.

Invoice recipient* - defaults from the customer record and cannot be changed.

Consolidated invoice – not used.

Project billing – not used.

5.1.4 The Dates Section

Period* – defaults to the current financial period.

Delivery date – defaults to today's date.

Follow-up - defaults to today's date.

Order date* - defaults to today's date.

5.1.5 The Default GL Analysis Section

Costc* - enter the Cost Centre the sales order is for using type ahead or the lookup.

Noprint* – use the lookup to select:

N – for the invoice to be sent to the customer automatically

Y – to stop the automatic sending of the invoice

5.1.6 The Order Lines Section

#	Product	Description	Unit	Quantity	Price	Curr. amount	Tax curr.am...	Total curr. a...	Currency	Status	Warehouse	Location	Delivery date
1	A91070-1...	CSE Training	EA	1.00	150.00	150.00	0.00	150.00	GBP	To invoice			09/03/2026
Σ				1.00	150.00	0.00	150.00						

Click in the product field or click **Add**. A new Order line will open.

Product – enter the product using type ahead or the lookup.

Description – is populated from the Product code but can be added to.

Quantity – enter the quantity required by the customer.

Price – enter the price of the individual item.

Total Curr. Amount – the ERP calculates the Quantity x Price to populate this field.

In the **Additional product information** section additional **Product text** can be added which will be displayed on the invoice.

5.1.7 The GL Analysis Section

#	Account	Costc	Cat7	Tax code	Percentage	Amount
1	A91070 Contributions from Other Public Sector organisations (Non LA's)	11103 ICT Infrastructure And Security	SC01 Shropshire Coun...	S2 VAT Sales (Exempt)	100.00000	150.00
Σ					100.00	150.00

This section is initially populated by the existing relationships and the data you have input but some of the fields can be edited:

Account – is populated from the product record.

Costc – this has come from the Default GL analysis.

Tax code – is populated from the product record.

Percentage – relates to the percentage of the invoice to be allocated to the cost centre on this line.

If the cost is to be split across cost centres, click **Split row**. This copies the existing line but with no value in the Percentage field.

Enter the **Account** and/or **Cost Centre**.

Enter the **Percentage** figure of the invoice to be set against the new Account and/or Cost Centre.

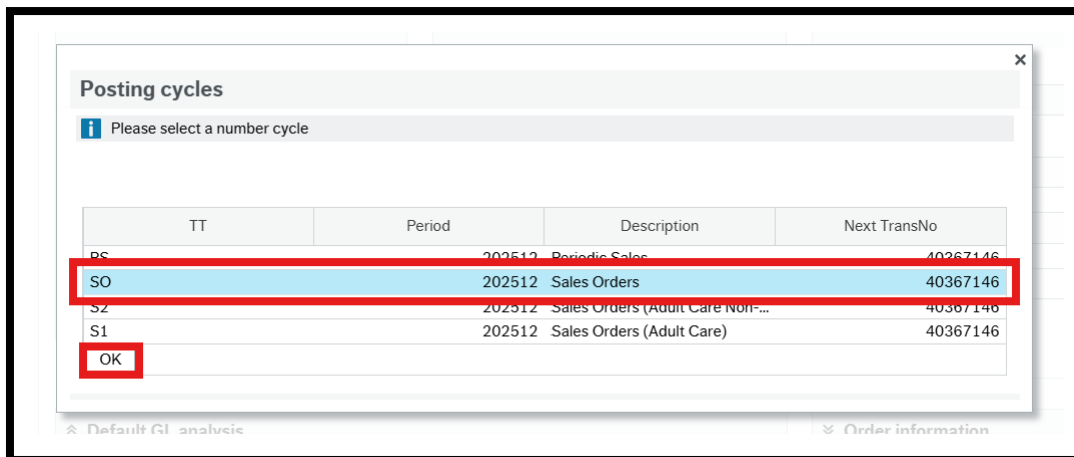
Entering the percentage will change the value on the first line and the **Amount** field on both lines.

Click **Save**.

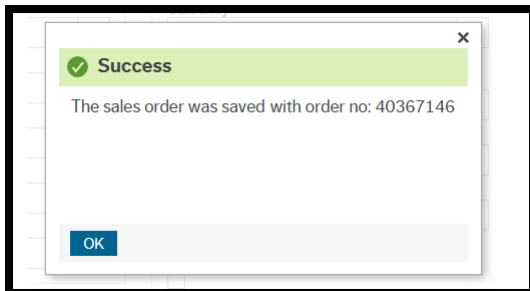
The **Posting cycles** popup will open.

Select **SO** as the TT (transaction type.)

Click **OK**.



A **Success** popup will open with the **Sales order** number.



Click **OK**.

The process that converts the sales order to an invoice runs once a day and sends the invoice to the customer via email or printed and sent by post if an email address is not recorded in the customer detail.

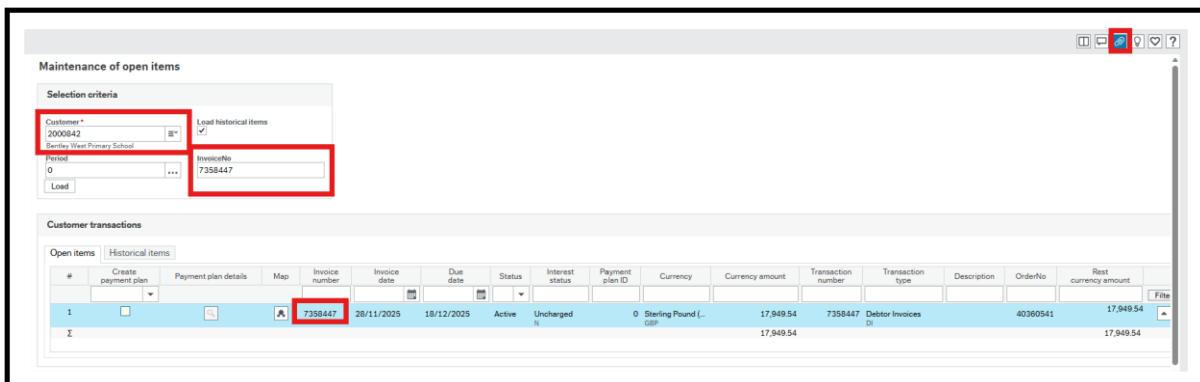
5.2 Viewing Invoices

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

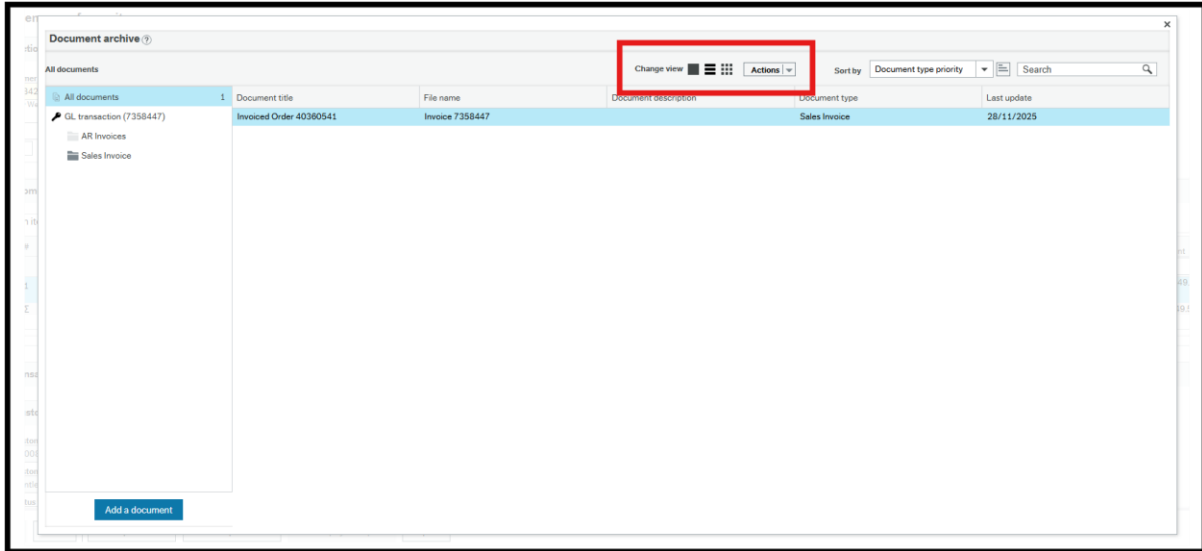
Select the customer using type ahead or the lookup.

Press **[Tab]** and click **Load**.

Click on the relevant invoice line and then the highlighted blue paperclip in the top right to open the **Document archive**.



The **Document archive** popup opens with the invoice displayed. You can then **Change view** to see a preview of the document.



6 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 and only those fields, pressing **[TAB]** after each entry.

Open parameters	
Invoice number from *	7012345
Invoice number to *	7012345
Order number from *	1
Order number to *	9999999999999999

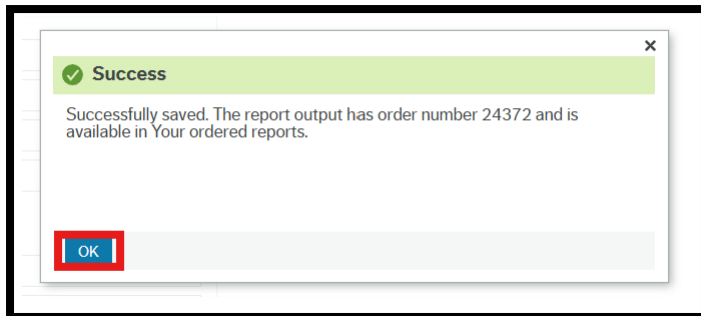
Order number - enter the same order number in the **Order number from** and **Order number to** fields and only those fields, pressing **[TAB]** after each entry.

Open parameters

Invoice number from *	<input type="text" value="1"/>
Invoice number to *	<input type="text" value="999999999999999"/>
Order number from *	<input type="text" value="40123456"/>
Order number to *	<input type="text" value="40123456"/>

If you don't specify the invoice or order number within the parameter fields in the way outlined above, the report may be set to run for hundreds of invoices and will cause a delay in getting the copy invoice to you as well as slowing down processes in the ERP.

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



Click **OK** then click on **Your ordered reports**.

Your ordered reports

Scheduled

From To

Ordered reports												
<input type="checkbox"/>	Show report	User	Report name	Report ID	Order number	Scheduled	Completed	Server queue	File name	Status	Zoom	Show log
<input type="checkbox"/>	<input type="button" value="📄"/>	202182	Default Varia...	SO07	24371	19/02/2026	19/02/2026	S2C	so0712_243...	Finished	<input type="button" value="🔍"/>	<input type="button" value="📄"/>

In the **Ordered reports** table, find the required **Order number** and when the **Status** is **Finished**, it is ready to open. Click the icon under the **Show report** heading to view the report output.

COPY INVOICE

Invoice No 7358447

To:

Invoice Date 28/11/2025

Due Date 18/12/2025

Your Order No

Ordered By

Customer No 2000842

VAT Reg No

The report opens as a .pdf with **COPY INVOICE** to indicate that this is a copy of the original invoice. If the customer requires this copy, it will need to be emailed to the customer or printed out by the user and sent by post. This is not an automatic process.

7 Credit Notes

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.

7.1 Find the Sales Order Number

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

Maintenance of open items

Selection criteria

Customer*
2000842
Newley West Primary School

Invoice No
0

Load historical items
7358447

Load

Customer transactions

#	Create payment plan	Payment plan details	Map	Invoice number	Invoice date	Due date	Status	Interest status	Payment plan ID	Currency	Currency amount	Transaction number	Transaction type	Description	OrderNo	Rest currency amount
1	<input type="checkbox"/>			7358447	28/11/2025	18/12/2025	Active	Uncharged	0	Sterling Pound (£)	17,949.54	7358447	Debtor Invoices		40360541	17,949.54
Σ											17,949.54					17,949.54

Select the customer using type ahead or the lookup, type in the Invoice Number (**InvoiceNo** field) and Load. Scroll across to the right to find the order number.

#	Create payment plan	Payment plan details	Map	Invoice number	Invoice date	Due date	Status	Interest status	Payment plan ID	Currency	Currency amount	Transaction number	Transaction type	Description	OrderNo	Rest currency amount
1	<input type="checkbox"/>			7358447	28/11/2025	18/12/2025	Active	Uncharged		0 Sterling Pound (...)	17,949.54	7358447	Debtor Invoices		40367146	17,949.54

7.2 Open the Sales Order

It is important to understand that a Credit Note is actually a Sales Order with negative figures for values. Navigate to **Customer and sales** → **Sales orders** → **Sales orders**.

Sales orders

Sales order | Delivery

OrderNo: 40367146 ...

Sales order

Customer: 2012304 Windsor House

Customer address: Windsor House, Windsor Road, 47

Order type: Standard SO

Status: To invoice

References

Responsible: Simon Test

Salesperson: Simon Test

Accountable:

External references:

External order ID:

Invoice

Currency: GBP

Payment terms: 20 Days

Invoice recipient: 2012304 Windsor House

Consolidated invoice:

Project billing:

Dates

Period: 202512

Delivery date: 09/03/2026

Follow-up: 09/03/2026

Order date: 09/03/2026

Default GL analysis

Costc: 11103 ICT Infrastructure And Security

Noprint: N

Order information

Order lines

#	Product	Description	Unit	Quantity	Price	Curr. amou...	Tax curr.am...	Total curr. a...	Currency	Status	Warehouse	Location	Delivery date
1	A91070-102	CSE Training	EA	1.00	150.00	150.00	0.00	150.00	GBP	To invoice			09/03/2026

Buttons: Save, Clear, Open, Log book, Export, Copy sales order, Charges

Click **Open** at the bottom of the screen and close the **Value lookup**. Enter the sales **OrderNo** found previously in Maintenance of open items.

Click **Copy sales order**. The sales order is copied and must now be edited.

7.2.1 Enter the Credit Note Details

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.

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**. Changing the value changes the related values for **Curr. Amount**, **Total curr. Amount** and the **GL Analysis Amount**.

It is important that the **Account** and the **Costc** fields are not changed as the refund must be related directly to the budget the invoice was paid to.

The screenshot shows two SAP tables. The top table, 'Order lines', has a red box around the following row:

#	Product	Description	Unit	Quantity	Price	Curr. amou...	Tax curr.am...	Total curr. a...	Currency	Status	Warehouse	Location	Delivery date
1	A91070-102 CSE Training	Cancel invoice	EA Each	1.00	-150.00	-150.00	0.00	-150.00	GBP	To invoice N			09/03/2026

The bottom table, 'GL Analysis', has a red box around the following row:

#	Account	Costc	Cat7	Tax code	Percentage	Amount
1	A91070	11103	SC01	S2	100.00	-150.00
Σ					100.00	-150.00

Select the **Delivery** tab.

The screenshot shows the 'Sales orders' form with the 'Delivery' tab selected. The 'Invoice text' section is expanded, and the 'Inv No CN' field is highlighted with a red box and contains the value '7123456'. The 'Save' button is also highlighted with a red box.

Expand the **Invoice text** section.

Inv No CN – enter the **Invoice Number** the credit note applies to.

Click **Save**. The **Posting cycles** popup will open.

TT	Period	Description	Next TransNo
PS	202512	Periodic Sales	40367147
SO	202512	Sales Orders	40367147
S2	202512	Sales Orders (Adult Care Non...	40367147
S1	202512	Sales Orders (Adult Care)	40367147

Select **SO** as the TT (transaction type.)

Click **OK**.

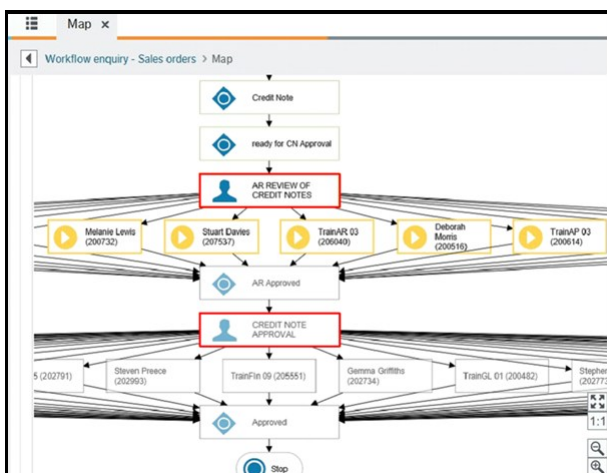
A **Success** popup will open with the **Sales order** number.

7.3. Approving / Rejecting Credit Notes

All credits will need to be authorised and you can follow the progress by using the workflow enquiry screen.

Navigate to **Customer and sales** → **Sales orders** → **Workflow enquiry – Sales orders**

Click **Workflow in progress** for the relevant Credit Note.



When the credit note has been saved and enters the workflow, there are two stages of approval:

Accounts Receivable - to ensure that any debt recovery action is put on hold.

Financial - to approve the credit amount.

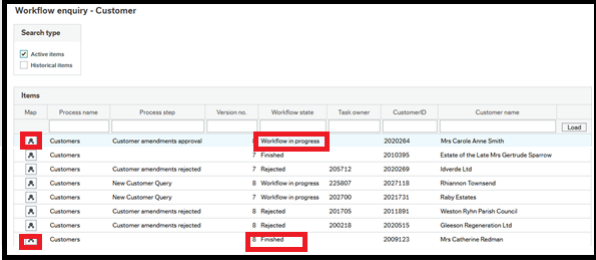
For both approval stages, the workflow task is generated for a number of task owners and any of these task owners can action (reject or approve) the task. Once the task has been actioned by one task owner, it will no longer be visible to the other task owners for that stage of approval.

8 Workflow Enquiries

For Sales Ordering, Workflow enquiries apply to new Customers and Credit Notes. They allow users to see where the records are in the process, what actions have been taken and who took them. They also show the expected workflow for actions yet to be taken. This example uses the Customer workflow.

Navigate to **Customer and sales** → **Customer information** → **Workflow enquiry – Customer**.

The results are displayed in the table.



The screenshot shows a table titled 'Workflow enquiry - Customer'. It has a search type filter for 'Active items' and a table with columns: Map, Process name, Process step, Version no., Workflow state, Task owner, CustomerID, and Customer name. The table contains several rows of data, with some workflow states highlighted in red boxes.

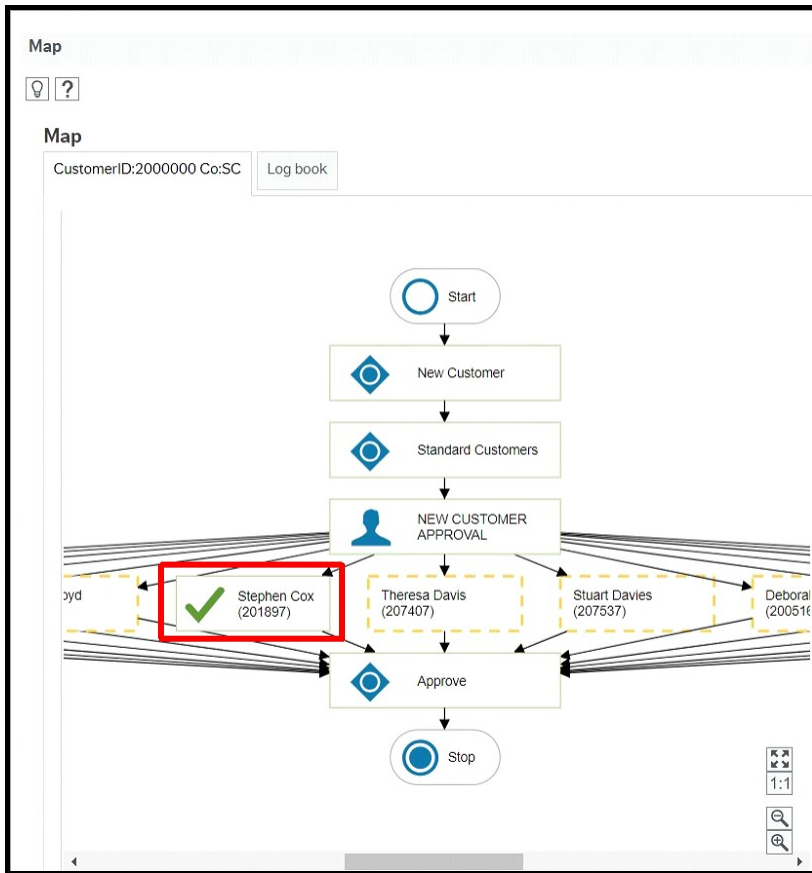
Map	Process name	Process step	Version no.	Workflow state	Task owner	CustomerID	Customer name
[A]	Customers	Customer amendments approval		Workflow in progress		2020204	Mrs Carol Ann Smith
[A]	Customers	Customer amendments rejected	7	Rejected	205712	2010395	Estate of the Late Mrs Gertrude Sparrow
[A]	Customers	New Customer Query	8	Workflow in progress	225807	2027118	Rhannon Townsend
[A]	Customers	New Customer Query	7	Workflow in progress	202700	2021731	Ruby Estates
[A]	Customers	Customer amendments rejected	8	Rejected	201705	2011891	Weston Ryan Parish Council
[A]	Customers	Customer amendments rejected	8	Rejected	200218	2020515	Gleason Regeneration Ltd
[A]	Customers	Customer amendments rejected	8	Finished		2009123	Mrs Catherine Redman

Approval for the creation of new customers can be given by an AR Officer. There will be a **Workflow in progress** entry for every member of that team but all will open the same workflow map. When the approval process is complete there will be a single entry of Finished because only one member of the team will have approved the task.

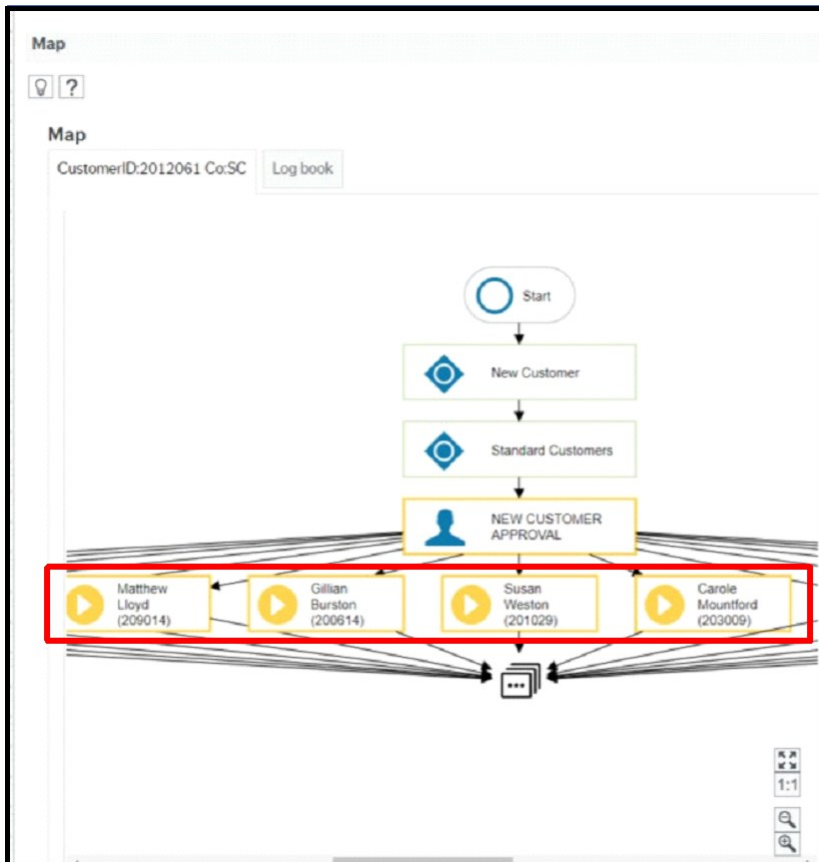
Click on the **Workflow Map** icon at the start of the line for the required customer to open.

8.1 Workflow Map

The workflow map will show the path the Customer request is expected to take, depending on the type of product and the value.



Workflow finished



Workflow in progress

The system carries out checks to determine the route to be followed:

New Customer – shows the type of approval being requested.

Standard Customers – is it a standard customer?

- If **Yes**, go to the next step.
- If **No**, save the record.

New Customer Approval – describes the step.

Stephen Cox – is the name of the team member who approved the request on the left-hand map with the remaining boxes being dotted which shows they can no longer action the step. In the right-hand map the yellow boxes have solid lines which indicates any of the team can still action the step.

The last icon indicates on the left-hand map shows the process is complete. The last icon indicates on the right-hand map shows there will be more to follow depending on the approval decision.

All steps are colour coded:

Grey – step not reached.

Green – step completed as positive – Approved.

Red – step completed as negative – Rejected.

Yellow – solid means it is available for action. This may change to dotted when it is no longer available because one person in the team has actioned it already.

9 Tasks

Tasks are created:

If mandatory information is missing.

If an approval task is rejected.

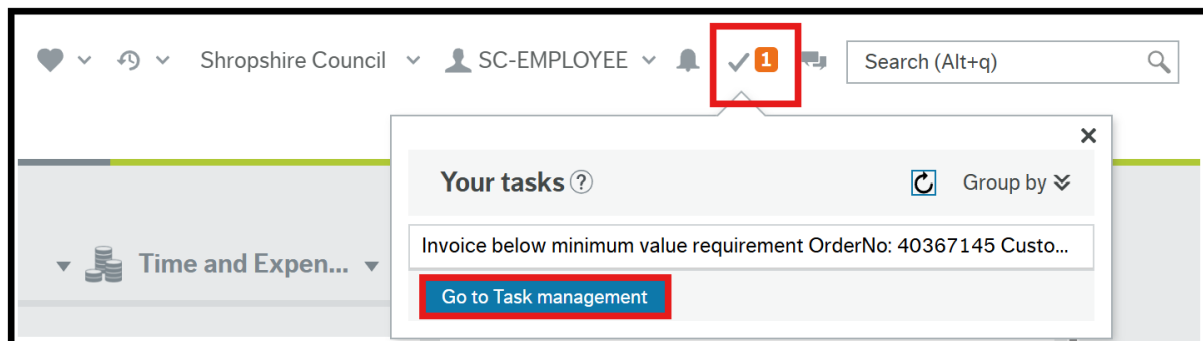
If a record requires approval; either procurement, technical or financial.

The responsible person receives a Task giving them access to all the information needed to complete the requirement. Tasks should be actioned in Task Management.

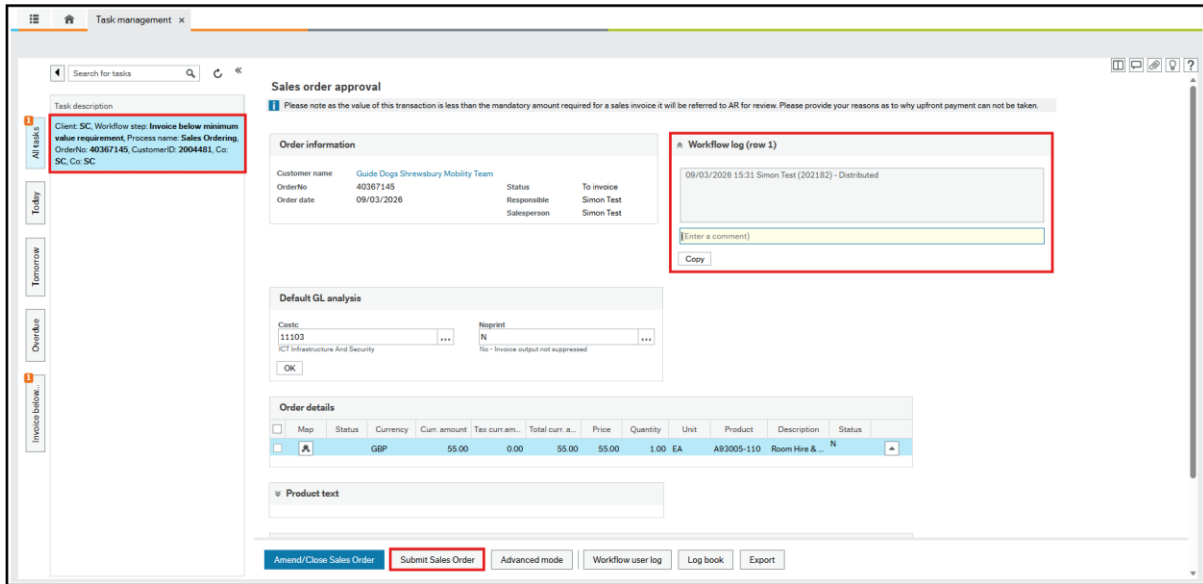
If a customer already exists, the originator will receive a Customer already exists task.

9.1 Action a Task

Go to **Main menu > Common > Workflow > Task management** or select **Go to Task management** from Taks on the Global Toolbar.



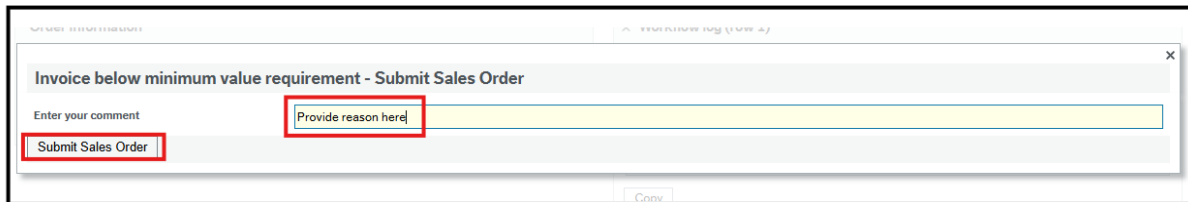
Click the required task – in this case **Invoice below minimum value requirement**.



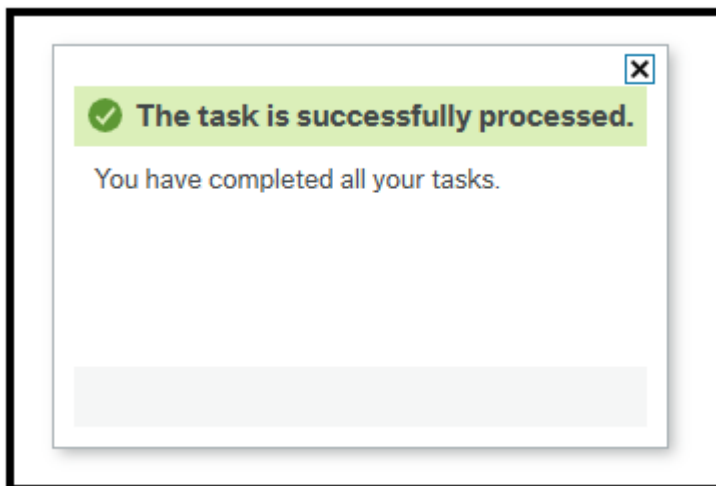
The **Workflow log** section may display the reason for the task.

Enter any missing information or attach any documents required.
Click **Submit Sales Order** (in this case) or **Resubmit** (for example.)

In this example, you will need get a comment popup where you will need to provide a reason before selecting **Submit Sales Order**.



The **Success** popup will open then close after a few seconds.

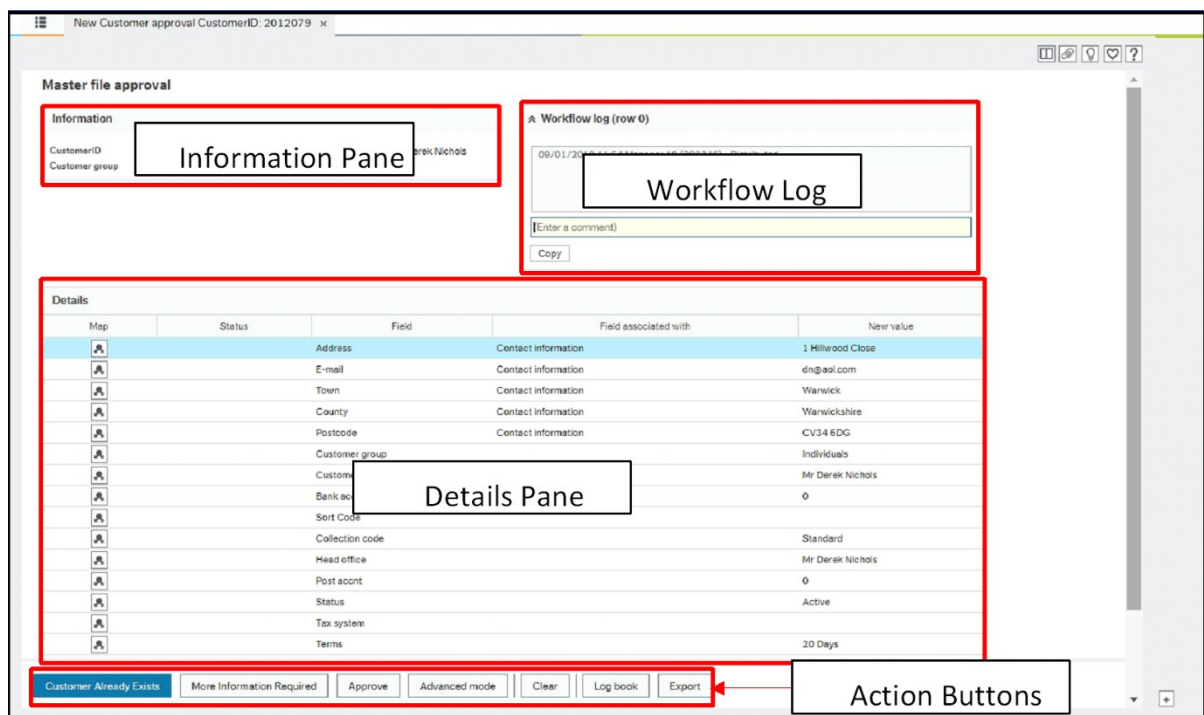


9.3 Approval Tasks

An approver can action a task as detailed above. Whatever type of approval is required, the actions available work in the same way.

Select the task to be actioned in **Task management**.

The approval screen opens.



The Approval Task screen has four distinct areas:

Information Pane – displays header information about the task.

Workflow Log – displays the record of actions in workflow for the task and any comments entered at each stage.

Details Pane – displays the record details of what the approval is being requested for.

Action Buttons – these will always include a version of Accept and Reject, and may have other options depending on the type of approval.

9.3.1 Information Pane

The Information Pane displays the main details about what the approval is for. In this example it shows which customer record is to be added.

Information			
CustomerID	2012079	Customer name	Mr Derek Nichols
Customer group	IN		

9.3.2 Workflow Log

The Workflow Log shows how the record has progressed through workflow with the details of who has actioned items and comments that have been added.

Workflow log (row 0)

09/01/2019 11:54 Manager 10 (203346) - Distributed

(Enter a comment)

Copy

Negative actions must always have a comment added in the Workflow Log.

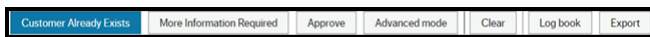
9.3.3 Details Pane

The Details Pane shows the full details for which the approval is being requested. For different types of approvals this may include multiple sections.

Details				
Map	Status	Field	Field associated with	New value
		Address	Contact information	1 Hillwood Close
		E-mail	Contact information	dn@aol.com
		Town	Contact information	Warwick
		County	Contact information	Warwickshire
		Postcode	Contact information	CV34 5DG
		Customer group		Individuals
		Customer name		Mr Derek Nichols
		Bank acct		0
		Sort Code		
		Collection code		Standard
		Head office		Mr Derek Nichols
		Post acct		0

9.3.4 Action Buttons

The Action Buttons available on an approval screen will depend on the type of record, but the basic actions available to an approver will always have options to Approve (positive action) or Reject (negative action) the task, but they may have different names.



In the case of a new customer request, the following applies:

Customer Already Exists – this is a negative action and will create a task for the originator asking them to cancel the request.

More Information Required - this is a negative action and will create a task for the originator asking them to add the missing information. This may be a business requirement that is not actually a system mandatory requirement such as a customer email address.

Approve - this is a positive action and will result in the record being created and the originator being informed that the customer record is available for use.

Advanced Mode – displays the first three buttons in a different area of the screen. It is not used.

Clear – this is not used.

Log book – this is a summary of the Workflow log but without the Comments.

Export – this is not used.

10 Periodic Invoicing

Periodic invoicing refers to payment being made to us on a regular basis, such as Market Traders paying us monthly. The process of setting up a request for periodic invoicing begins with the Periodic Request form.

10.1. Request Periodic Invoicing

Navigate to **Forms** → **Finance** → **Periodic Request**

Complete the following fields:

Form ID* - the system generates this number when you submit it or save it.

Form description* - enter a description to describe what it is for and make it easier to find.

Customer* - select the customer using type ahead or the lookup.

Salesman – is populated with the user's details and cannot be changed.

External Ref – enter the customer's reference if known.

Contr Date – enter the date of the contract.

Cost Centre* - select the cost centre using type ahead or the lookup.

Click **Add** in the Product Details section and complete the following fields:

Product – select the product using type ahead or the lookup.

Date From – enter the start date.

Date To – enter the end date.

Unit – EA.

Number – enter the quantity.

Unit Price – enter the individual item price.

Total Amount – enter the total Amount which is the **Number** x **Unit Price**.

Frequency Code – Header – select the period type, weekly, monthly etc.

Next Invoice Date – enter the date of the next invoice.

Tax Code – enter the Tax Code.

Payment Plan – leave blank.

Collect in Advance – select if the payment is to be collected in advance.

You can now click:

Clear – which clears the contents, allowing you to start again.

Print preview – not used.

Submit form – which sends the form into workflow for approval.

Save as draft – allowing it to be completed later.

If you select either **Submit form** or **Save as draft**, the **Success** popup will open then close after a few seconds.

11 Sales Products

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.

11.1. New Sales Product Request

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

Sales Product Request

i The system will automatically generate the Attribute value when you click Save.

⌵ S2C Product Request

Form ID*
[NEW]

Form description*

Product Request

i Please leave New Product ID blank, this will be completed by Accounts Receivable when the product is created

Name of New Product* New Product ID

Product Group*

Product Setup

Unit* Sales Tax Code

Sales Price Effective Date*

Other Details

Collection Code

Reason

Reason*

11.1.1 S2C Product Request Section

Form ID* - the system generates this number when you click Submit form or Save as draft.

Form description* - enter a description to describe what the product is for (also makes it easier to find.)

11.1.2 Product Request Section

Name of New Product* - enter the name of the product.

Product Group* - enter the group to which the product belongs to using Value lookup.

New Product ID - this will be completed by the Debt Recovery team when the product is created.

11.1.3 Product Setup Section

Unit* - enter EA as the unit of measure for the product.

Sales Price - enter the price for the product.

Sales Tax Code - enter the code or use Value lookup to find the code for the product.

Effective Date* - enter today's date for this field.

11.1.4 Other Details Section

Collection Code – select Standard from the lookup.

11.1.5 Reason Section

Reason Code* - enter the narrative explaining why this product is required.

11.1.6 Action Buttons

Clear – which clears the contents, allowing you to start again.

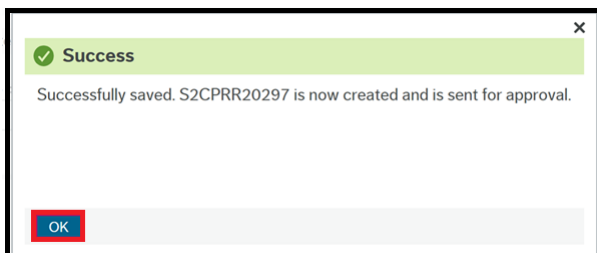
Print preview – not used.

Submit form – which sends the form into workflow for approval.

Save as draft – saves the form, allowing it to be completed later.

Export – not used.

The Success message opens.



Click **OK** to close the message.

11.2 Sales Product Amendment Request

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 Request**

11.2.1 S2C Product Amendment Section

Form ID* - the system generates this number when you click **Submit form** or **Save as draft**.

Form description* - select the product ID that requires the amendments from the lookup.

11.2.2 Product Amendment Section

Product* - enter the code or use **Value lookup** to find the code for the product.

Change Required* - enter the details explaining why the changes are required.

11.2.3 Action Buttons

Clear – which clears the contents, allowing you to start again.

Print preview – not used.

Submit form – which sends the form into workflow for approval.

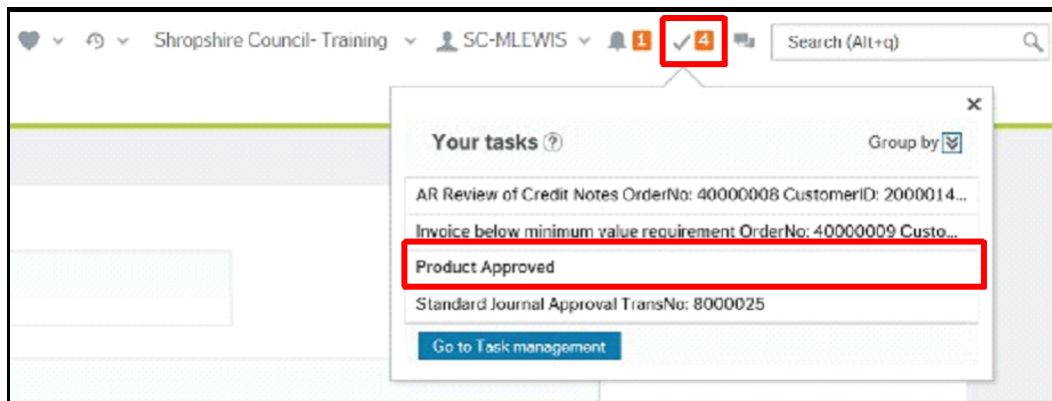
Save as draft – saves the form, allowing it to be completed later.

Export – not used.

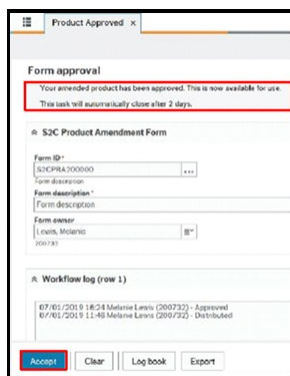
The Success message opens.

Click **OK** to close the message.

When the amendment request has been approved, a task is sent to the originator with the information that the amended product request has been approved.



Click **Accept** to acknowledge the task.



The form approval also states 'This task will automatically close after 2 days.'