Business World User Guide
Sales Ordering

Shropshire Council

Embridge Consulting
Driving value from your business systems

Contents

1. General Information

1.1. Introduction

This manual has been written to help you work with the Training Administration element of Business World. As several services will be using Business World, this user guide is specific to the area for which it is written.

You must also be familiar with Microsoft Windows and understand workflow (which is covered in the E-Learning introduction courses).

1.2. Conventions in this document:

This manual uses icons to illustrate comments with the following purposes

Warning

Useful tips

Best Practice

Navigate to:

Personnel → Work schedule → Day type master file

[***] Key from the PC keyboard e.g. Press **[Tab]**

This User Guide covers:

- Creating customers
- Raising sales orders
- Workflow enquiries
- Tasks and Alerts
- Credit notes
- Periodic invoicing
- Reports

This is Level 3, linked to Level 1 and 2

2. Overview

2.1. Customers

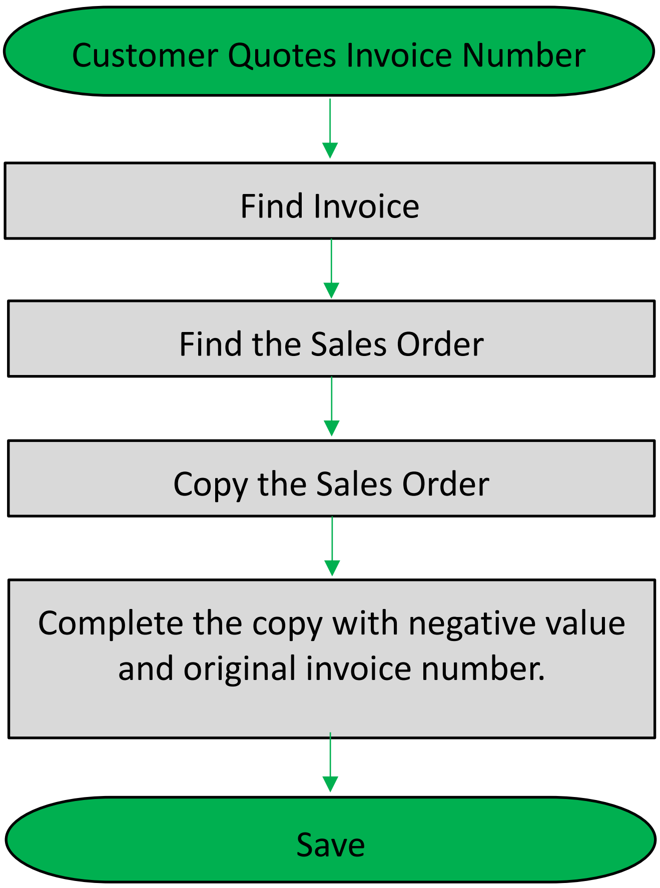
Before a Sales Order can be raised, the Customer must exist in Business World (BW). If the customer does not exist already, a new customer record must be created In BW. When the record is saved it will be workflowed for approval and cannot be used until it is approved.

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 invoices number is quoted in the “Inv No CN” field which can be found on the delivery tab under invoice text. Credit Note Process

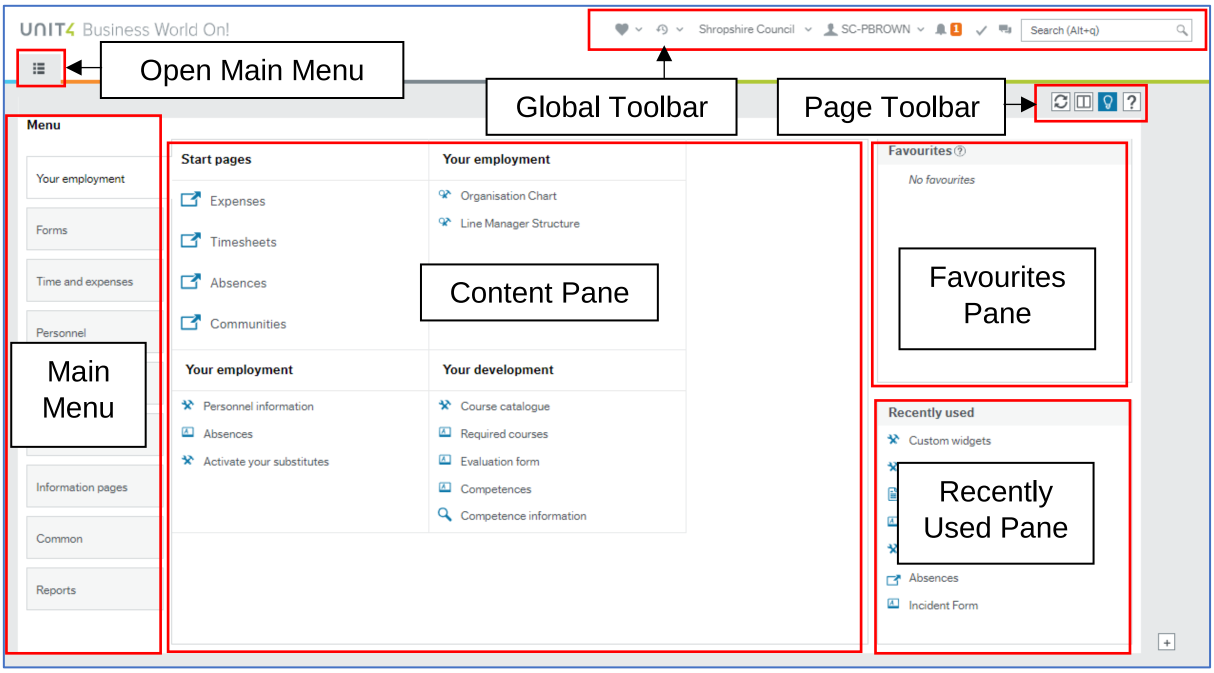


The above represents a simplified diagram of the steps to create a Credit Note process.

3. Navigation

3.1. The Employee Home Page

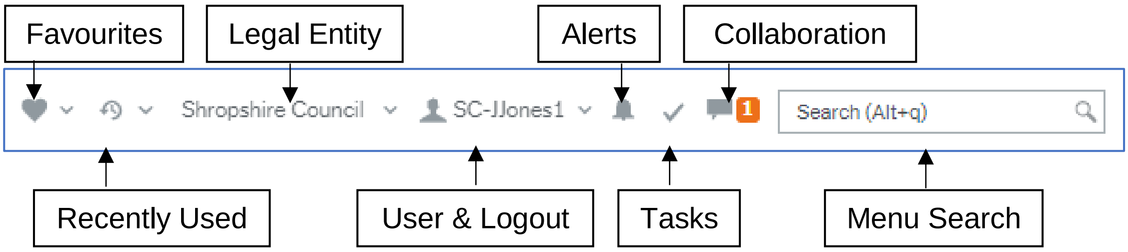
When you log on Business World Web you will 'land' on the Employee Home Page.



- **Open Main Menu –** opens the main menu from any page you are working in
- **Main Menu –** opens navigation options for the module selected
- **Content Pane –** is where the contents specific pages are opened and worked in
- **Favourites Pane –** contains shortcuts to any page you add to it
- **Recently Used Pane** - contains shortcuts to recently opened and closed pages

3.2. Global Toolbar

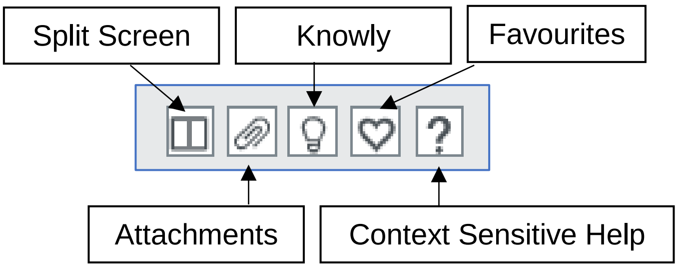
The Global Toolbar is visible from everywhere in BW.



- **Favourites –** opens the list of favourite shortcuts
- **Recently Used** - opens the list of recently used pages
- **Legal Entity –** displays the organisation you are logged in to
- **User & Logout –** displays your user name and the drop down contains options, including Logout
- **Alerts –** is where your alerts are accessed from. A white number on an orange background indicates how many alerts you have
- **Tasks** - is where your tasks are accessed from. A white number on an orange background indicates how many alerts you have
- **Collaboration –** is a messaging function for BW users that allows you to add screenshots and BW links
- **Menu Search –** allows you to search for, then open screens

3.3. Page Toolbar

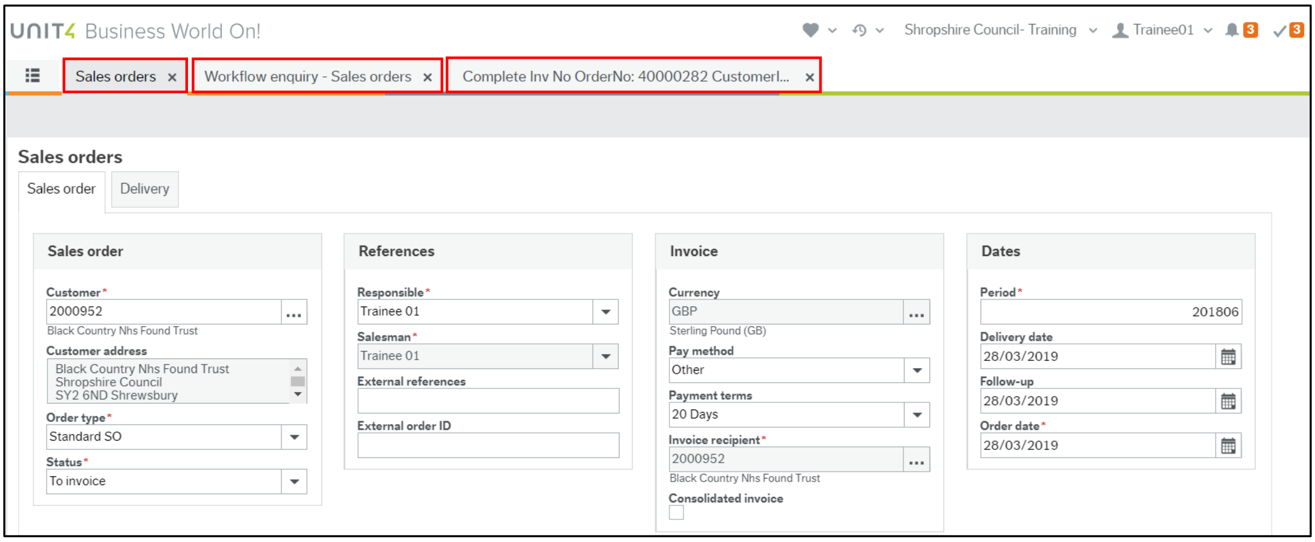
The Page Toolbar icons will change to reflect the open screen.



- **Split Screen** – allows two screens to be open at the same time
- **Attachments** – allows files to be added to records
- **Knowly** – is a means of sharing knowledge with other users or recording notes for yourself
- **Favourites** – opens the list of favourite shortcuts
- **Context Sensitive Help** – opens help for the screen that is active

3.4. Activity Tabs

It is possible to have multiple activities opened in Business World and each will open in its own tab.



Click on a screen tab to make it the active screen or click on its cross to close it.

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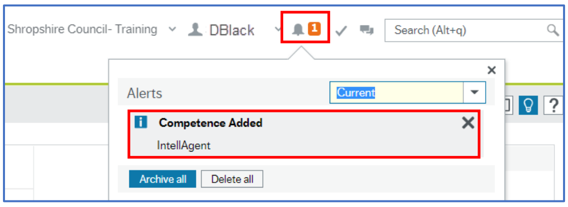
3.5. Alerts

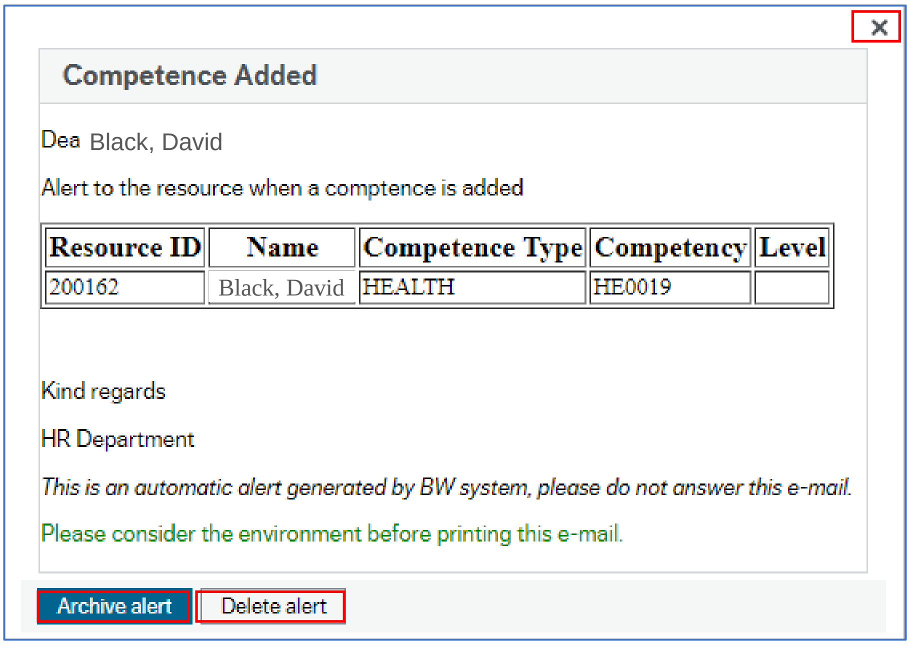
An **Alert** provides information that may be useful to you. They do not require actioning to progress anything, but they may be related to an action or triggered by an action which has taken place in a Workflow.

An example would when a competence is added, you will receive an alert to tell you which competence has been added.

If you have any **Alerts**, a number will appear telling you how many.



1. Click **Alerts**
2. Click a specific alert to see more details



When you have read the information, you can:

- Close the popup window using the cross. This will keep the alert in the list
- Click **Archive alert**, to send the alert to the archive
- Click **Delete alert**

3.6. Tasks

3.6.1 Overview

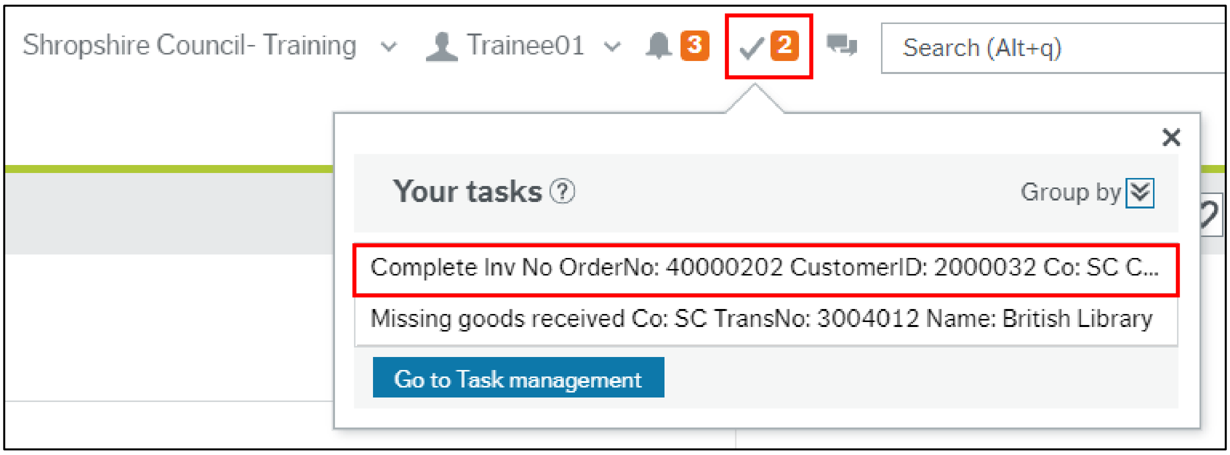
Workflow Tasks are generated by BW according to a set of rules which are:

- 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

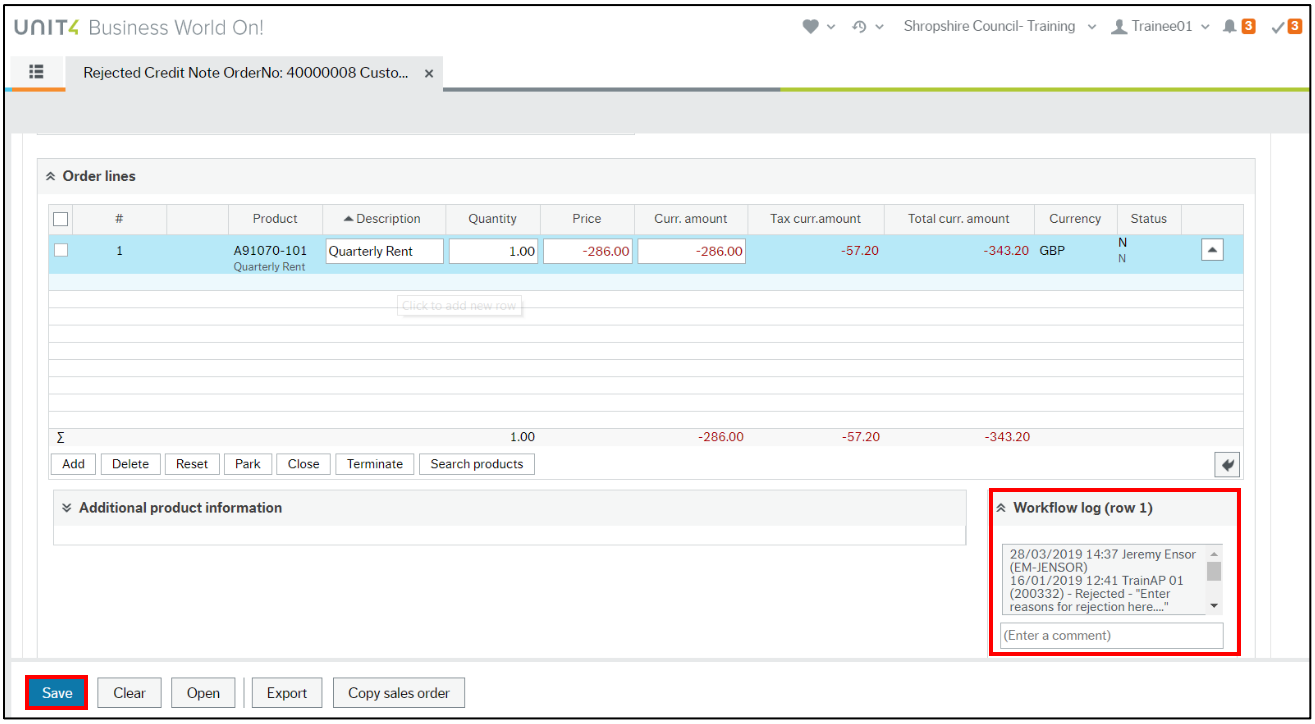
1. Click **Tasks**



You can click an individual line to open a specific task or you can click **Go to Task management** to open the task manager with all tasks available.

3.6.2 Action a Specific Task

1. Click the required task

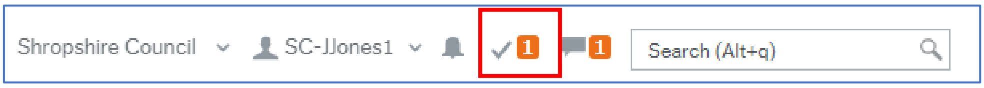


2. Read the **Workflow Log**. Rejected tasks must always have a reason entered:
   - Enter the changes as per the comments
   - Click **Save** to resubmit the credit note (in this example)

The **Success** message is displayed.

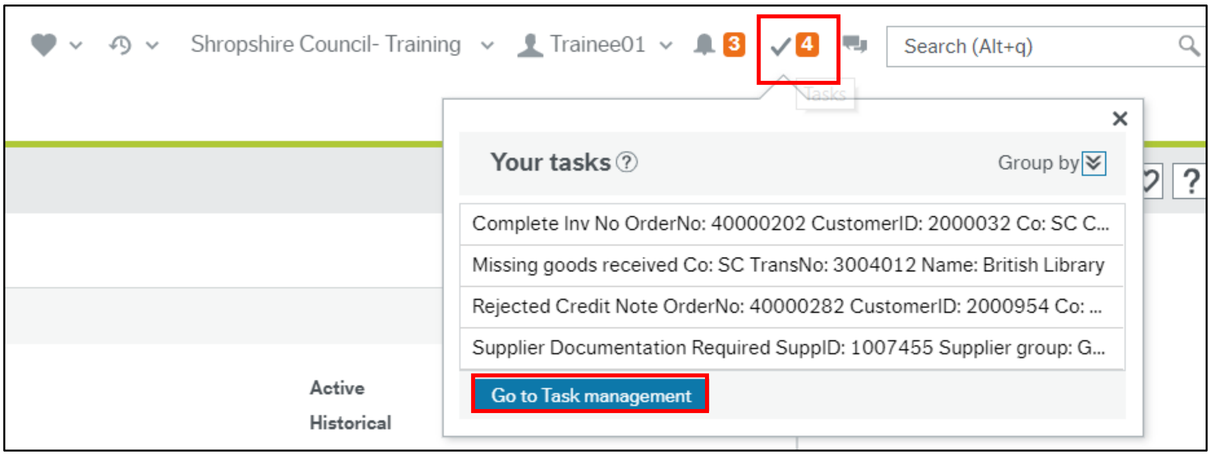
3. Click **OK**

The number of outstanding Tasks is reduced.

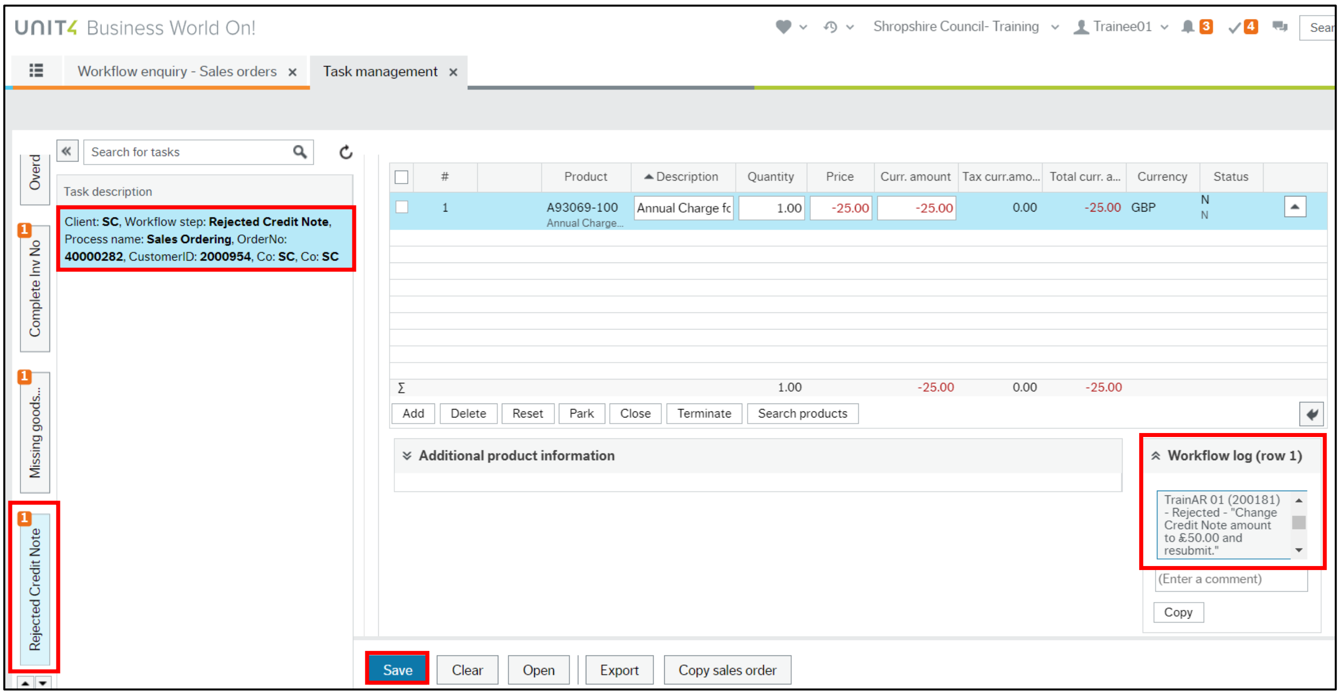


3.6.3 Action a Task from the Task Manager

1. Click **Tasks**



2. Click **Go to Task management**
3. Select the Task type – in this case **Rejected Credit Note**
4. Click the required task

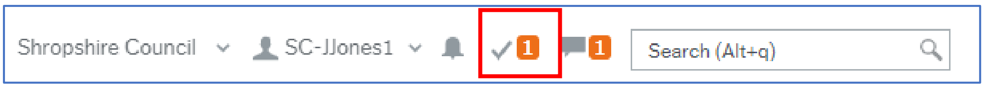


4. Read the **Workflow Log**. Rejected tasks must always have a reason entered:
   - Enter the changes as per the comments
   - Click **Save** to resubmit the credit note (in this example)

The **Success** message is displayed.

5. Click **OK**

The number of outstanding Tasks is reduced.

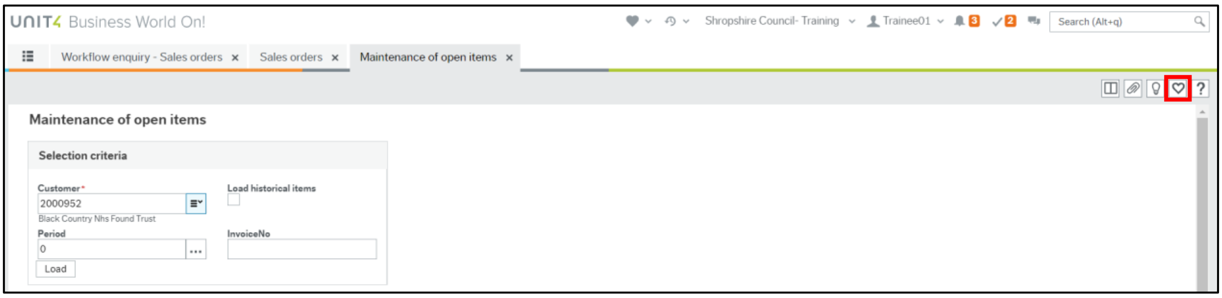


3.7. Favourites

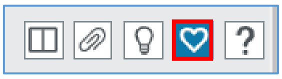
Favourites is a means of creating shortcuts to the screens you use most often.

3.7.1 Add to Favourites

1. Navigate to the required screen



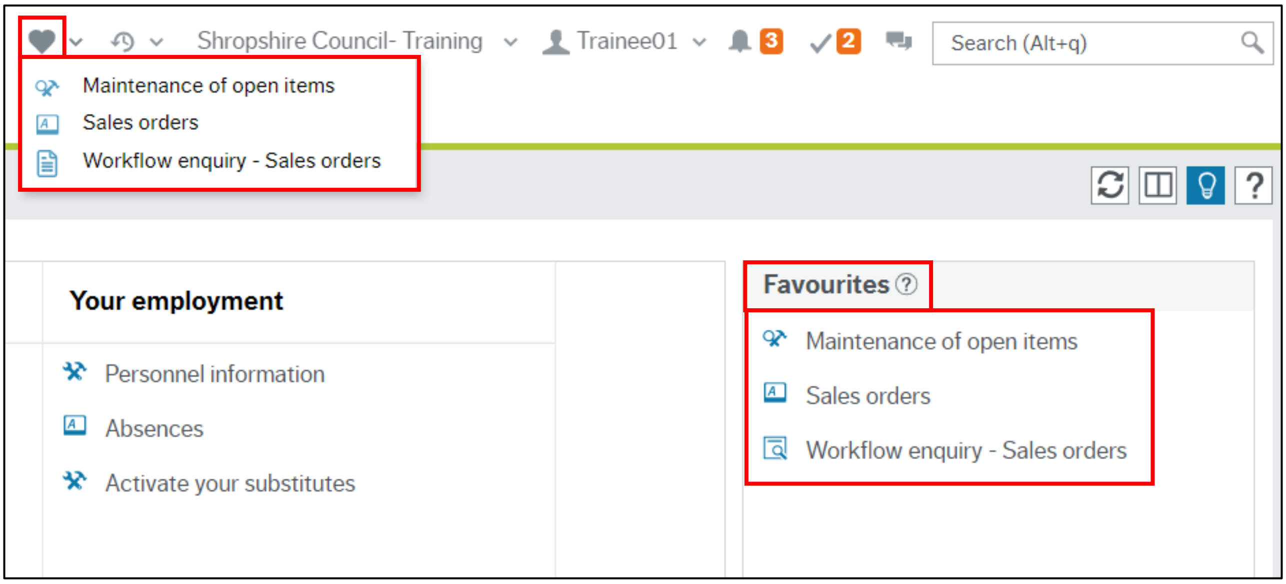
2. Click **Mark as favourite**



The icon will become blue. Clicking it again will remove it from the favourites list.

3.7.1 View Favourites

Favourites can be accessed from the dashboard in two places.



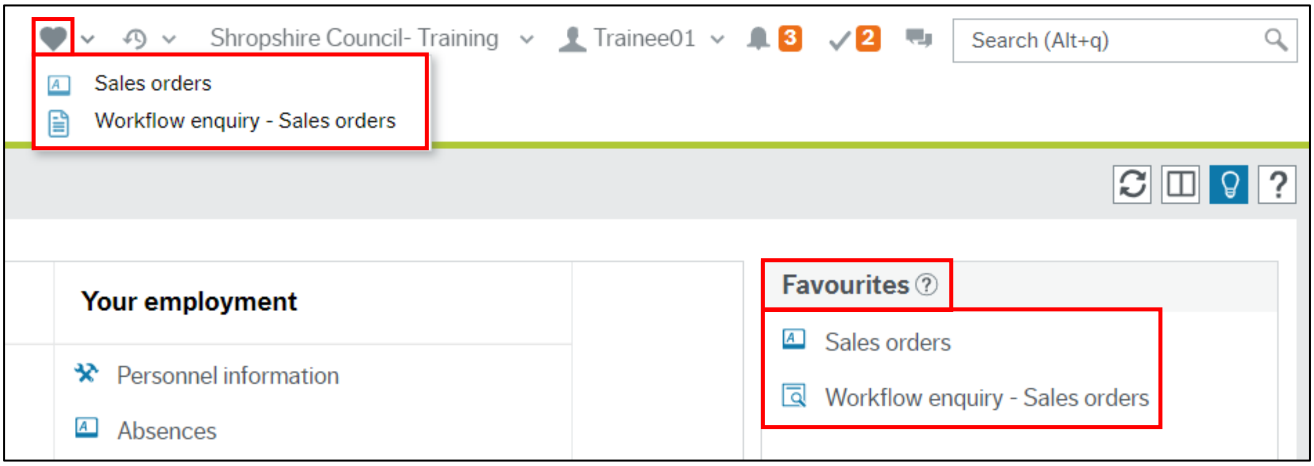
- The **Favourites** icon on the Global Toolbar produces a popup list of screen shortcuts
- The **Favourites** pane contains the same list of screen shortcuts

1. Click any of the links listed to open them

3.7.2 Remove from Favourites

1. Open the screen to be removed from Favourites

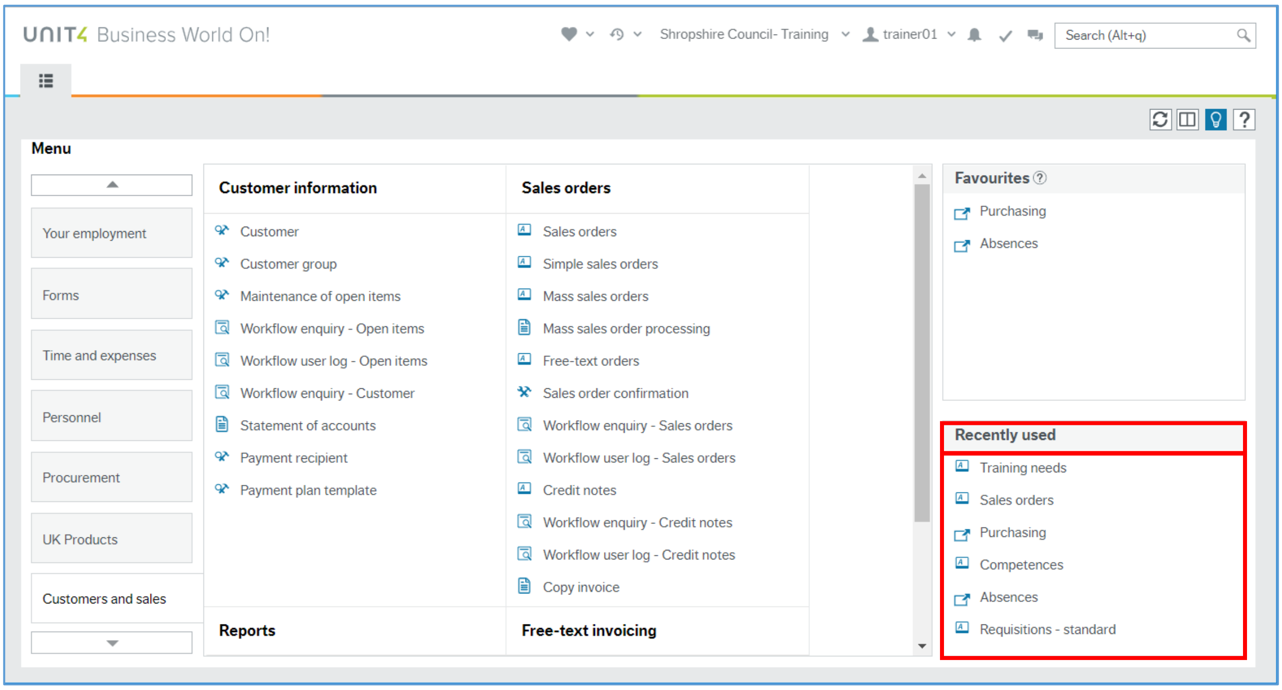
2. Click the blue **Remove from favourites** icon



In this example the Competences screen has been removed from Favourites.

3.8. 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.

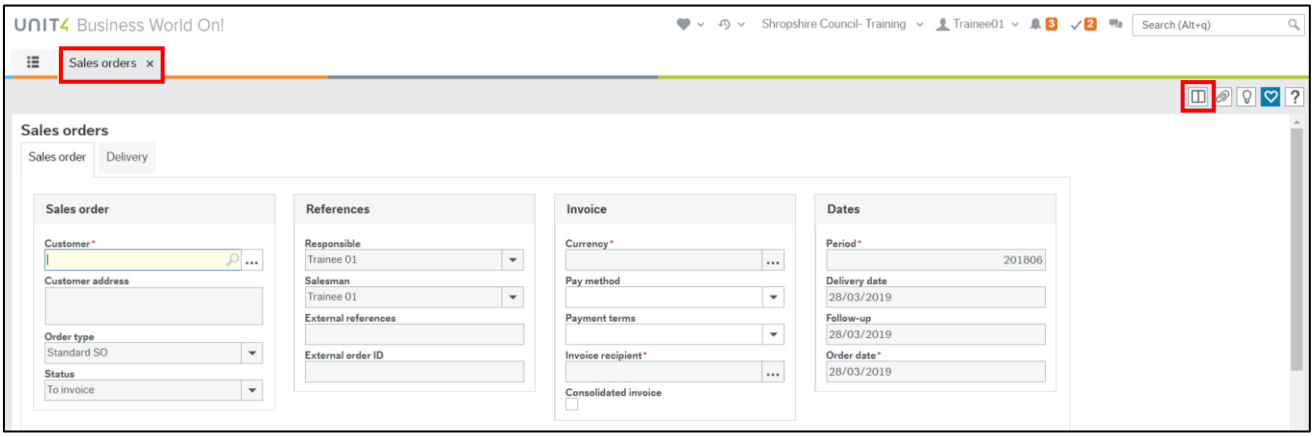


Each new screen that is opened is automatically added to the **Recently used** pane.

3.9. Split View

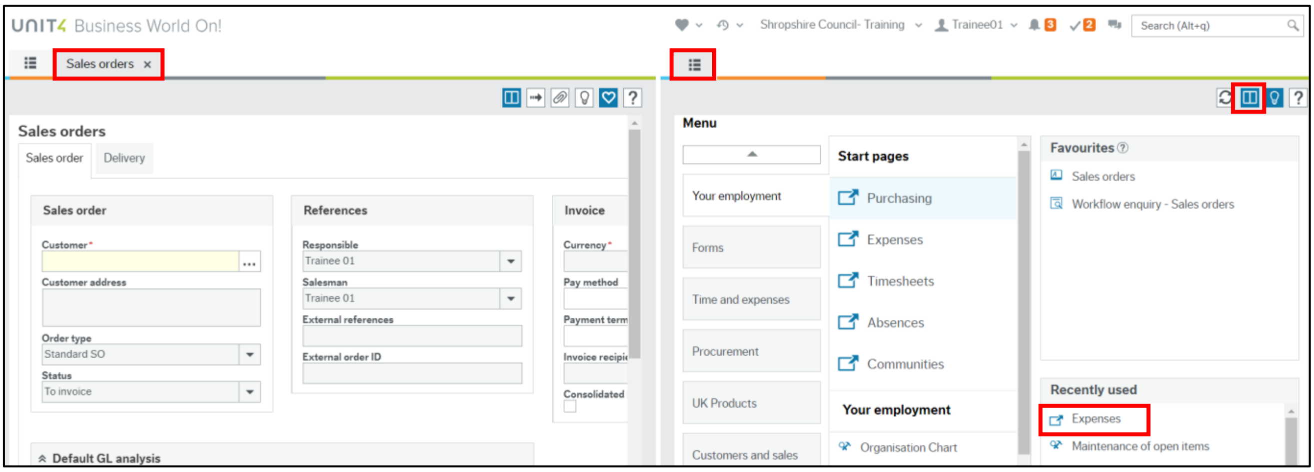
The **Split view** function allows you to have two screens open at the same time.

3.9.1 Open Two Screens

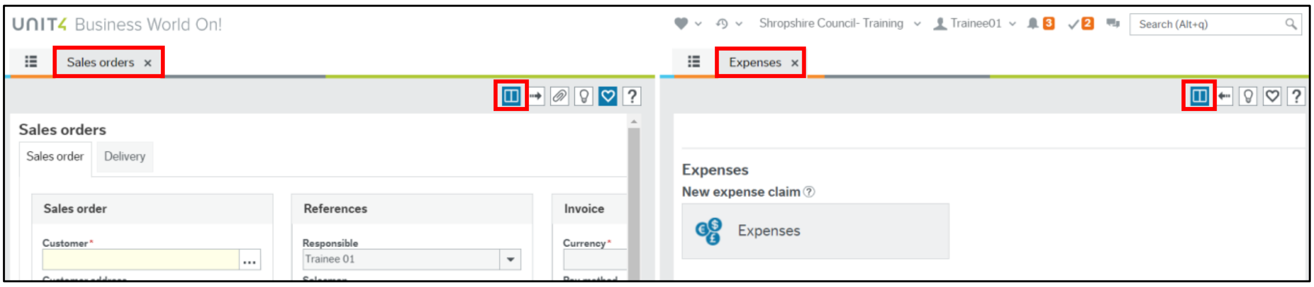


1. Open the first screen that you want. **Sales orders** in this example
2. Click **Split view**

The **Menu** is now open to the right of the selected screen and the split view icon is blue.



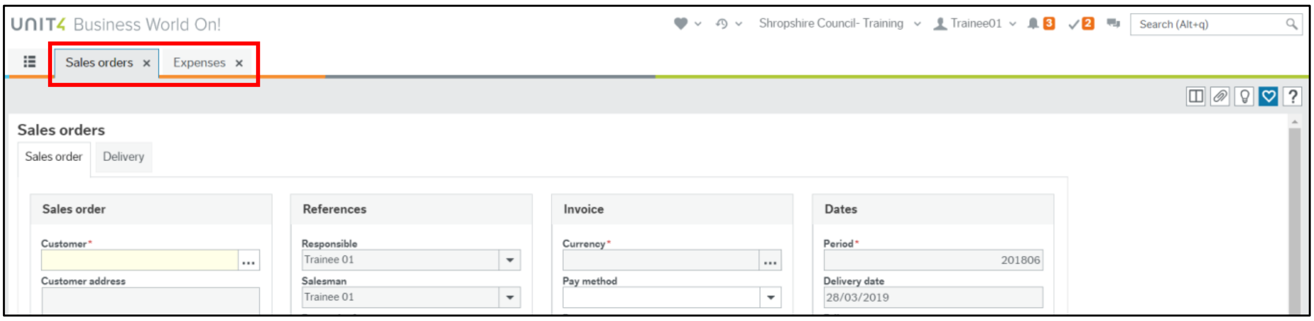
3. Select the next screen to be opened from the menu, **Expenses** in this example.



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

3.9.2 Return to a Single Screen

1. Click **Split view**



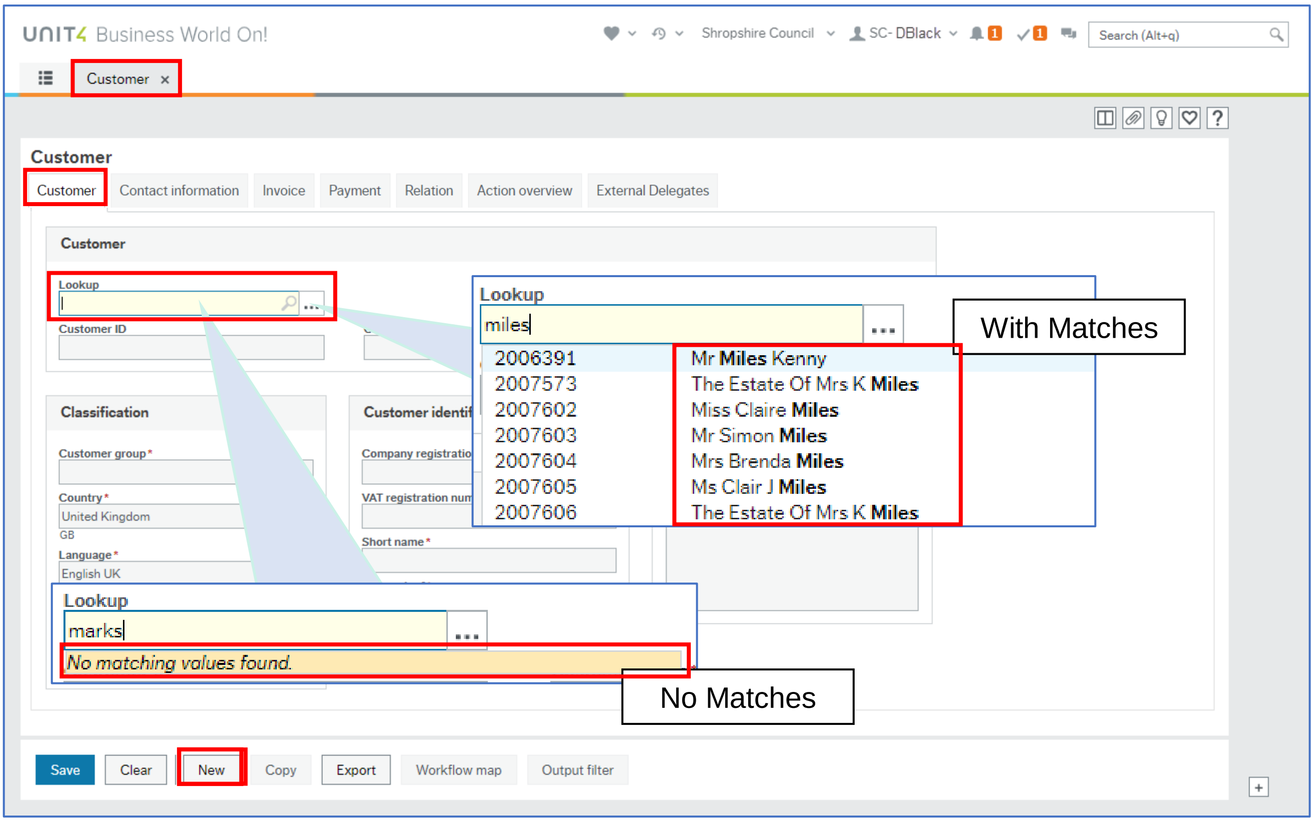
A single screen is open but there are now two activity tabs available.

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**



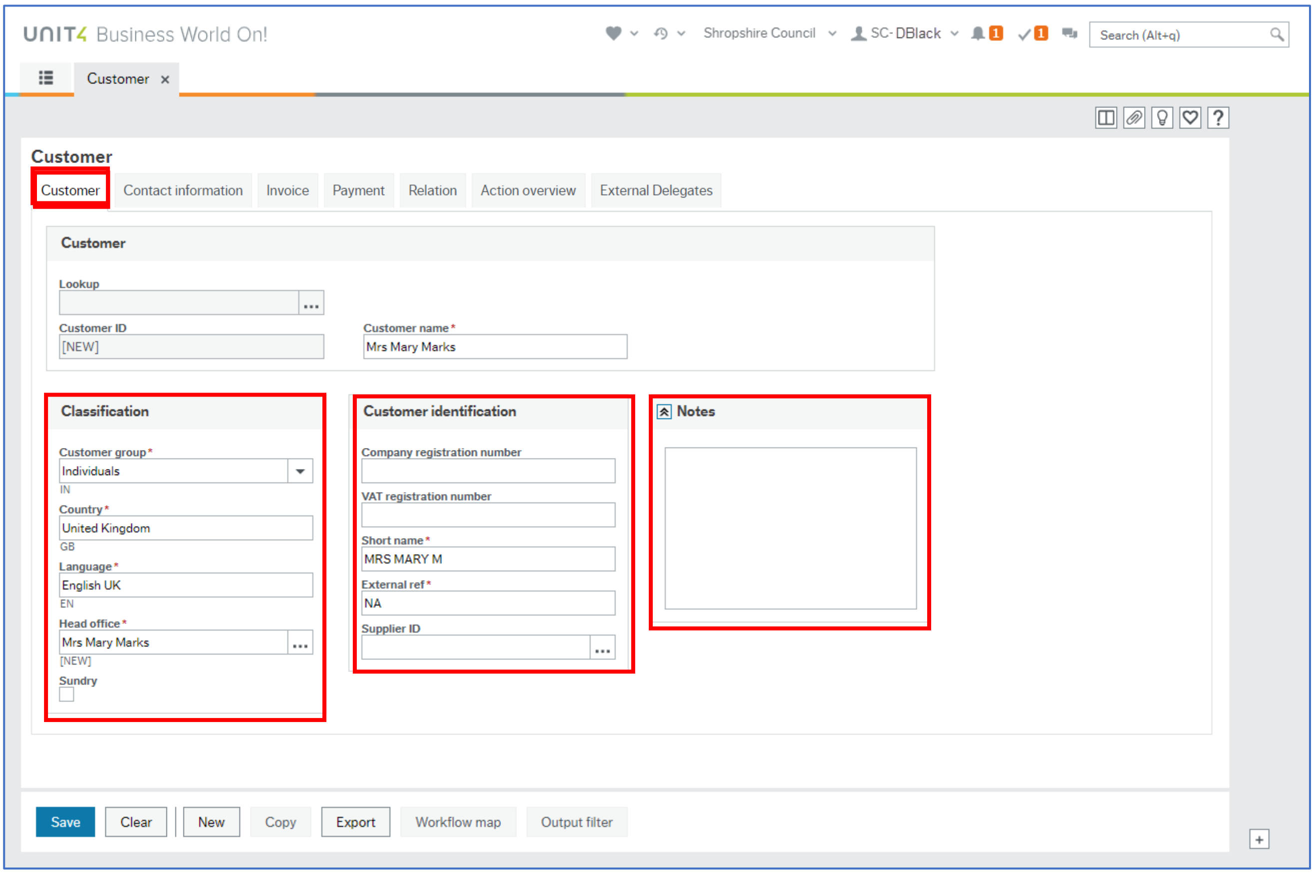
The **Customer** screen opens.

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 to ensure they do not exist in BW already. A tooltip will appear saying No matching values found if the customer does not exist with the details entered
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
- **Relation** – the reporting and action relations for the customer
- **Action overview** – used for such things as when a customer has gone into liquidation

4.1.1 The Customer Tab



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 if applicable

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

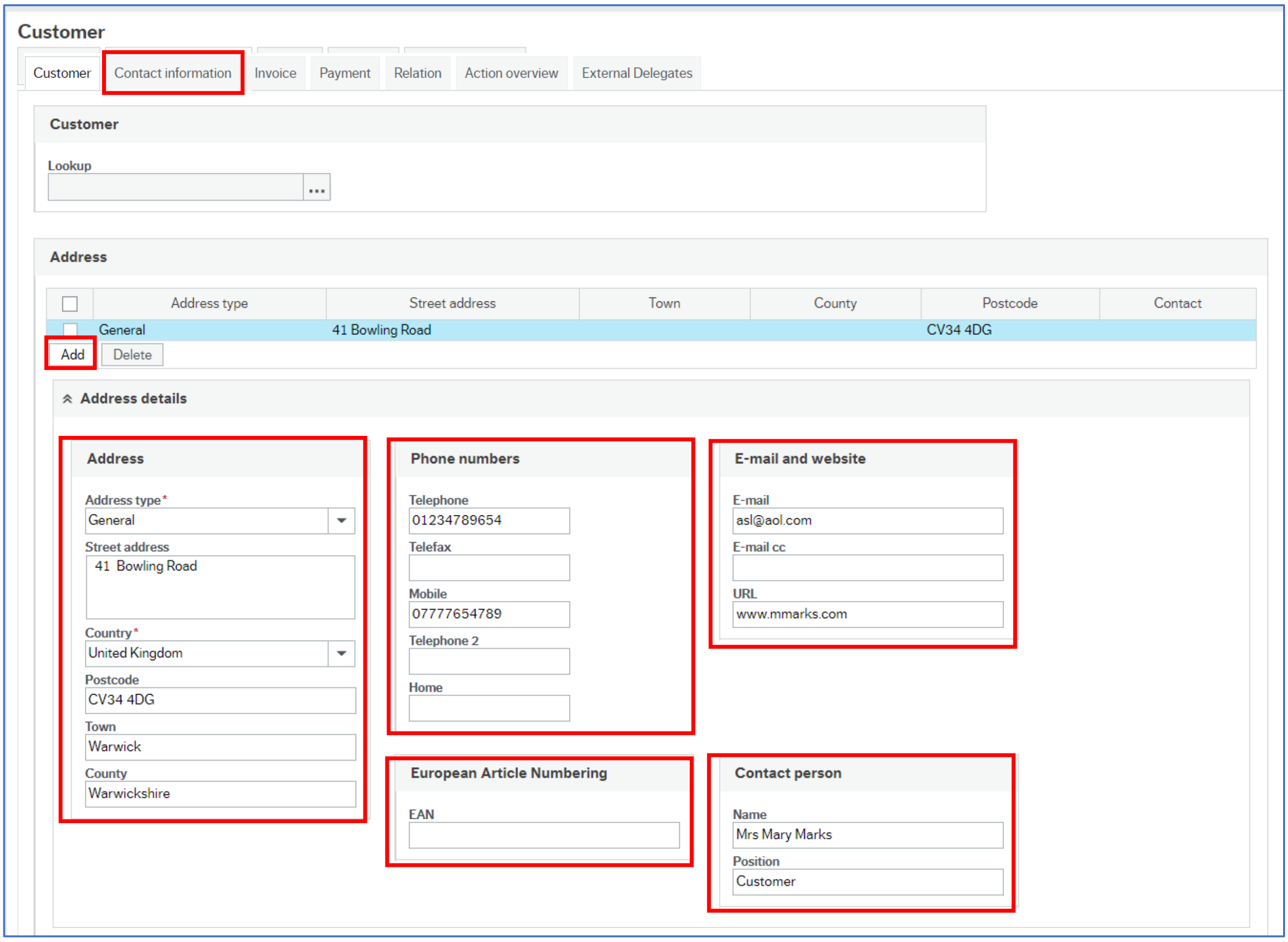
In the **Customer identification** section:

- **Company registration number** – enter if applicable
- **VAT registration number** – enter if applicable
- **Short name*** – this is the same as the Customer name and can be copied and pasted. This field is limited to 10 characters
- **External ref*** – this is the reference in the legacy system. 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



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

In the **Address details** section:

- **Address type*** – select invoice address from the drop down
- **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 the all the telephone details that you have.

The **European Article Numbering** section is not used.

In the **Email and website** section enter the 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

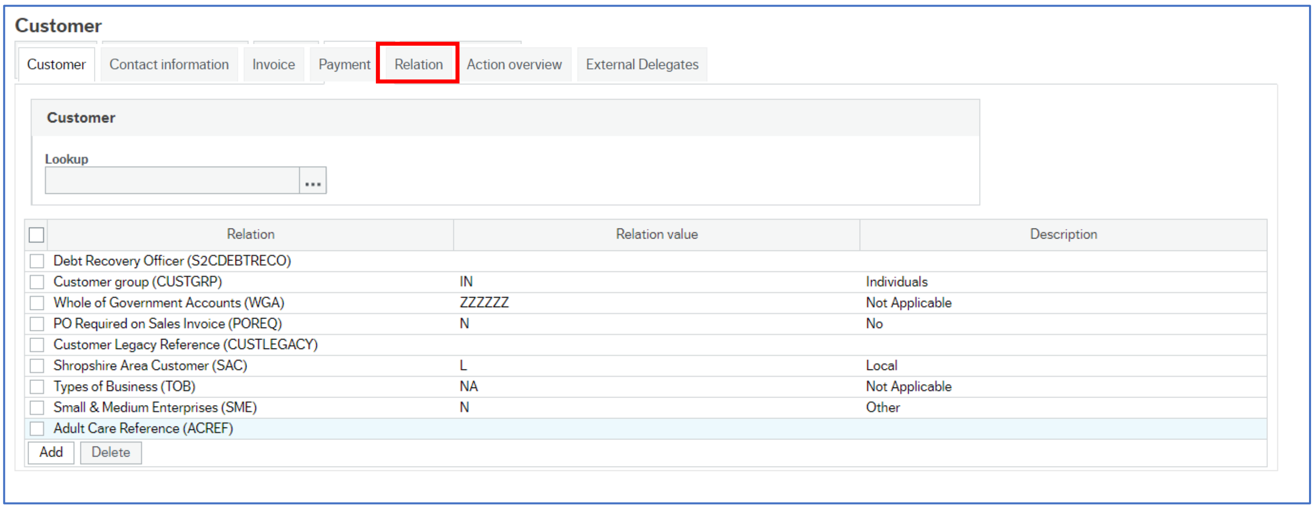
The Invoice tab is populated with default settings and nothing should be changed.

4.1.4 The Payment Tab

This tab is read only.

4.1.5 The Relation Tab

With the two exceptions mentioned below, each of these relations must be populated from the lookups.



Customer

Customer | Contact information | Invoice | Payment | Relation | Action overview | External Delegates

Customer

Lookup

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

Add Delete

- **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

ⓘ	Although the Customer Group is already populated, it must be selected again from the drop down or an error will appear when saving

- **Whole of Government Accounts** – search the drop-down list, this relates to Government bodies & NHS, choose ZZZZZZ if the customer is an individual or trade customer.
- **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 should be left blank.
- **Shropshire Area Customer** – select from the lookup; choose L if the customer's address is in Shropshire and N if not.
- **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

4.1.6 The Action Overview Tab

This tab is used by AR Officers only.

4.1.7 The External Delegates Tab – If visible to the user

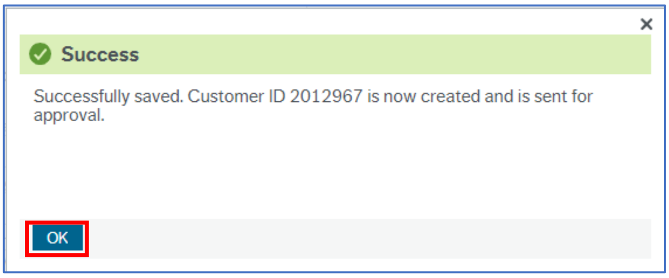
This tab is used only by Learning and Skills.

4.1.1 4.1.8 surely 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**

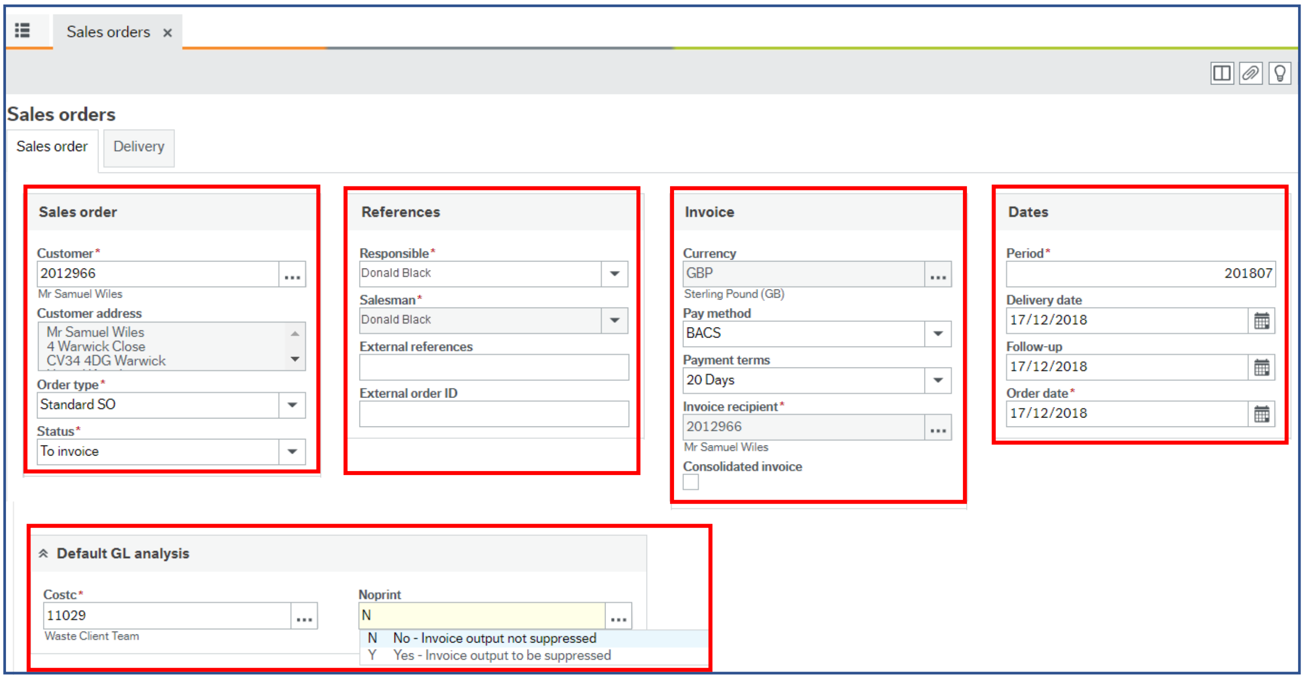
The record will enter workflow but the customer will not be available for use until approved by an AR Officer. On approval the originator will be informed by email that the customer is available for use.

5. Sales Orders

5.1. 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 BW before a sales order can be created.

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



The **Sales orders** screen opens.

1. 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.

2. 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

ⓘ	BW always logs the actual user completing the record as well who you are acting on behalf of.

- **Salesman*** - defaults to the user's name and cannot be changed
- **External references** – if the customer has an external reference it can be entered here
- **External order ID** – 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

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

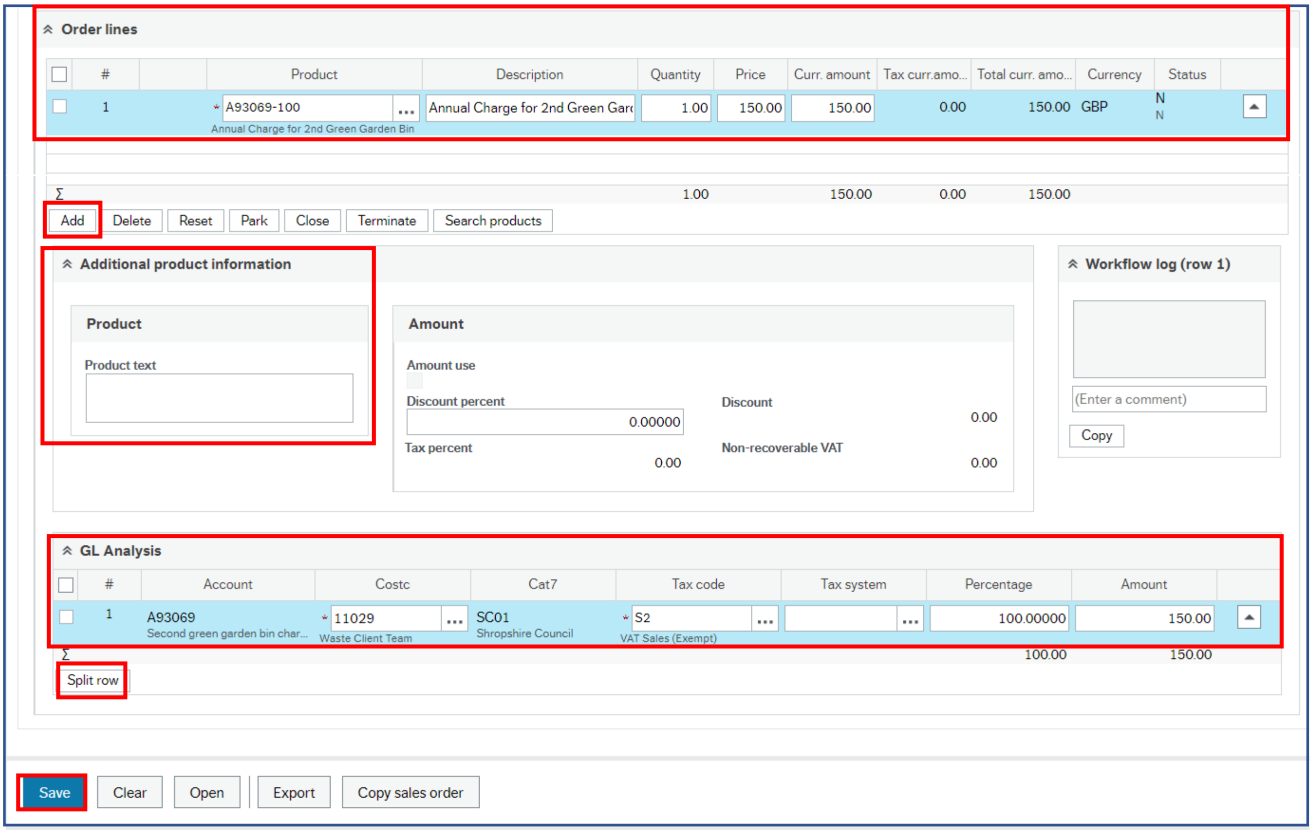
(see the image below**)**

3. Click **in the product field**

A new Order line will open.

- **Product** – enter the product using type ahead or the lookup
- **Description** – is populated from the Product code
- **Quantity** – enter the quantity required by the customer
- **Price** – enter the price of the individual item
- **Curr. Amount** – BW 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

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

- **Costc** – this has come from the **Default GL analysis**
- **Tax code** – is populated from the product record
- **Tax system** – leave blank
- **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:

You need to add inserting additional order lines if invoicing for more than one product.

To split the income to multiple cost centres

4. Click **Split row**

   This copies the existing line but with no value in the Percentage field.

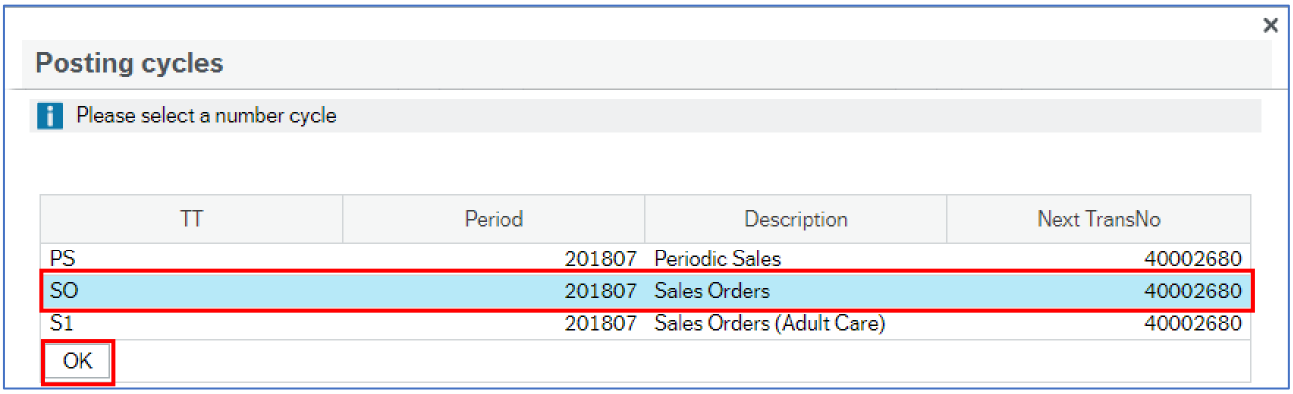
   - Enter the next **Cost Centre**
   - Enter the percentage figure of the invoice to be set against the new Cost Centre

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

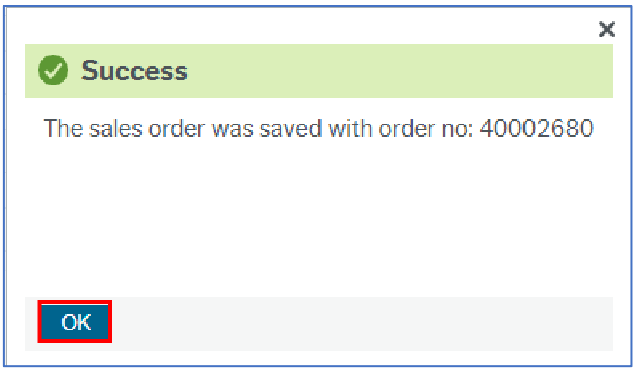
5. Click **Save**

The **Posting cycles** popup will open.

6. Select **SO** as the TT (transaction type)
7. Click **OK**



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

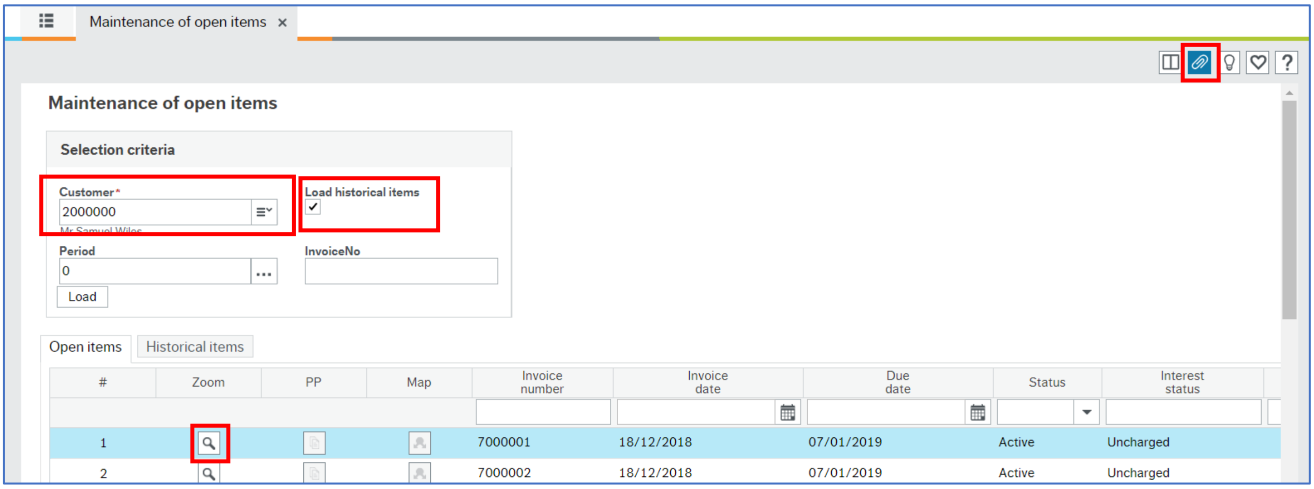


8. Click **OK**

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 recorded in the customer detail.

5.2. Viewing Invoices

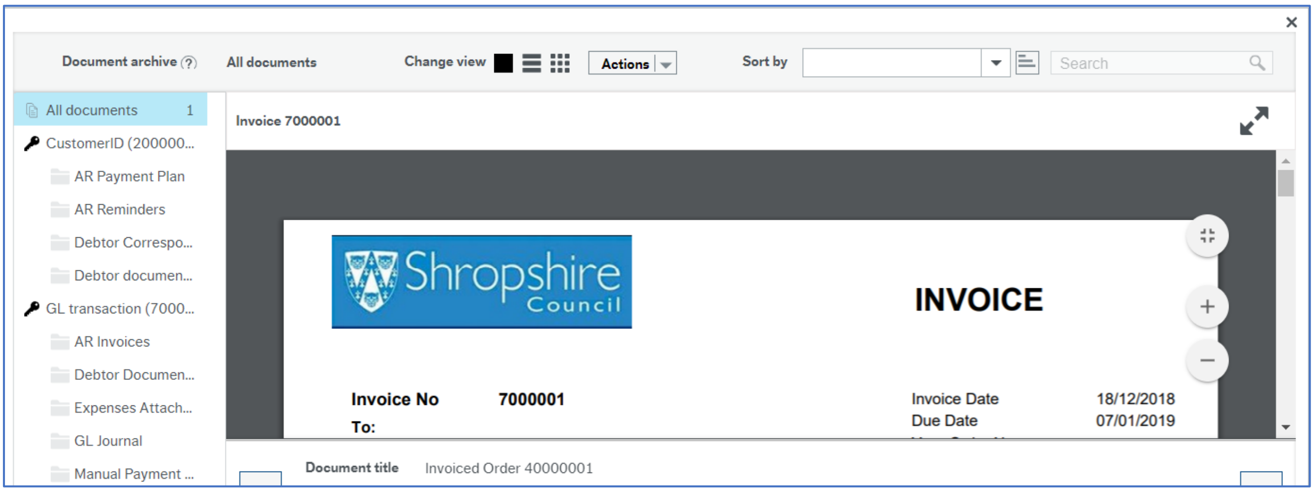
1. Navigate to **Customer and sales → Customer information → Maintenance of open items**



2. Select the customer using type ahead or the lookup
3. Press **[Tab]**
4. Select **Load historical items**
5. Click **Load**

6. Click **Zoom** for the required **Invoice number**
7. Click **Open documents**

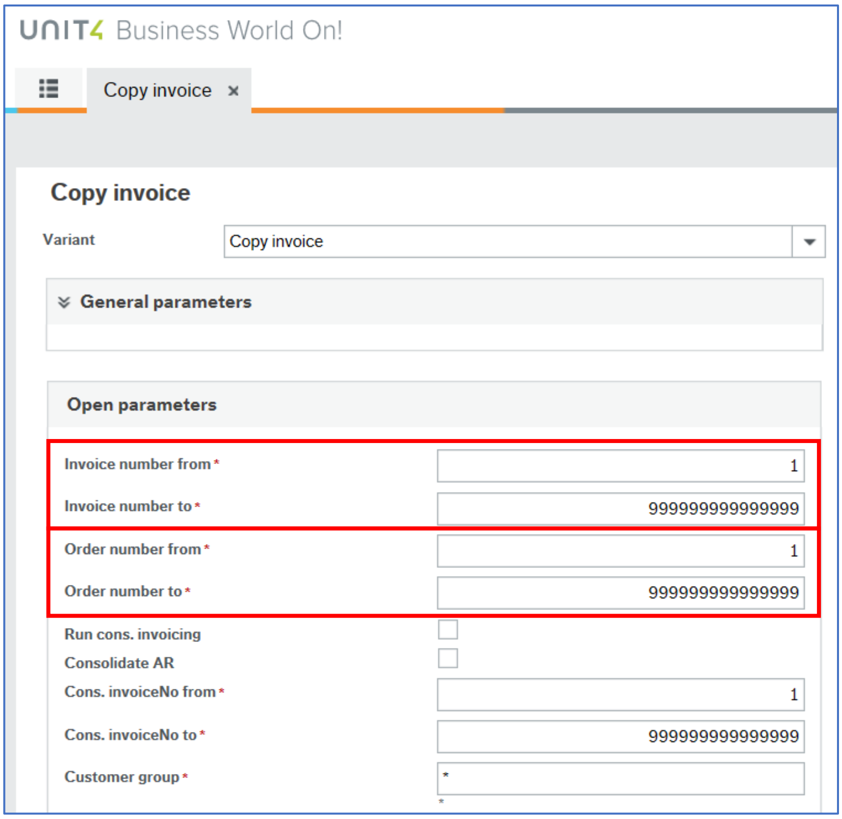
The **Document archive** popup opens with the invoice displayed.



6. Copy Invoice

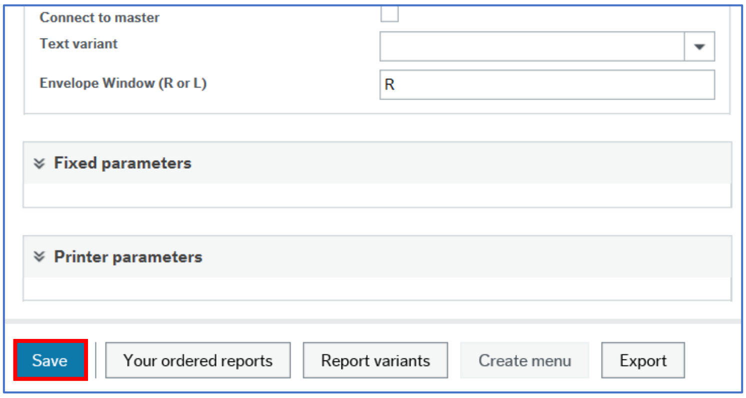
A copy of an invoice can be produced with the word **COPY** on the invoice.

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

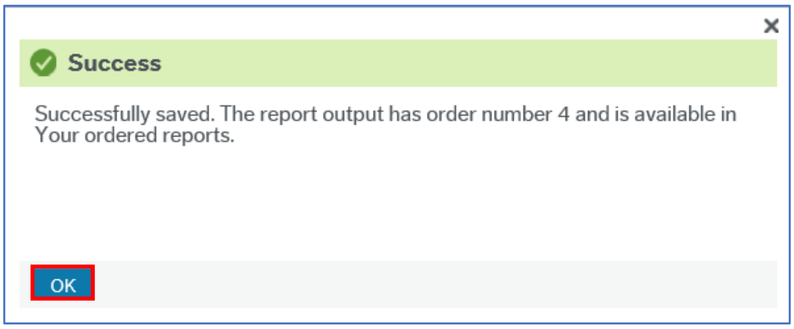


The invoice can be found using either the Invoice number **or** the Order number.

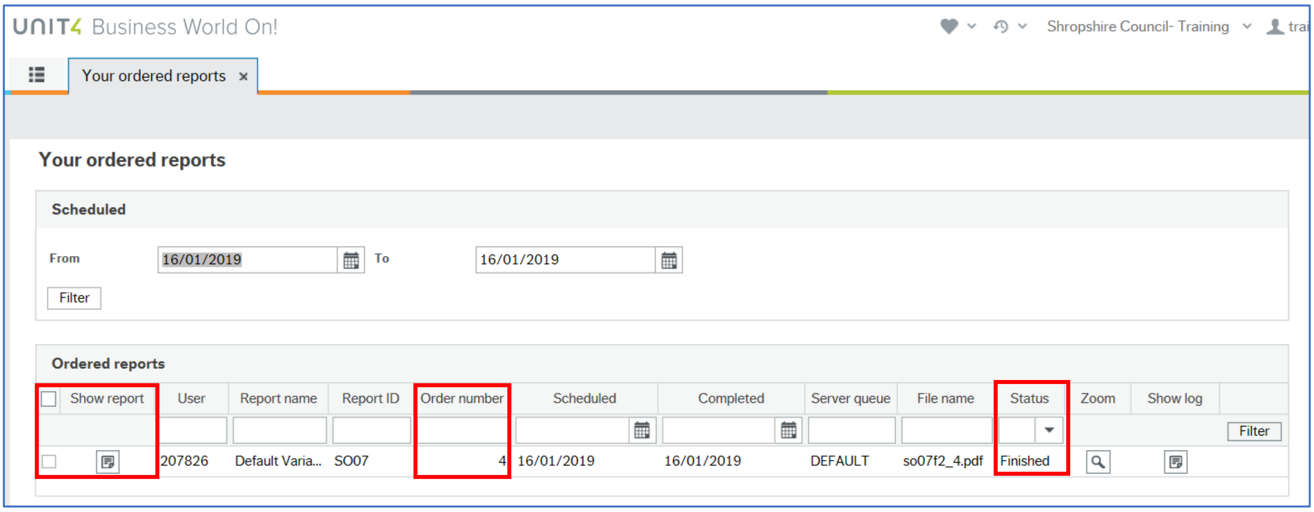
2. **Invoice number** - enter the same invoice number in the **Invoice number from** and **Invoice number to** fields, pressing **[TAB]** after each entry.
3. **Order number** - enter the same order number in the **Order number from** and **Order number to** fields, pressing **[TAB]** after each entry.
4. Click **Save**.



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



6. Click **OK**.
7. Navigate to **Common → Your ordered reports**.



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

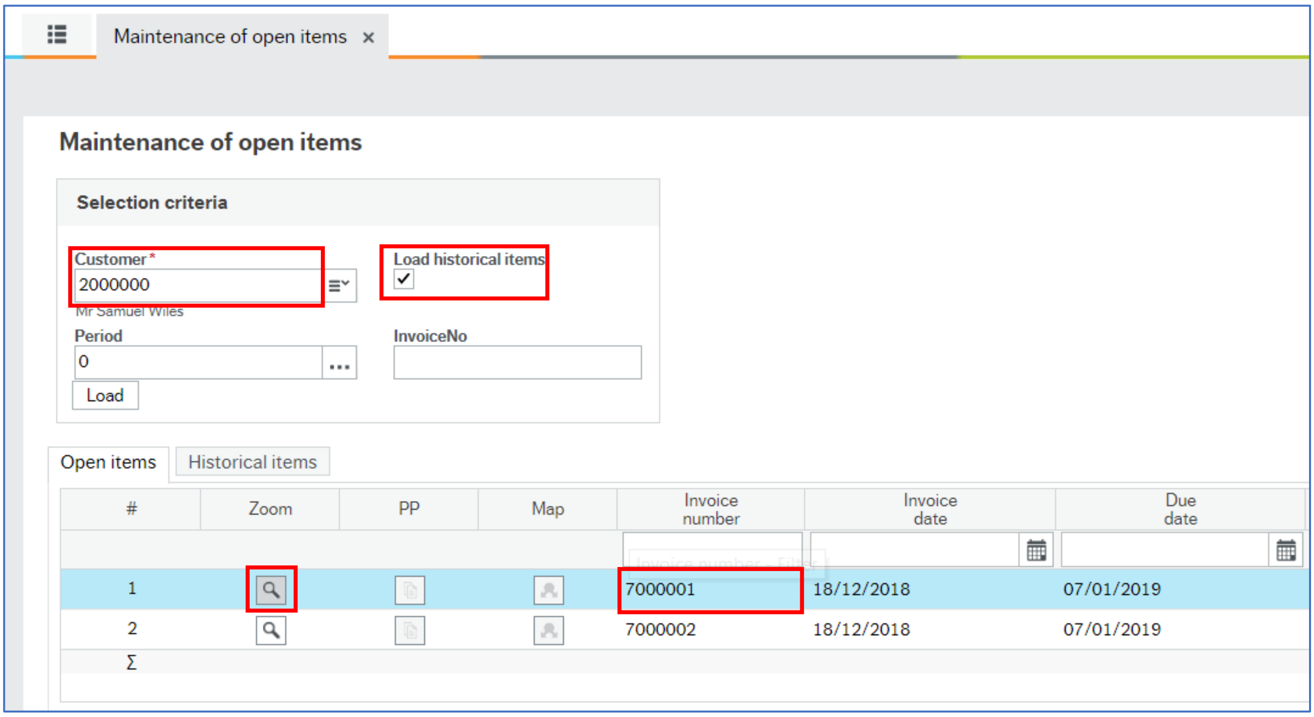
11. The report opens as a .pdf with **COPY INVOICE** to indicate that this is a copy of the original invoice. If the customer requires this copy, it will need to be emailed to the customer, or printed out by the user and sent by post. This is not an automatic process.

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.

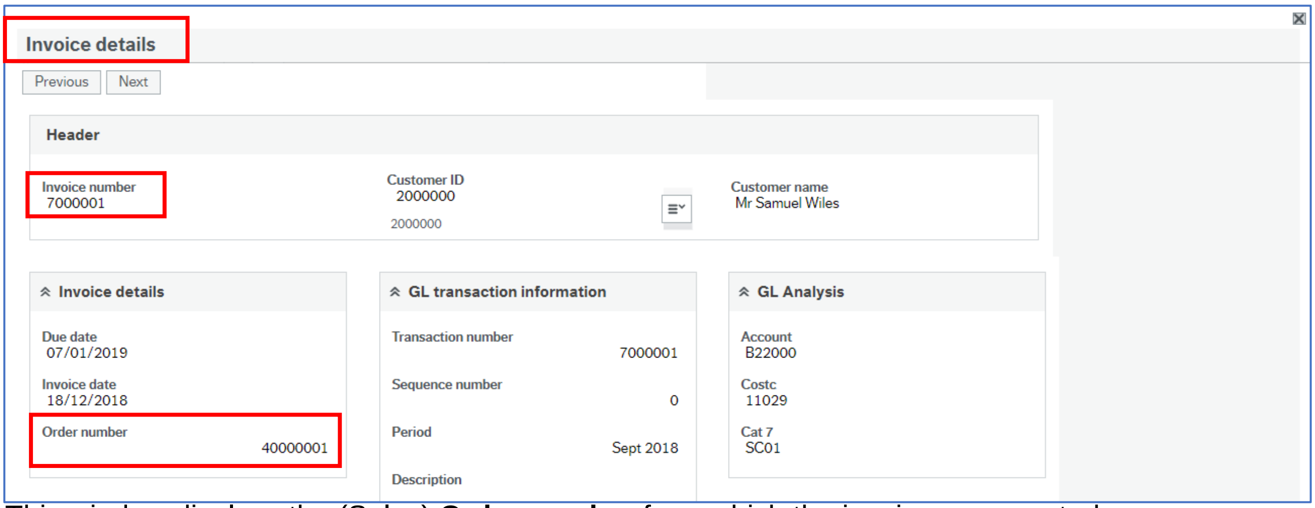
7.1. Find the Sales Order Number

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



9. Select the customer using type ahead or the lookup
10. Press **[Tab]**
11. Select **Load historical items**
12. Click **Zoom** for the required **Invoice number**

The **Invoice details** popup opens.



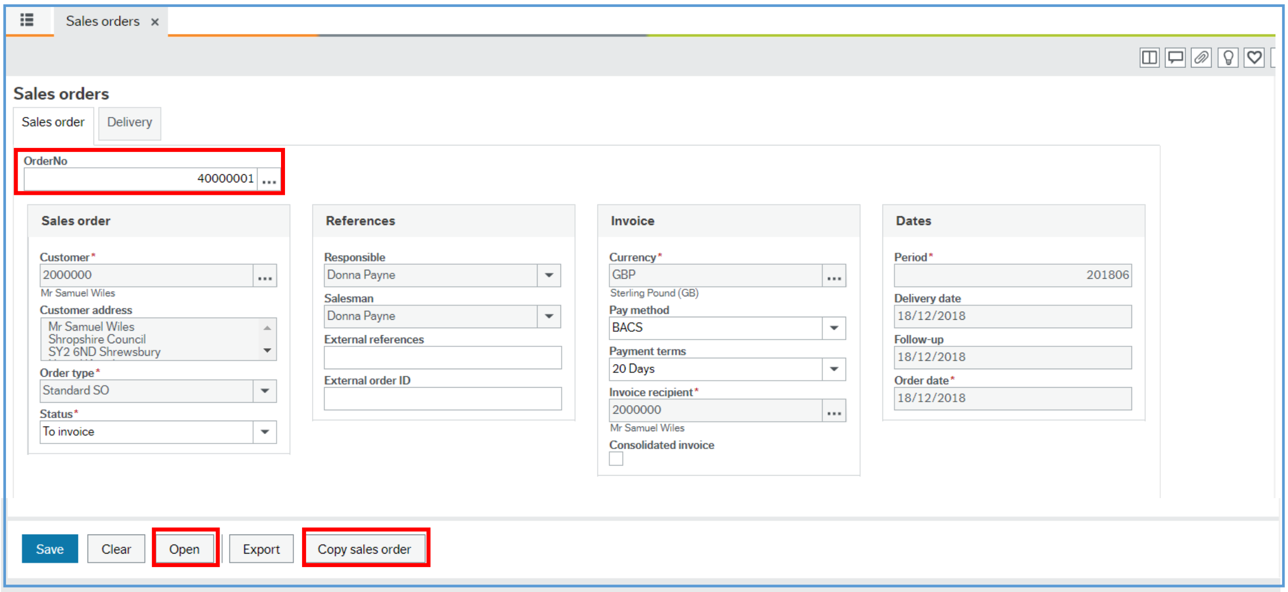
This window displays the (Sales) **Order number** from which the invoice was created.

13. Take a note of the number
14. Close the **Invoice details** popup

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.

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



2. Click **Open** at the bottom of the screen
3. Enter the sales **OrderNo** using type ahead or the lookup
4. Press **[Tab]** to open the original sales order
5. Click **Copy sales order**

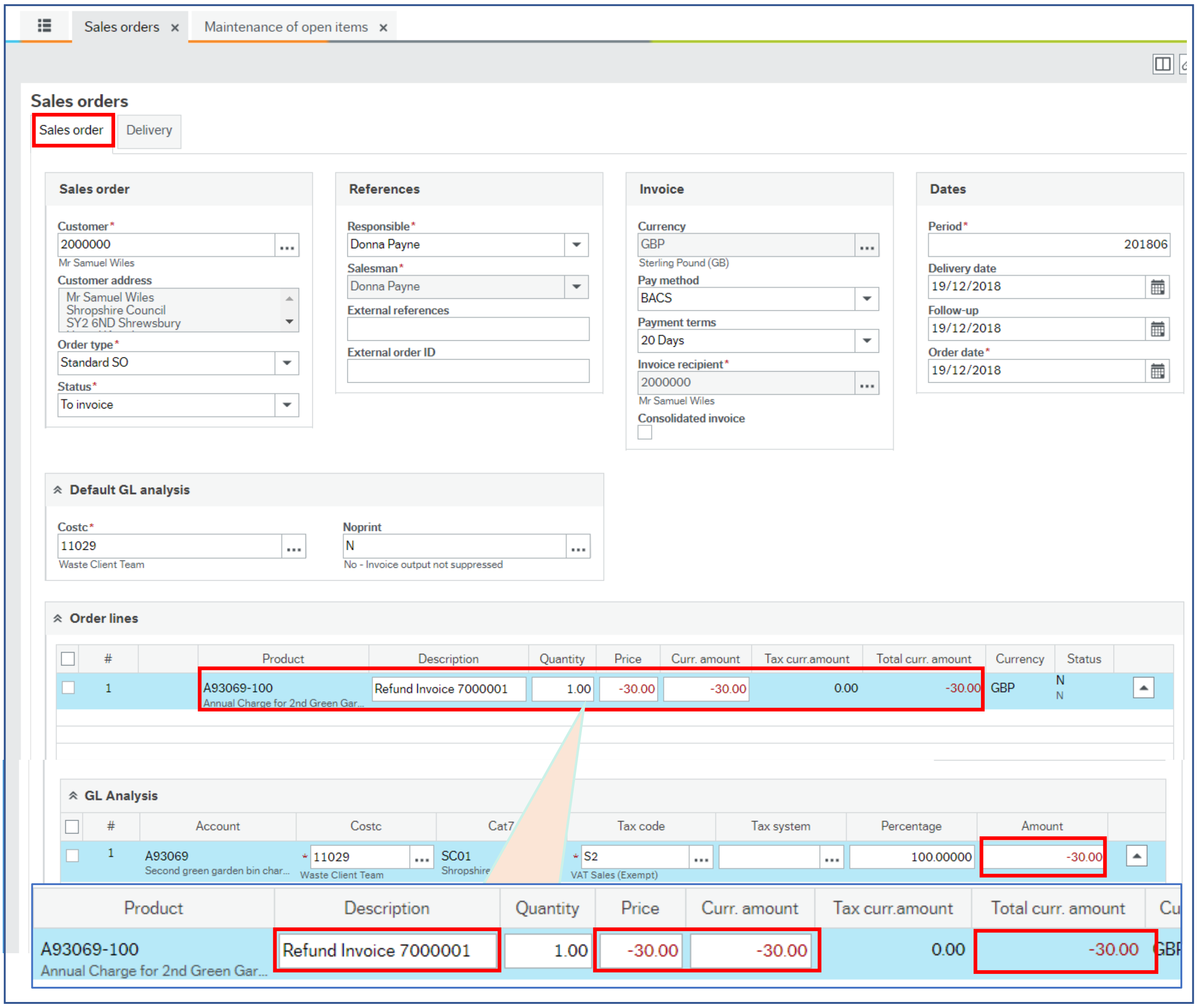
The sales order is copied and must now be edited. See the image on the next page.

7.2.1 Enter the Credit Note Details

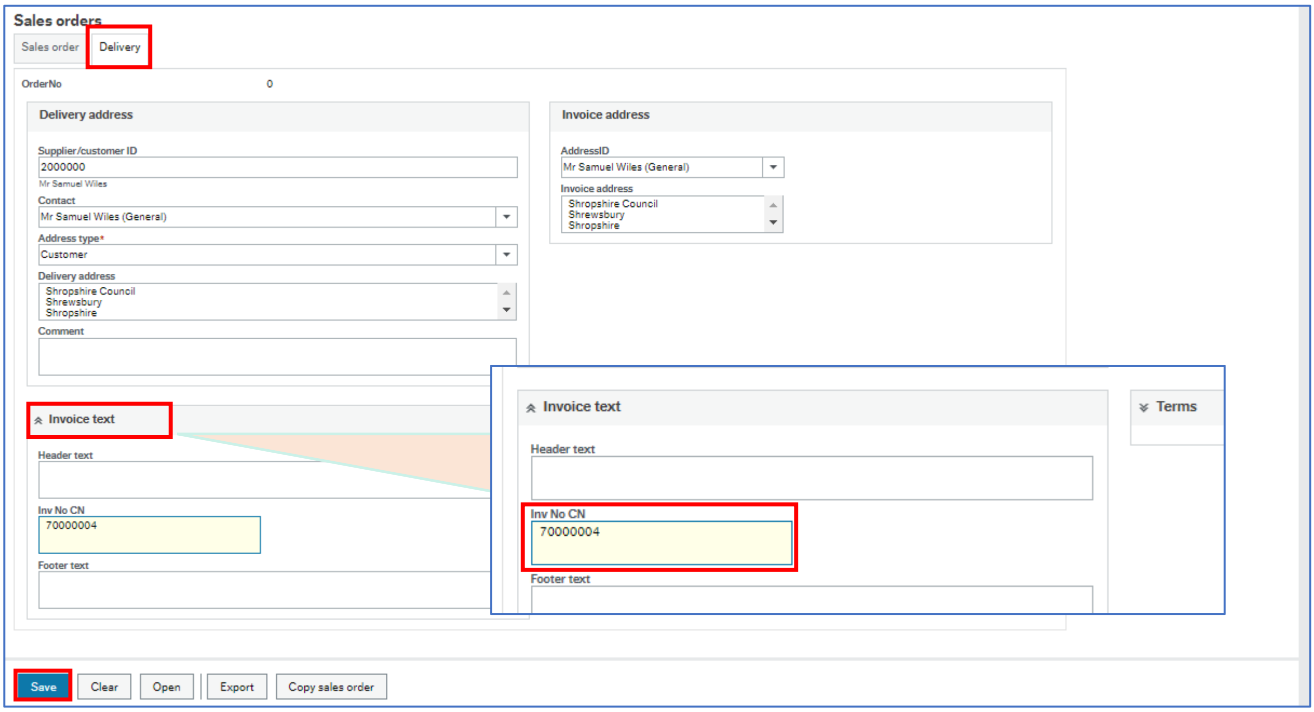
1. Change the **Description** to to provide details of why the credit is being issued e.g overcharge for a service and include the **Invoice number**, this ensures the credit note is cross-referenced to the original sales order

ⓘ	It is important that the Account Code and the Cost Centre fields are not changed as the refund must be related directly to the budget the invoice was paid to.

2. 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**

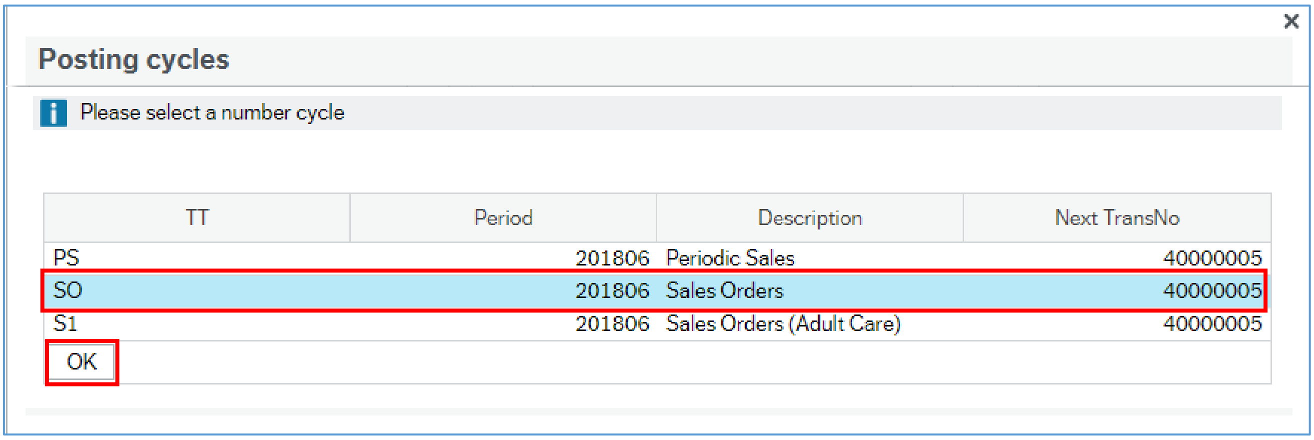


3. Select the **Delivery** tab



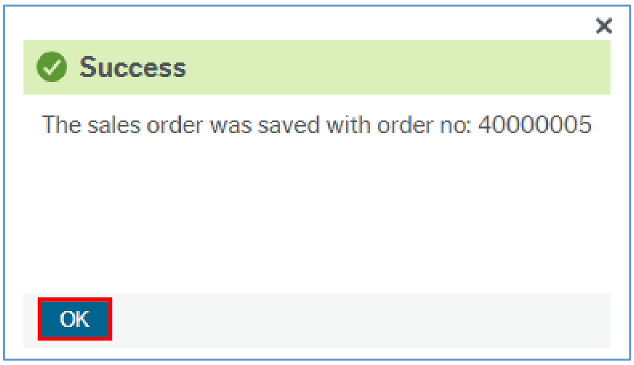
4. Expand the **Invoice text** section
5. **Inv No CN** – enter the **Invoice Number** the credit note applies to
6. Click **Save**

The **Posting cycl**es popup will open.



12. Select **SO** as the TT (transaction type)
13. Click **OK**

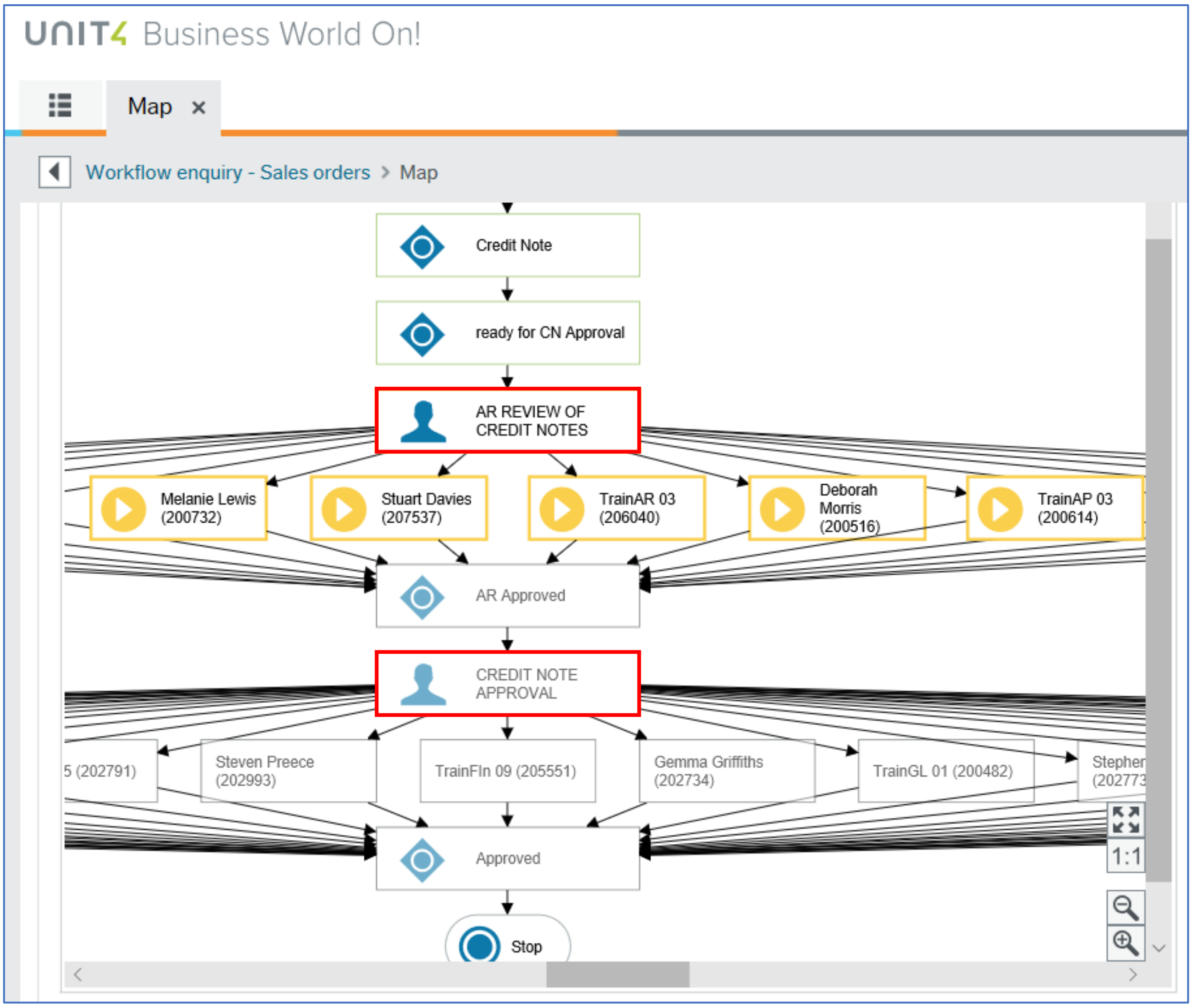
A **Success** popup will open with the **Sales order** number.



14. Click **OK**

7.3. Approving / Rejecting Credit Notes

1. 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**
2. 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.

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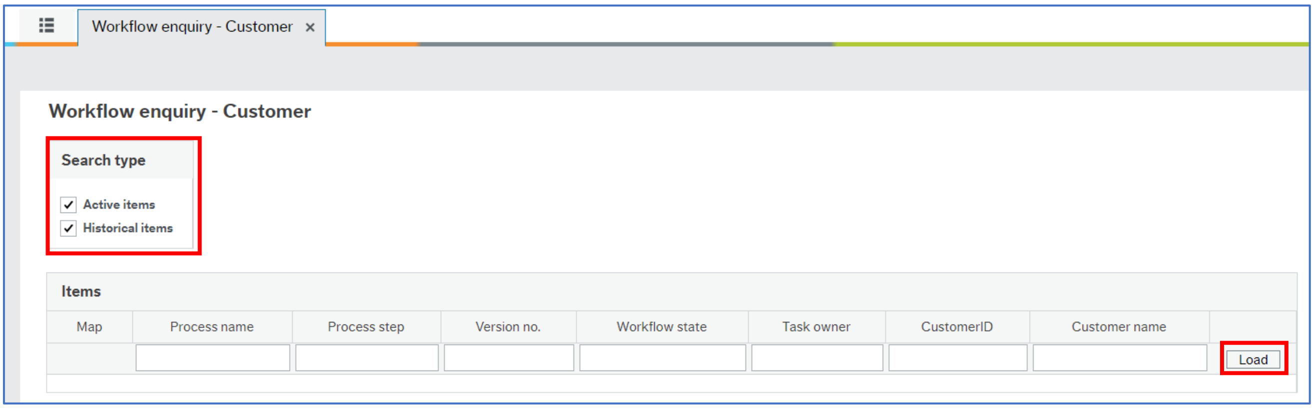
8. Workflow Enquiries

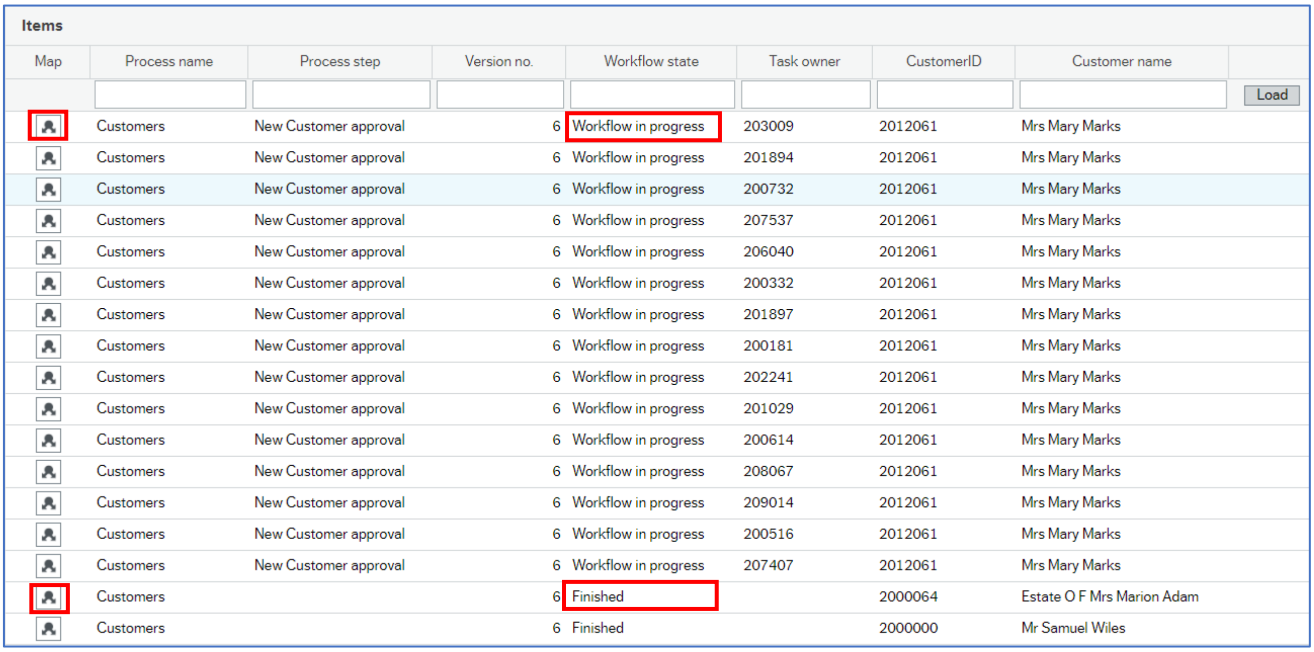
For Sales Ordering, Workflow enquiries apply to new Customers and Credit Notes. They allow users to see where the records are in the process, what actions have been taken and who took them. They also show the expected workflow for actions yet to be taken. This example uses the Customer workflow.

1. Navigate to **Customer and sales → Customer information → Workflow enquiry – Customer**
2. Select the **Search type**(s) required.



3. Click **Load**

The results matching the criteria are displayed in the table.



Items

Map	Process name	Process step	Version no.	Workflow state	Task owner	CustomerID	Customer name
	Customers	New Customer approval	6	Workflow in progress	203009	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	201894	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	200732	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	207537	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	206040	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	200332	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	201897	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	200181	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	202241	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	201029	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	200614	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	208067	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	209014	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	200516	2012061	Mrs Mary Marks
	Customers	New Customer approval	6	Workflow in progress	207407	2012061	Mrs Mary Marks
	Customers		6	Finished		2000064	Estate O F Mrs Marion Adam
	Customers		6	Finished		2000000	Mr Samuel Wiles

Load

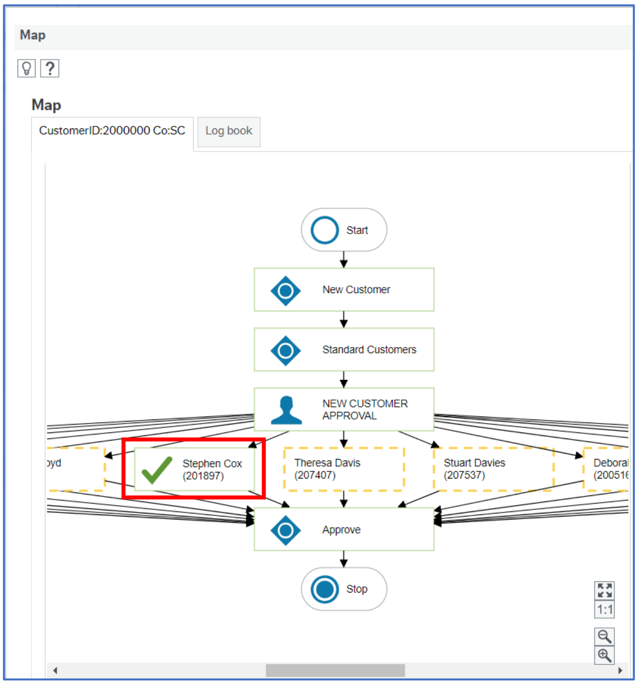
Approval for the creation of new customers can be given by an AR Officer. There will be a **Workflow in progress** entry for every member of that team but all will open the same workflow map. When the approval process is complete there will be a single entry of Finished because only one member of the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

4. Click on the Workflow Map icon at the start of the line for the required customer

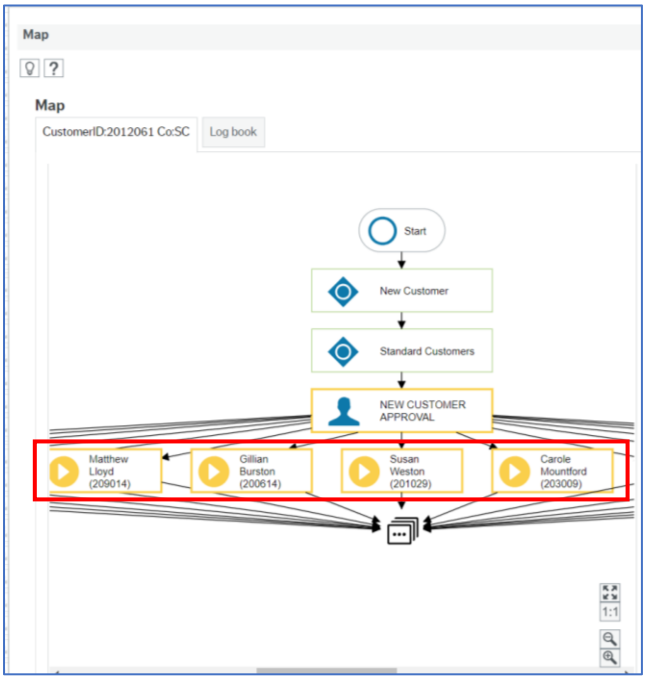
The **Workflow Map** opens

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

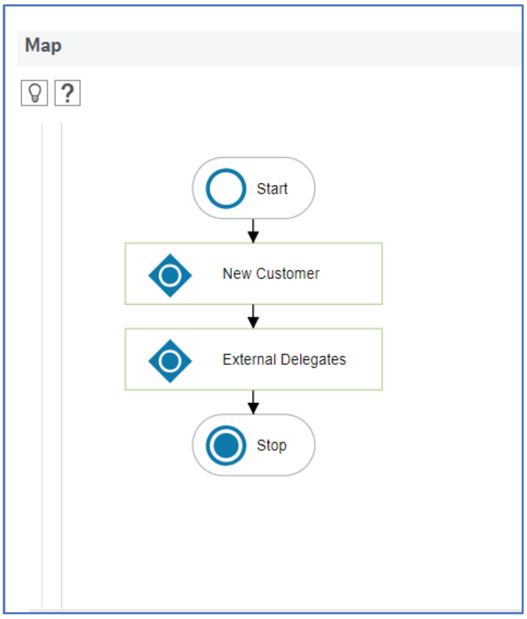
The system carries out checks to determine the route to be followed:

- **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. Customer Group **EX – External Delegate** does not require approval
- **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

The workflow map below shows that Customer Group **EX – External Delegate** is not workflowed for approval.



9. Tasks

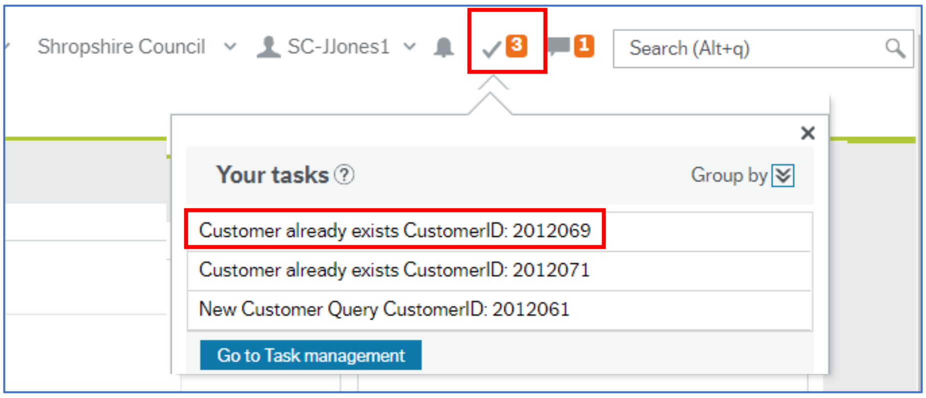
Tasks are created:

- If mandatory information is missing
- If an approval task is rejected
- If a record requires approval; procurement, technical or financial

The responsible person receives a Task giving them access to all the information needed to complete the requirement. Tasks can be actioned either directly from the Tasks dropdown or from the Task Manager.

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

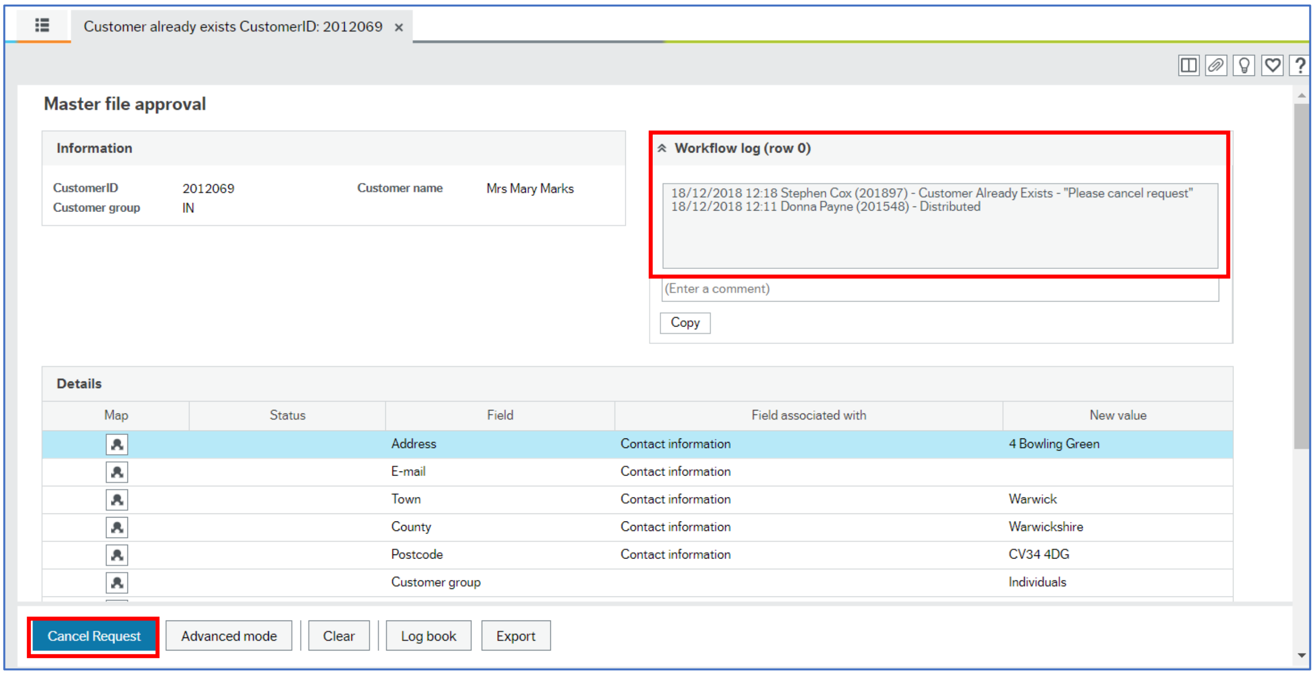
1. Click **Tasks**



You can click an individual line to open a specific task or you can click **Go to Task management** to open the task manager with all tasks available.

9.1. Action a Specific Task

1. Click the required task



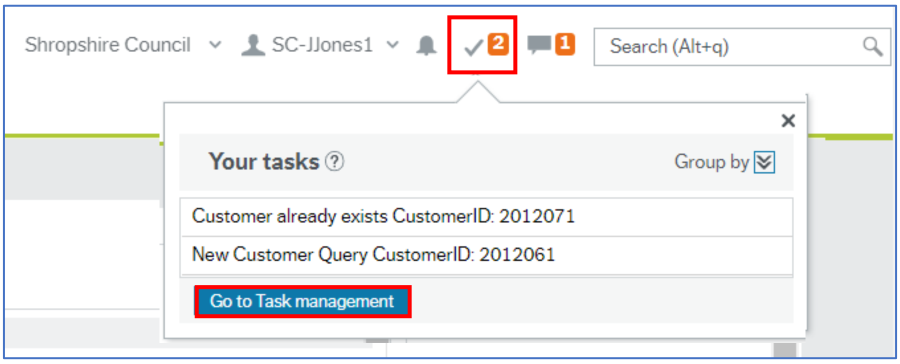
The Workflow log displays the reason for the task – **Customer Already Exists – Please cancel request**.

2. Click **Cancel Request**
3. Enter a comment/reason for the cancellation
4. Click **Cancel Request**

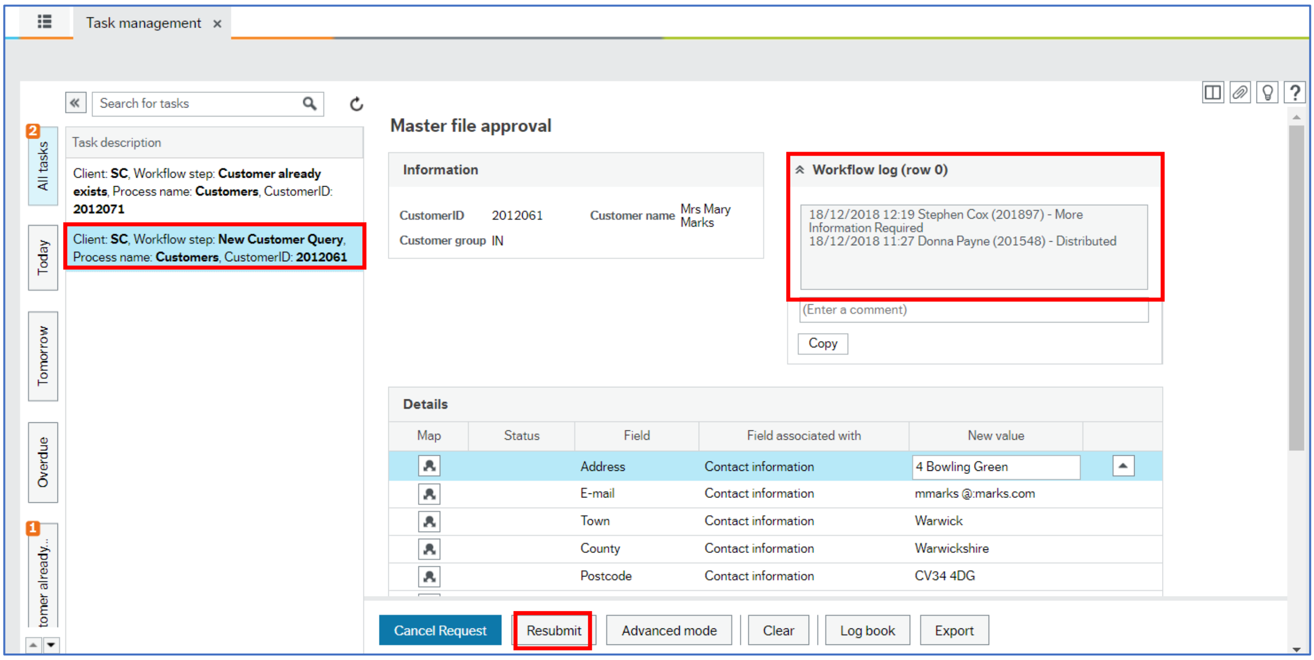
The number of outstanding Tasks is reduced.

9.2. Action a Task from the Task Manager

1. Click **Tasks**



5. Click **Go to Task management**
6. Select the Task type – in this case **New Customer Query**
7. Click the required task



The **Workflow log** section displays the reason for the task – **More Information Required**

8. Enter any missing information
9. Click **Resubmit**

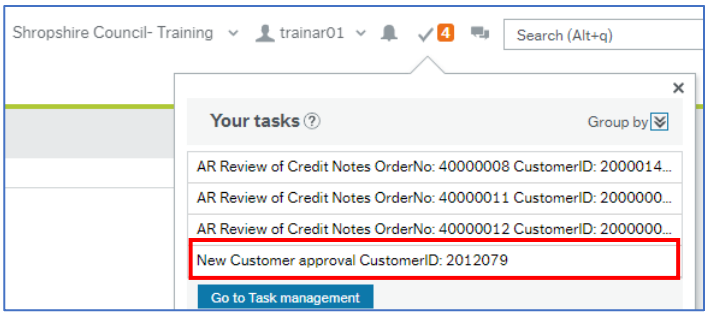
The **Success** popup will open then close after a few seconds.

The number of outstanding Tasks is reduced

9.3. Approval Tasks

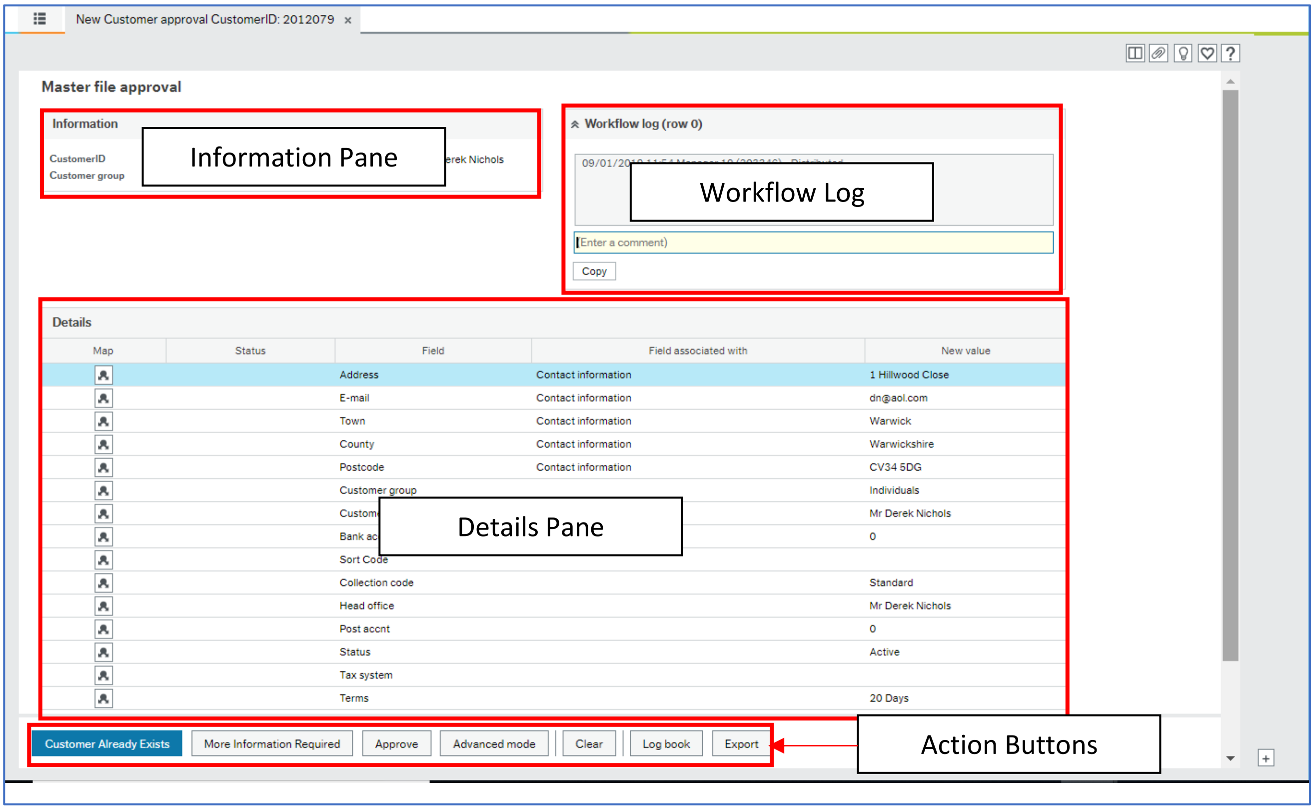
An approver can action a task in either of the two ways detailed above. Whatever type of approval is required, the actions available work in the same way.

1. Click **Tasks**



2. Select the task to be actioned

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 accnt		0
		Sort Code		
		Collection code		Standard
		Head office		Mr Derek Nichols
		Post accnt		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 produces a report that could be printed

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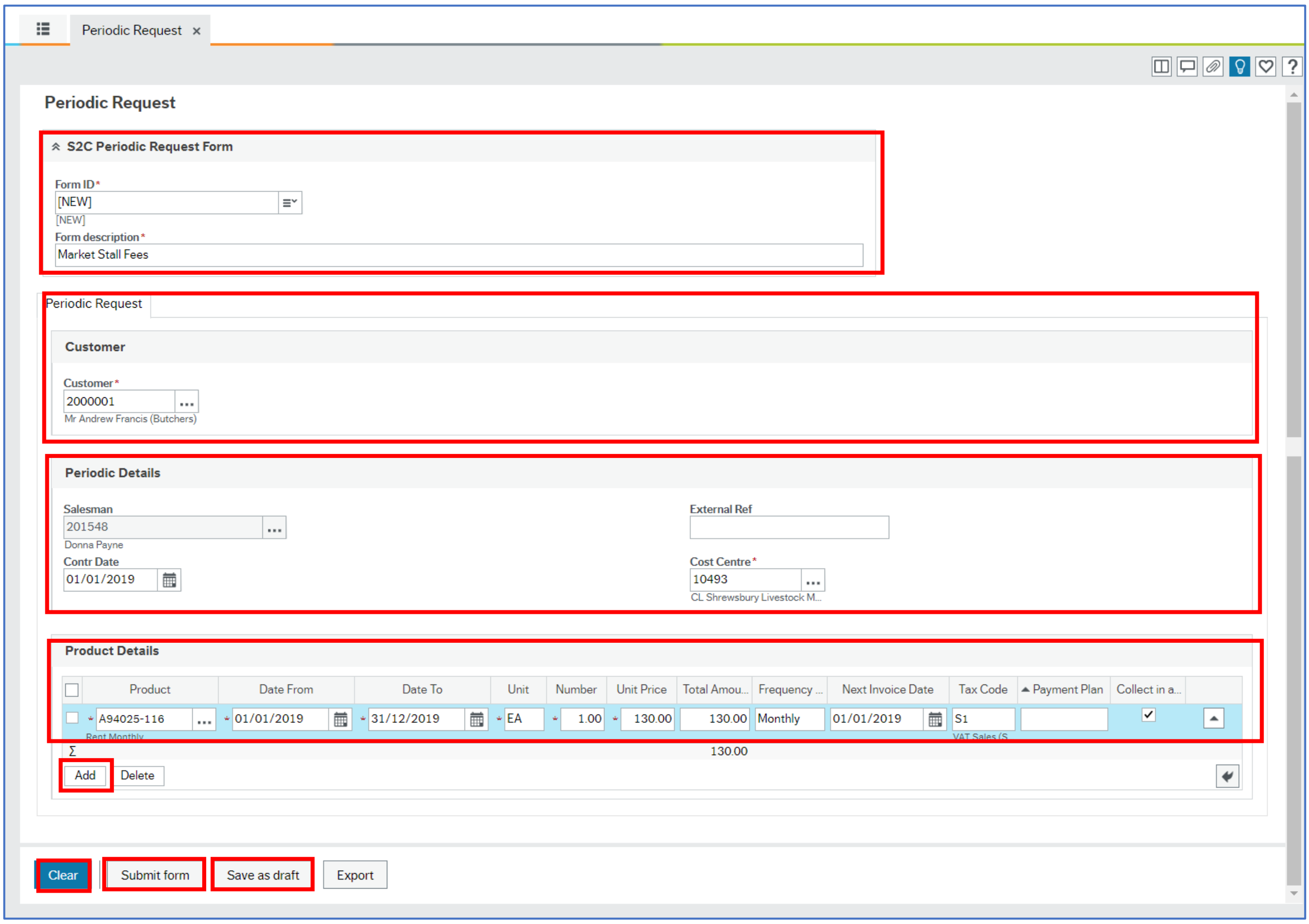
10. Periodic Invoicing

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

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



2. 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
3. Click **Add** in the **Product Details** section
4. 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

5. You can now click:

- **Clear** – which clears the contents, allowing you to start again. This also removes the Print preview button
- **Print preview** – to see what the printed form would look like. You can then press **[Ctrl**] + **[P]** to print the form
- **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.

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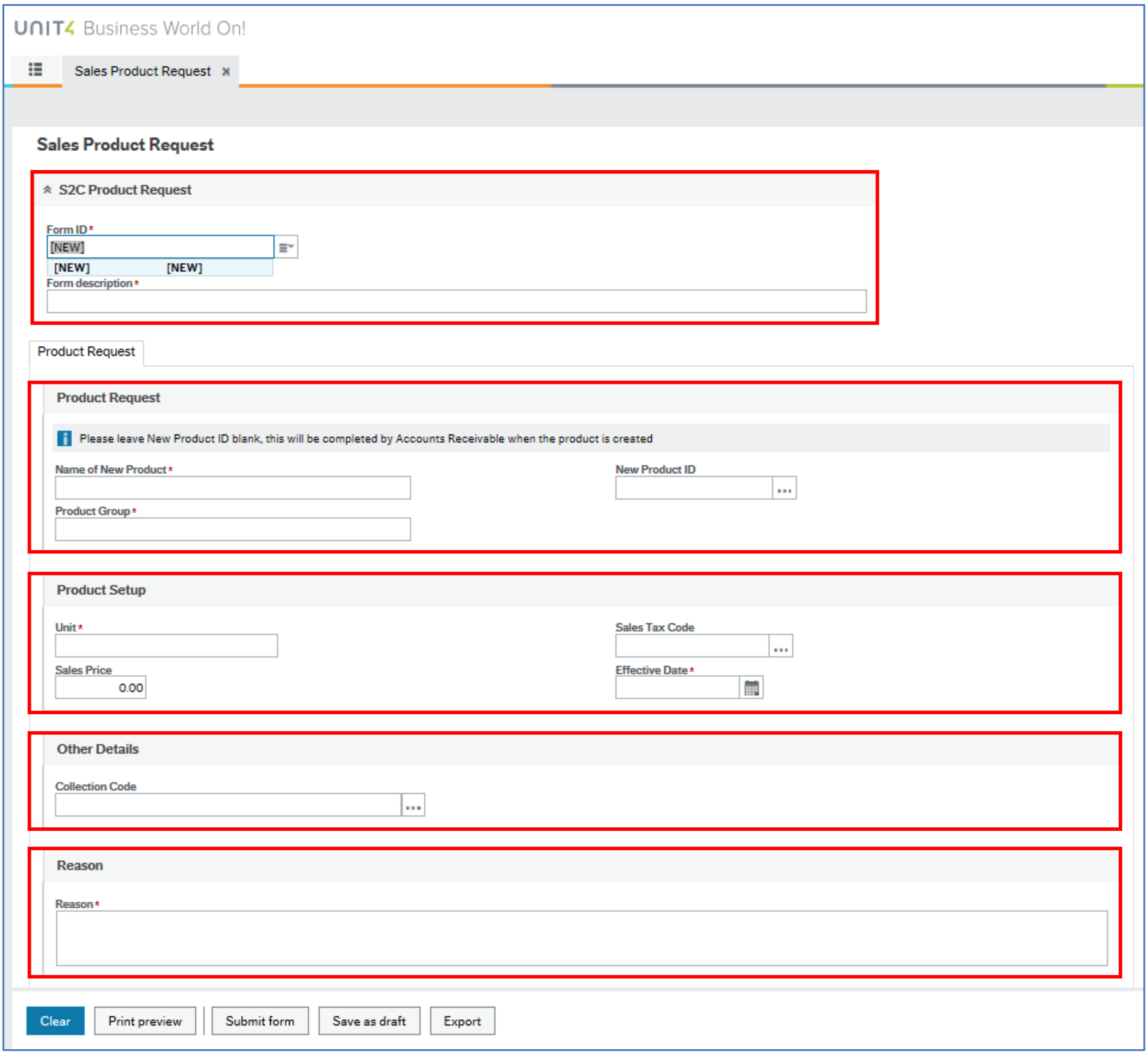
11. Sales Products

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

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



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 Accounts Receivable 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

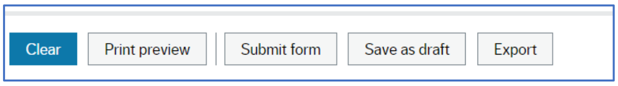
11.1.4 Other Details Section

- **Collection Code –** select Standard from the lookup

11.1.5 Reason Section

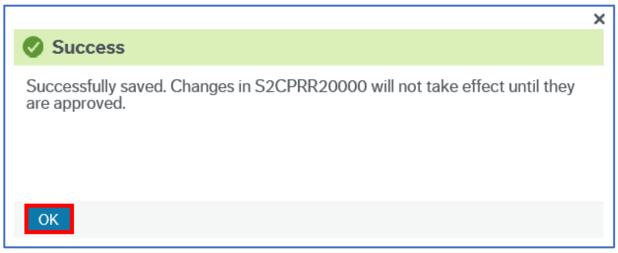
- **Reason Code*** - enter the narrative explaining why this product is required

11.1.6 Action Buttons



- **Clear** - clears the contents of the form and removes the **Print preview** button
- **Print preview** - provides a view of the printed form; use **[Ctrl]** + **[P]** to print the form
- **Submit form** - sends the form into workflow for approval

The **Success** message opens



- Click **OK** to close the message
- **Save as draft**: saves the form without sending it into the workflow

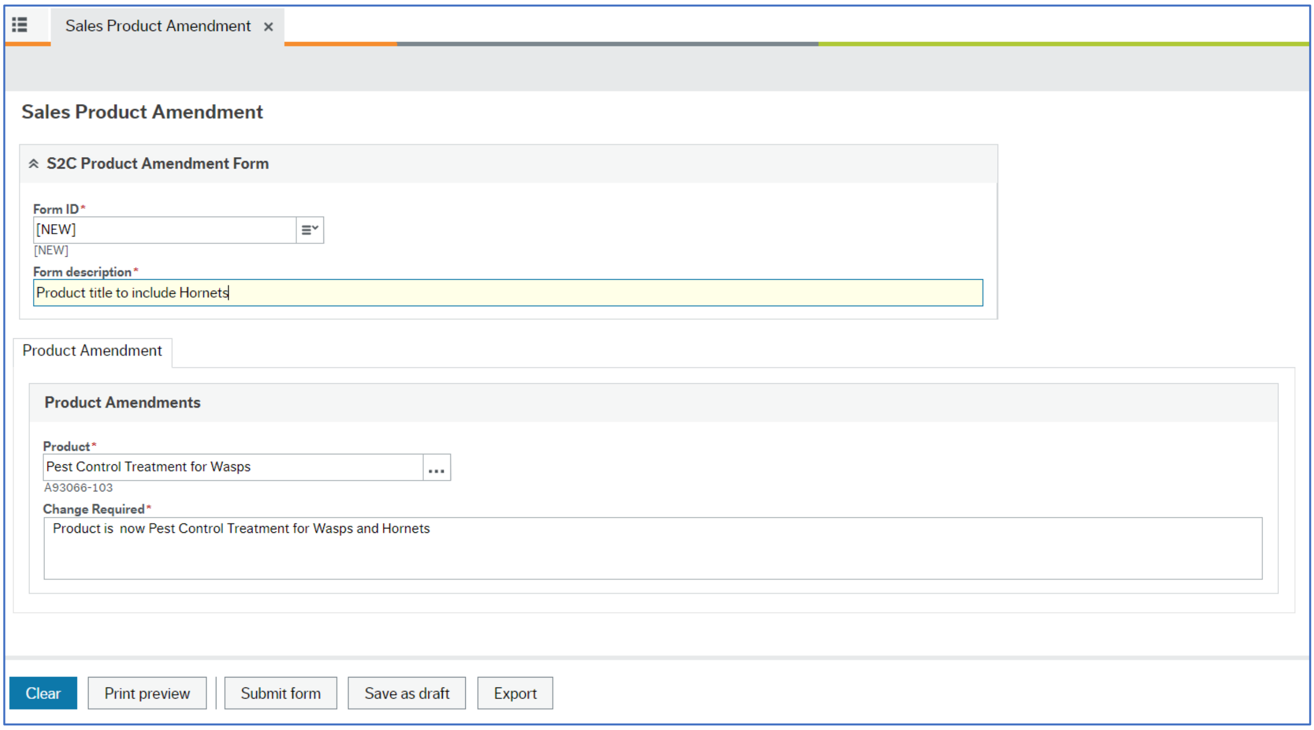
The **Success** message opens.

- 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.

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



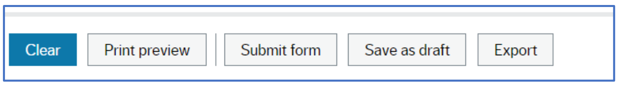
11.2.1 S2C Product Amendment Section

- **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

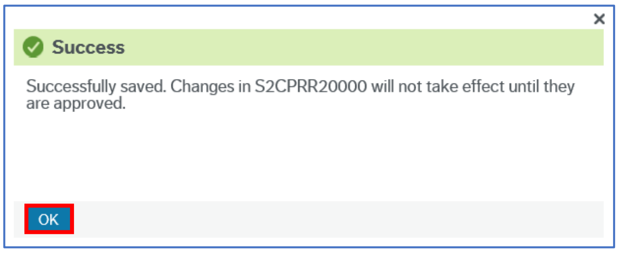
- **Product*** - enter the code or use **Value lookup** to find the code for the product
- **Change Required*** - enter the details explaining why the changes are required

11.2.3 Action Buttons



- **Clear** - clears the contents of the form and removes the **Print preview** button
- **Print preview** - provides a view of the printed form; use **[Ctrl]** + **[P]** to print the form
- **Submit form** - sends the form into workflow for approval

The **Success** message opens

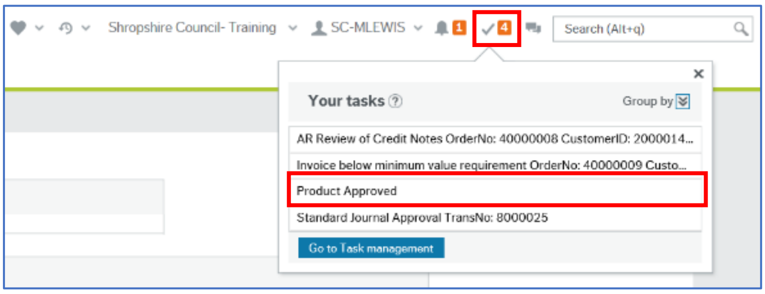


- Click **OK** to close the message
- **Save as draft**: saves the form without sending it into the workflow

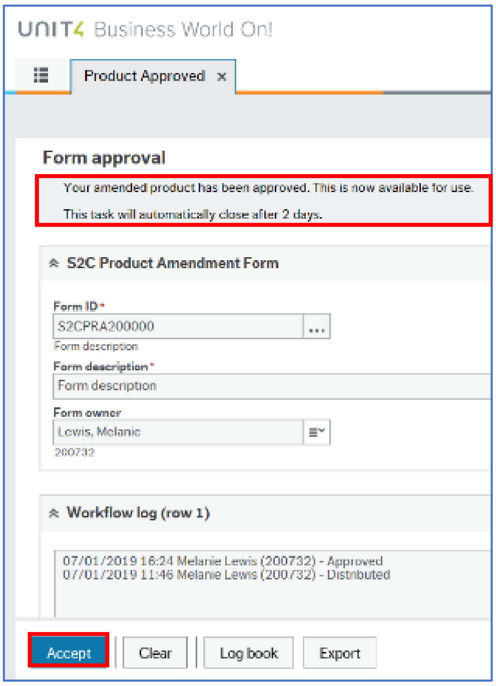
The **Success** message opens.

- 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



1. Click **Accept** to acknowledge the task.



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