

Business World User Guide Sales Ordering

Shropshire Council



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Shropshire Council General Information



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 \rightarrow Work schedule \rightarrow 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

Shropshire Council Overview



2. Overview

2.1. Customers

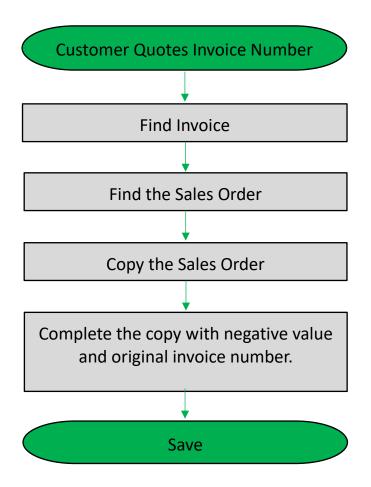
Before a Sales Order can be raised, the Customer must exist in Business World (BW). If the customer does not exist already, a new customer record must be created In BW. When the record is saved it will be workflowed for approval and cannot be used until it is approved.

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.

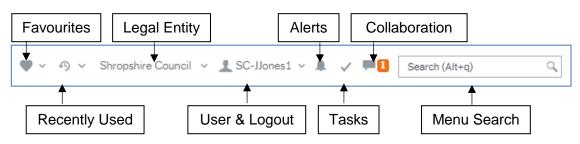
Unit4 Business	World On!	🆤 🗸 🥱 🗸 Shropshire Counc	icil 🗸 🗶 SC-PBROWN 🗸 🌲 🖌 🤫 Search (Alt+q) 🔍
∎ ← C)pen Main Menu		
Menu]	Global Toolbar	Page Toolbar 🔸 🖾 🛛 ?
Your employment	Start pages	Your employment ♀ Organisation Chart	Favourites (1) No forvourites
Forms	Timesheets	♀ Line Manager Structure	
Time and expenses Personnel	☐ Absences ☐ Communities	Content Pane	Favourites Pane
Main	Your employment	Your development	
Menu	 Personnel information Absences Activate your substitutes 	Course catalogue Required courses Evaluation form	Recently used Custom widgets
Information pages		Competences Competence information	Recently Used Pane
Common			
Reports			Addition Incident Form +

- 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.

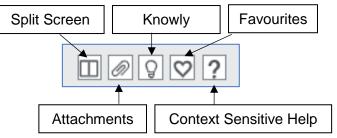


- Favourites opens the list of favourite shortcuts
- Recently Used opens the list of recently used pages
- Legal Entity displays the organisation you are logged in to
- User & Logout displays your user name and the drop down contains options, including Logout
- Alerts is where your alerts are accessed 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.

IT4 Business World On!			🆤 🗸 🔊	 Shropshire Counci 	il- Training 🐱 🧘 Trainee0	1 🗸 🌲 3
Sales orders × Workflow enq	uiry - Sales orders 🗙	Complete Inv No OrderN	lo: 40000282 Customerl 🗙			
les orders						
les order Delivery						
Sales order	References		Invoice	Dates	3	
Customer*	Responsible*		Currency	Period	*	
2000952	Trainee 01	•	GBP			201806
Black Country Nhs Found Trust	Salesman*		Sterling Pound (GB)	Deliver	ry date	
Customer address	Trainee 01	-	Pay method		3/2019	i i i i i i i i i i i i i i i i i i i
Black Country Nhs Found Trust Shropshire Council	External refere	nces	Other	Follow	-up	
Shropshire Council SY2 6ND Shrewsbury	·		Payment terms		3/2019	i
Order type *	External order	D	20 Days	▼ Order	date*	
Standard SO			Invoice recipient*	28/03	3/2019	i
Status*			2000952			
			Black Country Nhs Found Trust Consolidated invoice			
To invoice						

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



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.

Shropshire Council-	Training 🗸 👤 DBlack		Search (Alt+q)	٩
	Alerts	Current	×	
	Competence Added IntellAgent		×	
	Archive all Delete all			

1. Click Alerts

2. Click a specific alert to see more details

Competend				
Dea Black, Davi				
Alert to the resou	irce when a cor	mptence is added		
Resource ID	Name	Competence Type	Competency	Level
		v.		
200162	Black, David		HE0019	
	Black, David			
200162	Black, David			
200162 Kind regards HR Department	<u>.</u>		HE0019	

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

Shropshire Council- Trainir	ng 🗸 👤 Trainee01 🗸 🌲 🛛 🗸	Search (Alt+q)
		×
	Your tasks ⑦	Group by 😻 2
	Complete Inv No OrderNo: 4000020	02 CustomerID: 2000032 Co: SC C
	Missing goods received Co: SC Tran	sNo: 3004012 Name: British Library
	Go to Task management	
	Go to Task management	

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

UNIT	4 B	usiness	World	On!					♥ × の ×	Shropshire Council-	Fraining 🗸	1 Trainee0	1 🗸 🌲 🕄	V 3
:=	Rej	jected Cre	dit Note C	OrderNo: 4000	00008 Custo ×									
	Order	lines												
								-	_		_			
		#		Product	 Description 	Quantity	Price	Curr. amount	Tax curr.amount	Total curr. amount	Currency	Status N		
		1		A91070-101 Quarterly Rent	Quarterly Rent	1.00	-286.00	-286.00	-57.20	-343.20	GBP	N		
Σ						1.00		-286.00	-57.20	-343.20				
1	Add	Delete	Reset	Park Close	e Terminate Se	arch products							*	
3	≫ Ado	ditional pro	oduct info	ormation						28/ (EM 16/ (20 rea	03/2019 14: I-JENSOR) 01/2019 12: 0332) - Rejec sons for rejec	37 Jeremy Enso 41 TrainAP 01 tted - "Enter tion here"	or	
Sav	/e	Clear	Open	Export	Copy sales orde	f								

- 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

・ ふ、 Shropshire Council- Trainin	g 🗸 Trainee01 🗸 🌲 3 🗸 4 Nasks	Search (Alt+q)
		×
	Your tasks ⑦	Group by 😻 🤰 🤰
	Complete Inv No OrderNo: 40000202 Cus	tomerID: 2000032 Co: SC C
	Missing goods received Co: SC TransNo: 3	004012 Name: British Library
	Rejected Credit Note OrderNo: 40000282	CustomerID: 2000954 Co:
	Supplier Documentation Required SupplD:	1007455 Supplier group: G
Active Historical	Go to Task management	

- 2. Click Go to Task management
- 3. Select the Task type in this case Rejected Credit Note

4. Click the required task

UNI	T4 Business World On!			♥ ~ 少 ~	Shropshire Council- Training	🗸 🖌 Trainee01 🗸 📕	13 /4 4	Sear
:=	Workflow enquiry - Sales orders × Task m	anagement ×						
Overd	Search for tasks Q C Task description	1 A9:	Product Description 3069-100 Annual Charge fc	Quantity Price	Curr. amount Tax curr.amo		Status N N	•
Complete Inv No	Client: SC, Workflow step: Rejected Credit Note, Process name: Sales Ordering, OrderNo: 40000282, CustomerID: 2000954, Co: SC, Co: SC	Ann	Charge					
Missing goods		Σ Add Delete Reset	Park Close Terminate	1.00 Search products	-25.00 0.00	☆ Wor	rkflow log (ro	
 Rejected Credit Note 		Save Clear Open	Export Copy sales	s order		- Rej Cred to £! resul	a comment)	· ·

- 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.

				-				
Shropshire Council	~	SC-JJones1	~		1	, 1	Search (Alt+q)	0

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Version 0.1



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

Unit4 Business World On!	🆤 🗸 🐴 🗸 Shropshire Council-Training 🗸 🕺 Trainee01 v 🌲 🖸 🗸 🔁 🦉 Search (Alt+q) 🔍
Workflow enquiry - Sales orders × Sales orders × Maintenance of open items ×	
Maintenance of open items	i i
Selection criteria	
Customer* Load historical items	
Black Country Nhs Found Trust	
Period InvoiceNo 0	
Load	

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.

 Maintenance of open items Sales orders 	aining 🗸 Trainee01 🗸 🜲 3 🗸 2 🤜 Search (Alt+q) 🔍
Workflow enquiry - Sales orders	Favourites ?
 Personnel information Absences Activate your substitutes 	 Maintenance of open items Sales orders Workflow enquiry - Sales orders

- 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

Unit4 Business World On!		♥ < 49 ×	Shropshire Council- Training $\ \ \lor$	👤 Trainee01 🗸 🖺 3	V2 🖏 Search (Alt+q)
Maintenance of open items ×					
					🗆 🖉 🛇
Maintenance of open items					
Selection criteria					
Customer*	Load historical items				
Period	InvoiceNo				
0					

2. Click the blue Remove from favourites icon

 ♥ ✓ 𝔅 Shropshire Council- Training ✓ ⊥ Trainee01 ✓ ☑ Sales orders ☑ Workflow enquiry - Sales orders 	✓ 🖡 3 ✓ 2 🤜 Search (Alt+q) Q
Your employment	Favourites ⑦
 Personnel information Absences 	Sales ordersWorkflow enquiry - Sales orders

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.

JNIT4 Business V	Vorld On!	🆤 🗸 🧐 🗸 Shropshire Council- Trai	ining 🗸 🛓 trainer01 🗸 🌲 🗸 🤜 Search (Alt+q) 🔍
=			
Menu			
	Customer information	Sales orders	▲ Favourites ⑦
Your employment	Customer Customer group	Sales orders Simple sales orders	Purchasing Absences
Forms	 Maintenance of open items Workflow enquiry - Open items 	Mass sales orders Mass sales order processing	
Time and expenses	Workflow user log - Open items	Free-text orders Sales order confirmation	
Personnel	Statement of accounts	Workflow enquiry - Sales orders	Recently used
Procurement	Payment recipientPayment plan template	 Workflow user log - Sales orders Credit notes 	Training needs Sales orders
UK Products		Workflow enquiry - Credit notesWorkflow user log - Credit notes	Purchasing
Customers and sales		Copy invoice	Absences
▼	Reports	Free-text invoicing	 Requisitions - standard

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

UNIT4 Business World On!		🆤 🗸 🤨 🗸 Shropsh	ire Council- Training 🗸 👤 Trainee01 🗸 🌲 🕄	🗸 🔁 🤜 Search (Alt+q) 🔍
Sales orders ×				
				💷 🖉 💟 ?
Sales order Delivery				Î
Sales order	References	Invoice	Dates	
Customer*	Responsible Trainee 01	Currency*	Period* 201806	
Customer address	Salesman Trainee 01	Pay method 👻	Delivery date 28/03/2019	
Order type	External references	Payment terms	Follow-up 28/03/2019	
Standard SO Status	External order ID	Invoice recipient*	Order date* 28/03/2019	
To invoice 👻		Consolidated invoice		

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.

UNIT4 Business World On!			🖤 🗸 🤣 🗸 Shropshire	Council- Training 🗸 👤 Trainee01	× .0	1 3 🗸 2 👼 Search (Alt+q) 🔍
Sales orders ×			i≡			
		• 🖉 🖓 💙 ?				€ 🔲 🛛 ?
Sales orders		A	Menu			
Sales order Delivery			A	Start pages	-	Favourites ⑦
						A Sales orders
Sales order	References	Invoice	Your employment	Purchasing		G Workflow enquiry - Sales orders
Customer*	Responsible Trainee 01	Currency*	Forms	Expenses		
Customer address	Salesman Trainee 01	Pay method	Time and expenses	Timesheets		
	External references	Payment term		Absences		
Order type Standard SO	External order ID	Invoice recipie	Procurement	Communities		
Status To invoice		Consolidated			-11	Recently used
			UK Products	Your employment		Expenses
☆ Default GL analysis			Customers and sales	Organisation Chart		Maintenance of open items

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

Unit4 Business World On!			🖤 🗸 🔿 🗸 Shropshire Council- Training 🗸 👤 Trainee01 🗸 🗍 🖸 🗸 🗖 Search (Alt+q) 🔍
Sales orders ×			Expenses x
	→	0 0 7	
Sales orders		<u>^</u>	
Sales order Delivery			Expenses
			New expense claim ⑦
Sales order	References	Invoice	
Customer*	Responsible Trainee 01	Currency*	G Expenses

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

Unit4 Business World On!		\$ ~ 3	 Shropshire Co 	ouncil- Training 🗸	👤 Trainee01 🗸 🌲 3	√2	Search (Alt+q)
Sales orders × Expenses ×							
							□ @ ♀ ♥ ?
Sales order Delivery							<u>_</u>
Sales order	References	Invoice		Dates			
Customer*	Responsible Trainee 01 Salesman Trainee 01	Currency* Pay method		Period * Delivery date 28/03/2019	201806		

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

UNIT4 Business World On!	🆤 🗸 4) 🗸 Shropshire Council 🗸 🗶 SC-DBlack 🗸 🌲 🚺 👎 Search (Alt+q) 🔍
Customer Customer Contact information Invoice Payment Relation Action overview Customer	External Delegates
Lookup Lookup Customer ID Customer ID Customer ID Customer group* Customer group* Customer group* United Kingdom G8 Language*	The Estate Of Mrs K Miles Miss Claire Miles Mr Simon Miles Mrs Brenda Miles Ms Clair J Miles
English UK Lookup marks No matching values found. Save Clear New Copy Export Workflow map Outpu	t filter

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

IT4 Business World On!	🆤 🗸 40 🗸 Shropshire Council 🗸 SC-DBlack 🗸 🌲 🚺 🖏 Search (Alt+q)	(
Customer ×		
istomer		
ustomer Contact information In	e Payment Relation Action overview External Delegates	
Customer		
Lookup		
Customer ID	Customer name *	
[NEW]	Mrs Mary Marks	
L		
Customer group * Individuals IN Country * United Kingdom GB Language * English UK EN Head office * Mrs Mary Marks [NEW] Sundry	Customer identification Notes Company registration number VAT registration number VAT registration number MRS MARY M External ref* NA Supplier ID 	
Save Clear New Co	Export Workflow map Output filter	+

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

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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

tomer						
stomer Contact information Invoice	Payment	Relation Action overview	External Delegates			
Customer						
_ookup						
Address						
Address type		Street address	Town	County	Postcode	Contact
General	41 Bowl	ing Road			CV34 4DG	
Add Delete						
 Address details Address 		Phone numbers		E-mail and website		
Address type*		Telephone		E-mail		
Address type* General	-	Telephone 01234789654]	E-mail asl@aol.com		
General Street address	•]			
General	•	01234789654 Telefax Mobile]	asl@aol.com E-mail cc URL		
General Street address 41 Bowling Road	•	01234789654 Telefax Mobile 07777654789]	asl@aol.com E-mail cc		
General Street address 41 Bowling Road Country*	• •	01234789654 Telefax Mobile		asl@aol.com E-mail cc URL		
General Street address 41 Bowling Road Country* United Kingdom		01234789654 Telefax Mobile 07777654789 Telephone 2]]]	asl@aol.com E-mail cc URL		
General Street address 41 Bowling Road Country*		01234789654 Telefax Mobile 07777654789		asl@aol.com E-mail cc URL		
General Street address 41 Bowling Road Country* United Kingdom Postcode		01234789654 Telefax Mobile 07777654789 Telephone 2]]]]	asl@aol.com E-mail cc URL		
General Street address 41 Bowling Road Country* United Kingdom Postcode CV34 4DG		01234789654 Telefax Mobile 07777654789 Telephone 2]]]	asl@aol.com E-mail cc URL		
General Street address 41 Bowling Road Country* United Kingdom Postcode CV34 4DG Town Warwick County		01234789654 Telefax Mobile 07777654789 Telephone 2]]] bering	asl@aol.com E-mail cc URL		
General Street address 41 Bowling Road Country* United Kingdom Postcode CV34 4DG Town Warwick		01234789654 Telefax Mobile 07777654789 Telephone 2 Home European Article Numb]]] bering	asl@aol.com E-mail cc URL www.mmarks.com		
General Street address 41 Bowling Road Country* United Kingdom Postcode CV34 4DG Town Warwick County		01234789654 Telefax Mobile 07777654789 Telephone 2 Home	bering	asl@aol.com E-mail cc URL www.mmarks.com Contact person Name		
General Street address 41 Bowling Road Country* United Kingdom Postcode CV34 4DG Town Warwick County		01234789654 Telefax Mobile 07777654789 Telephone 2 Home European Article Numb	bering	asl@aol.com E-mail cc URL www.mmarks.com Contact person Name Mrs Mary Marks		
General Street address 41 Bowling Road Country* United Kingdom Postcode CV34 4DG Town Warwick County		01234789654 Telefax Mobile 07777654789 Telephone 2 Home European Article Numb]]] bering	asl@aol.com E-mail cc URL www.mmarks.com Contact person Name		

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

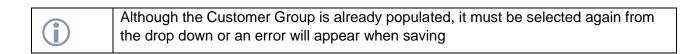
This tab is read only.

4.1.5 The Relation Tab

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

tomer Contact information	Invoice Payment	Relation	Action overview	External Delegates				
Customer								
Lookup ***								
] Re	elation			Relation value		Description		
Debt Recovery Officer (S2CDEE	STRECO)							
Customer group (CUSTGRP)			IN		Individuals			
Whole of Government Accounts	(WGA)		ZZZZZZ		Not Applicable			
PO Required on Sales Invoice (F	OREQ)		N No					
Customer Legacy Reference (C	USTLEGACY)							
Shropshire Area Customer (SAC))		L		Local	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



- 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 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.

	×
Success	
Successfully saved. Customer ID 2012967 is now created and is sent for approval.	
ок	

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 \rightarrow Sales orders \rightarrow Sales orders

Sales orders ×			
Sales orders Sales order Sales order	References	Invoice	Dates
Customer* 2012966 Mr Samuel Wiles Customer address Mr Samuel Wiles 4 Warwick Close CV34 4DG Warwick Order type* Standard SO Status* To invoice	Responsible* Donald Black Salesman* Donald Black External references External order ID	Sterling Pound (GB)	Period* 201807 Delivery date 17/12/2018 Follow-up 17/12/2018 Order date* 17/12/2018
* Default GL analysis Costc* 11029 Waste Client Team	Noprint N r	•	

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:
 - o Closed when the process is complete
 - o Parked allows the sales order to be completed later
 - o 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

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Shropshire Council Sales Orders



()

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:
 - \circ **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

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Version 0.1

Shropshire Council Sales Orders



Driving value from your business systems

#	Pro	duct	Description	Quantity	Price	Curr. amount	Tax curr.amo	Total curr. amo	Currency	Status	
] 1	* A93069-100 Annual Charge for 2		ual Charge for 2nd Green Gar(1.00	150.00	150.00	0.00	150.0	0 GBP	N N	4
Add Dele	te Reset Park Ck	ose Terminate S	Search products	1.00		150.00	0.00	150.0	0		
Addition Product Product t		Amou Amoun Discour Tax pere	t use It percent 0.	00000	Discount Non-recove	rable VAT		0.00	Workflow (Enter a com Copy)
GL Analy #	Account	Costc	Cat7	Tax cod	e	Tax syster	n P	Percentage	Amou	unt	
#	A93069		SC01 * S Shropshire Council VAT	S2 Sales (Exempt)				100.00000		150.00	
π	Second green garden bin char	Waste Client Team									

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

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Shropshire Council Sales Orders



business systems

			×
Posting cycles			
Please select a number cycle			
Π	Period	Description	Next TransNo
PS	201807	Periodic Sales	40002680
SO	201807	Sales Orders	40002680
S1	201807	Sales Orders (Adult Care)	40002680
OK			

A Success popup will open with the Sales order number.

X
Success
The sales order was saved with order no: 40002680
ОК

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

Maintena	nce of open items	×						
								💷 🖉 🖓 🛛
Maintenance	e of open item	s						
Selection crit	eria							
Customer* 2000000	Ξ,	Load histor ✓	ical items					
Period		InvoiceNo						
Load								
Open items	listorical items							
#	Zoom	PP	Мар	Invoice number	Invoice date	Due date	Status	Interest status
1	٩			7000001	18/12/2018	07/01/2019	Active	Uncharged
2	٩		2	7000002	18/12/2018	07/01/2019	Active	Uncharged

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

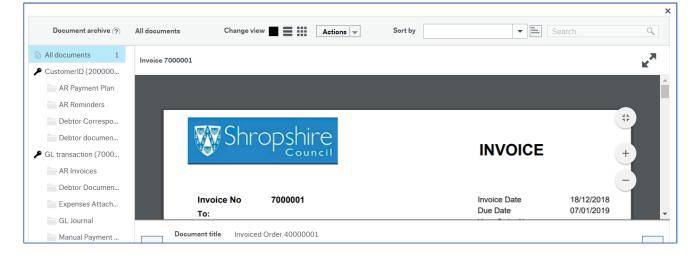
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Shropshire Council Sales Orders

Embridge Consulting

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

The Document archive popup opens with the invoice displayed.



Shropshire Council Copy Invoice



6. Copy Invoice

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

1. Navigate to Customers and sales \rightarrow Sales orders \rightarrow Copy invoice.

Unit4 Business World On!	
Copy invoice ×	
Copy invoice	
Variant Copy invoice	•
℅ General parameters	
Open parameters	
Invoice number from *	1
Invoice number to *	999999999999999999
Order number from *	1
Order number to *	99999999999999999
Run cons. invoicing	
Consolidate AR	
Cons. invoiceNo from *	1
Cons. invoiceNo to *	99999999999999999
Customer group *	× *

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

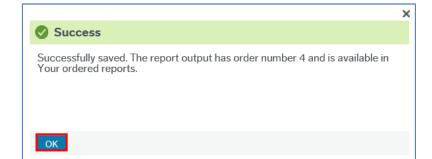
- 2. Invoice number enter the same invoice number in the Invoice number from and Invoice number to fields, pressing [TAB] after each entry.
- 3. Order number enter the same order number in the Order number from and Order number to fields, pressing [TAB] after each entry.
- 4. Click Save.

Connect to master Text variant		
		•
Envelope Window (R or L)	R	
℅ Fixed parameters		
➢ Printer parameters		

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

Shropshire Council Copy Invoice





6. Click OK.

7. Navigate to **Common** \rightarrow **Your ordered reports**.

JOIT4 Business World On!			♥ × -9 ×	Shropshire Council- Train	ing 🗸 👤 tr
Your ordered reports ×					
Your ordered reports					
Scheduled					
From 16/01/2019 🛅 To	16/01/2019				
Filter		-			
Ordered reports	rder number Scheduled	Completed Server queue	File name Star	tus Zoom Show log	
				•	Filter
Default Varia SO07	4 16/01/2019 16	/01/2019 DEFAULT	so07f2_4.pdf Finish	ned 🔍 🖻	

- 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.

Shropshire	COPY INVOICE
Invoice No 7000007	Invoice Date 09/01/2019 Due Date 29/01/2019
To: Barden Network Engineering	Your Order No
Shropshire Council Shrewsbury	Ordered By TrainAR 01
Shropshire SY2 6ND	Customer No 2000545
	VAT Reg No GB 1623 474 72

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

Mainte	Maintenance of open items ×						
Maintenar	ice of open item	s					
Selection c	riteria						
Customer* 2000000	≡*	Load histo	rical items				
Mr Samuel Wile Period 0		InvoiceNo					
Load							
Open items	Historical items						
#	Zoom	PP	Мар	Invoice number	Invoice date	Due date	
				Invoice number - Filt	in line		
1	٩		.8	700001	18/12/2018	07/01/2019	
2	٩			700002	18/12/2018	07/01/2019	
Σ							

- 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.

			×
Invoice details			
Previous Next			
Header			
Invoice number 7000001	Customer ID 2000000 2000000	Customer name Mr Samuel Wiles	
☆ Invoice details			
Due date 07/01/2019	Transaction number 7000001	Account B22000	
Invoice date 18/12/2018	Sequence number 0	Costc 11029	
Order number 40000001	Period Sept 2018	Cat 7 SC01	
	Description		

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

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- 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

Sales orders ×				
Sales order Sales order Delivery				
Sales order	References	Invoice	Dates	
Customer* 2000000 •••• Mr Samuel Wiles ••• Shropshire Council •• Shropshire Council • Stratus* • To invoice •	Responsible Donna Payne Salesman Donna Payne External references External order ID	Currency* GBP Stering Pound (GB) Pay method BACS Payment terms 20 Days Invoice recipient* 200000 Wr Samuel Wiles Consolidated invoice	Period* 201806 Delivery date 18/12/2018 Follow-up 18/12/2018 Order date* 18/12/2018	
Save Clear Open Export	Copy sales order			

- 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

 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
(j)	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**



Driving value from your business systems

es orders les order Delivery										
Sales order	R	References		Invoi	ice		Da	tes		
Customer*	R	esponsible*		Curre	ncy		Per	iod*		
2000000		Donna Payne	-	GBP	ildy			104		201
Mr Samuel Wiles		alesman*		Sterlin	g Pound (GB)			ivery date		
Customer address		Donna Payne	•	Pay m				/12/2018		
Mr Samuel Wiles	A			BACS	5		• ·			
Shropshire Council SY2 6ND Shrewsbury		xternal references		Payme	ent terms			ow-up		
				20 Da			• 19	/12/2018		
Order type* Standard SO	- E	xternal order ID					Ord	ler date*		
					e recipient*			/12/2018		
Status*				2000						
To invoice	-				nuel Wiles blidated invoice					
Costc* 11029	N		•••							
Costc* 11029 Waste Client Team	N									
Costc* 11029 Waste Client Team	N		Quantity	Price	Curr. amount	Tax curr.amount	Total curr. am	iount Currenc	cy Status	
Waste Client Team Corder lines # A93069-1	Product	Description		Price -30.00	Curr. amount -30.00	Tax curr.amount 0.00		ount Currenc -30.00 GBP	ry Status N N	
Costc* 11029 Waste Client Team Corder lines # 1 493069-1 A93069-1	Product OO ge for 2nd Green Gar	Description	Quantity 1.00		-30.00			-30.00 GBP	N	
Costc* 11029 Waste Client Team Costc * Annual Cha Annual Cha Annual Cha Annual Cha	Product 00 00 11029	Description Refund Invoice 7000001 Costc Cat7 SC01	Quantity 1.00	-30.00	-30.00	0.00		-30.00 GBP	N N	
Costc* 11029 Waste Client Team Costc* 11029 Waste Client Team Costc* 4 0 4 493069-1 Annuel Cha Annuel Cha Costc* 4 Annuel Cha Annuel Cha 4 Annuel Cha Annuel Cha	Product 00 ncefor 2nd Green Gar 1029 nchar_ * 11029	Orego contraction of the suppressed Orego contraction of the suppressed of the supersed of the suppressed of the suppressed of the suppressed of the supersed of th	Quantity 1.00	-30.00 Tax code	-30.00	0.00 Tax system	Percentage	-30.00 GBP	N N Iount	

3. Select the Delivery tab

erNo 0 Delivery address	Invoice address	
Supplier/customer ID 2000000 Wir Samuel Wiles Contact Mr Samuel Wiles (General) ddfress type* Customer Delivery address Shropshire Council Shropshire Comment	AddressID Mr Samuel Wiles (General) Invoice address Shropshire Council Shrewsbury Shropshire	
Invoice text		⇒ Terms
nv No CN 70000004	Inv No CN 70000004 Footer text	

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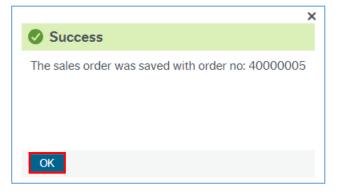


- 4. Expand the Invoice text section
- 5. Inv No CN enter the Invoice Number the credit note applies to
- 6. Click Save

The **Posting cyc**les popup will open.

Please select a number cycle			
TT	Period	Description	Next TransNo
S	201806	Periodic Sales	4000000
60	201806	Sales Orders	4000000
51	004000	Sales Orders (Adult Care)	400000

- 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

- 2. Click Workflow in progress for the relevant Credit Note.

UNIT4 Business World	Dn!
Map ×	
Workflow enquiry - Sales orders	
	Credit Note
	ready for CN Approval
	AR REVIEW OF CREDIT NOTES
Melanie Lewis (200732)	Stuart Davies (207537) TrainAR 03 (206040) Deborah Morris (200516) TrainAP 03 (200614)
	AR Approved
	CREDIT NOTE APPROVAL
5 (202791) Steven Preece (202993)	Gemma Griffiths (202734) TrainGL 01 (200482) Stepher (202773
	Approved 1:1
<	Stop

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.

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

Uorkf	ow enquiry - Customer	×						
Workflow	enquiry - Custom	er						
Search typ	e							
✓ Active ite								
✓ Historica	items							
Items								
Мар	Process name	Process step	Version no.	Workflow state	Task owner	CustomerID	Customer name	
								Load

3. Click Load

The results matching the criteria are displayed in the table.

ltems								
Мар	Process name	Process step	Version no.	Workflow state	Task owner	CustomerID	Customer name	
								Load
	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	
8	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	

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

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Shropshire Council Workflow Enquiries



8.1. Workflow map

Мар	Мар
♥?	Q ?
Мар	Мар
CustomerID:2000000 Co:SC Log book	CustomerID:2012061 Co:SC Log book
New Customer	Start New Customer Standard Customers
APPROVAL	NEW CUSTOMER
yd Stephen Cox (201697) Theresa Davis (207407) Stuart Davies (207537) Cebhora (200516	Matthew Lond (209014) Gilian Sunan (200614) Weston (201029) Carole (20300) Carole (20300) Carole (2030) Carole (2030) Carole (20300) Carole (20300) Carole (20300) Carole (20300) Carole (20300) Carole (20300) Carole (20300) Carole (20300) Carole (20300) Carole (2030) Carole (2030) Carole (2030) Carole (2030) Carole (2030) Carole (2030) Carole (20300) Carole (200
Stop (2)	53 1:1 @

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?
 - o 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.

Мар	
₽?	
	New Customer
	External Delegates
	Stop



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

 Shropshire Cou 	ncil 🗸 SC-JJones1 🗸 🌲 🔽 🗖	Search (Alt+q)	9
		×	
	Your tasks 🕐	Group by 😽	
	Customer already exists CustomerID: 2012069		
-	Customer already exists CustomerID: 2012071		
	New Customer Query CustomerID: 2012061		
	Go to Task management		

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

laster file approv	val			
Information			☆ Workflow log (row 0)	
	2012069 C	ustomer name Mrs Mary Marks	18/12/2018 12:18 Stephen Cox (201897) - Customer Alra 18/12/2018 12:11 Donna Payne (201548) - Distributed	aady Exists - "Please cancel request"
Details			(Enter a comment)	
Map	Status	Field	Field associated with	New value
۸		Address	Contact information	4 Bowling Green
8		E-mail	Contact information	
8		Town	Contact information	Warwick
		County	Contact information	Warwickshire
		Postcode	Contact information	CV34 4DG
A A				



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

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		×	
	Your tasks ?	Group by 😽	
	Customer already exists CustomerID: 2012071		
-	New Customer Query CustomerID: 2012061		
	Go to Task management		

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

:=	Task management ×								
2	Search for tasks Q C Task description C	Master file	e approval						□ @ ♀ ?
All tasks	Client: SC, Workflow step: Customer already	Informatio	n				(row 0)		
Today	exists, Process name: Customers, CustomerID: 2012071 Client: SC, Workflow step: New Customer Query, Process name: Customers, CustomerID: 2012061	CustomerID Customer gro	2012061 Pup IN	Customer name M	rs Mary arks	18/12/2018 12 Information Reg 18/12/2018 11	19 Stephen Cox (201897) - More iired 27 Donna Payne (201548) - Dist	e ributed	
Tomorrow						(Enter a commen	t)		
		Details							
e		Мар	Status	Field	Field	associated with	New value		
Overdue		8		Address	Contact infor	mation	4 Bowling Green		
Ŭ		8		E-mail	Contact infor		mmarks @:marks.com		
8		8		Town	Contact infor		Warwick		
ady.		8		County	Contact infor		Warwickshire		
tomer already		Cancel Requ	est Resubi	Postcode mit Advanced n	Contact infor		CV34 4DG		
▲ ▼									

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

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

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

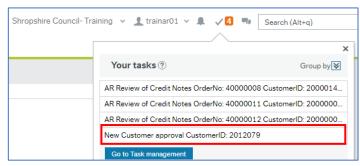
The number of outstanding Tasks is reduced



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.

Master file approv	Information	Pane rek Nicht	Workflow log (rov 09/01/20 Enter a comment) Copy	vo) Workflow Log	5	□@♀♥? ^
Map	Status	Field Address E-mail	Field as Contact information Contact information	sociated with	New value 1 Hillwood Close dn@aol.com	
8 8 8		Town County Postcode	Contact information Contact information Contact information		Warwick Warwickshire CV34 5DG	
A A A		Customer group	tails Pane		Individuals Mr Derek Nichols 0	
		Sort Code Collection code Head office			Standard Mr Derek Nichols	
		Post accnt Status Tax system Terms			0 Active 20 Days	
Customer Already Exists	More Information Require		ed mode Clear Log boo	k Export	Action Butto	ons

The Approval Task screen has four distinct areas:

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- 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 Customer group	2012079 IN	Customer name	Mr Derek Nichols

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)
	Сору

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				
Мар	Status	Field	Field associated with	New value
		Address	Contact information	1 Hillwood Close
.8		E-mail	Contact information	dn@aol.com
.8.		Town	Contact information	Warwick
2		County	Contact information	Warwickshire
		Postcode	Contact information	CV34 5DG
8		Customer group		Individuals
8		Customer name		Mr Derek Nichols
8		Bank accnt		0
8		Sort Code		
8		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.

	Customer Already Exists	More Information Required	Approve	Advanced mode	Clear Log book Export
--	-------------------------	---------------------------	---------	---------------	-----------------------

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

Shropshire Council Periodic Invoicing



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

Form ID* [NEW]	≡*									
[NEW] Form description*	-									
Market Stall Fees										
eriodic Request										
enouic Request										
Customer										
Customer*										
2000001 Mr Andrew Francis (Br	utchers)									
Periodic Details										
Salesman					External Ref					
201548 Donna Payne										
Contr Date	***				Cost Centre*	7				
01/01/2019					10493 CL Shrewsbury Livestock M.					
Product Details							Tax Codo	▲ Payment Plan	Collect in a	
Product Details		n Date	e To Unit	Number Unit Price	Total Amou Frequency .	Next Invoice Date	Tax Code			
Produ	ct Date Fro	m Date		Number Unit Price * 1.00 * 130.00	Total Amou Frequency 130.00 Monthly	Next Invoice Date 01/01/2019	S1		~	
Produ	ct Date Fro								~	

- 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:

Shropshire Council Periodic Invoicing



- **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.



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 \rightarrow Finance \rightarrow Sales Product Request

UNIT4 Business World On!
Sales Product Request ×
Sales Product Request
* S2C Product Request
Form ID *
[NEW] ≡ [NEW] [NEW]
Form description *
Product Request
Product Request
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 *
Clear Print preview Submit form Save as draft Export

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)

Shropshire Council Sales Products



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

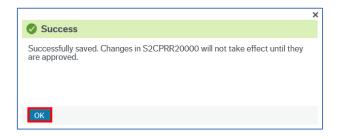
• Reason Code* - enter the narrative explaining why this product is required

11.1.6 Action Buttons

Clear	Print preview	Submit form	Save as draft	Export

- 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

Shropshire Council Sales Products



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

Sales Product Amendment ×
Sales Product Amendment
* S2C Product Amendment Form
Form ID*
[NEW] ≡
[NEW]
Form description *
Product title to include Hornets
Product Amendments
Product*
Pest Control Treatment for Wasps
Change Required*
Product is now Pest Control Treatment for Wasps and Hornets
Clear Print preview Submit form Save as draft Export

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



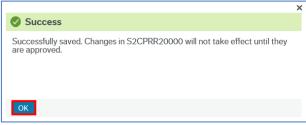
- Clear clears the contents of the form and removes the Print preview button
- Print preview provides a view of the printed form; use [Ctrl] + [P] to print the form
- Submit form sends the form into workflow for approval

The Success message opens

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- 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

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		×	
	Your tasks 🕐	Group by 😽	
	AR Review of Credit Notes OrderNo: 4000	00008 CustomerID: 2000014	
	Invoice below minimum value requirement	t OrderNo: 40000009 Custo	
	Product Approved		
	Standard Journal Approval TransNo: 8000	0025	
	Go to Task management		

1. Click Accept to acknowledge the task.

Form ap			
Your ame	ended product I	has been approve	ed. This is now available
This task	will automatica	ally close after 2 d	days.
♦ \$2C Pr	oduct Ameno	Iment Form	
× 320 FI	ouuct Ameni	mentrorm	
Form ID*			
S2CPRA2			
Form descri			
	ption		
Form desc			
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Form desi Form owne Lewis, Me 200732 & Workfl 07/01/2	ription * cription ar lanic ow log (row 1 019 16:24 Mela	nie Lewis (2007	
Form desi Form owne Lewis, Me 200732 & Workfl 07/01/2	ription * cription ar lanic ow log (row 1 019 16:24 Mela	nie Lewis (2007	32) - Approved

()

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