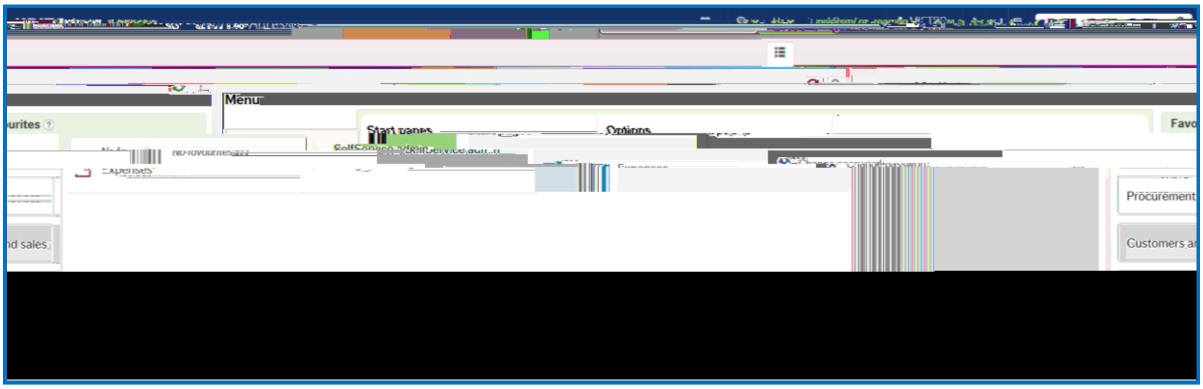
Log into Agresso Self Service.

This is the main menu screen after logging into Agresso Self Service.

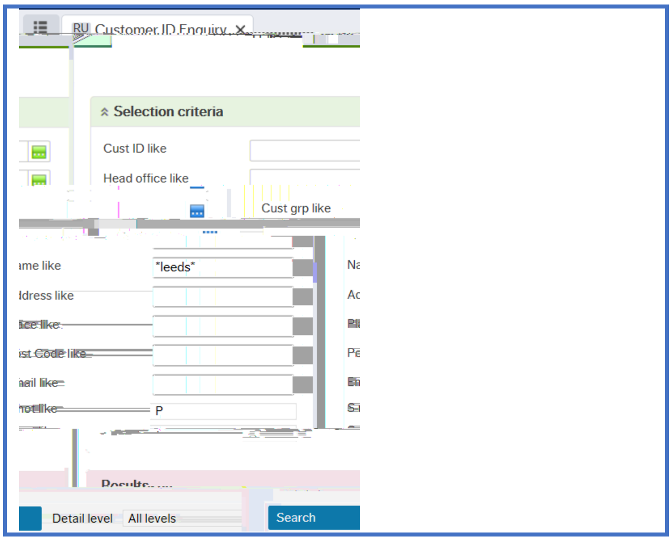


It is also possible to search for a customer at the sales order stage (see page 12 – How to raise a Sales Order).

From the main menu screen select the options Reports>Sales Order and Customer Enquiries>Customer ID Enquiry.

You have the option of either clicking the button against the associated fields to obtain the Value lookup or, enter a value in any of the fields and clicking the Search button. When searching, the wildcard * can be used.

For example, you wish to search for the customer ID of Leeds Beckett University. The search may be queried as follows:



Click Search. The following results are returned.

There may be more than one option available under the same Customer ID if the contact details differ.

You require Leeds Beckett University, Accounts Payable. You will need to select Customer ID 23141 where the contact is Accounts Payable.

Click on the customer required. The following window will appear;

Tabs – existing customers hold the following information;

- Customer – shows customer name and ID number, classification, VAT details and short name.
- Contact Information – shows the address and contact. There may be multiple lines in the address if more than one contact exists.
- Invoice – shows the payment terms, currency & credit limit.
- Payment – shows the method used by the customer to settle the sales invoice. Usually by BACS or Cheque. You will find the status of the customer here. It must be “Active” to be able to generate a sales order.
- Relation - holds rules and information applicable to the customer for Finance use.
- Action overview – shows any memos/letters sent to the customer. Usually relate to overdue payments.
- Customer Credit – view of this tab is dependent on your access rights to the system. It shows any credit check details carried out for the customer.
- Student Record

Course – course details, including dates, department and school.
Billing – details if student is classified as a "Bad Debt Student" and the history relating to the bad debt.

If you are able to find and select the correct customer, take note of the customer ID and proceed to raise a sales order, (see page 12 – How to raise a Sales Order).

If you have found the customer but the contact details differ, please contact customermasterdata@reading.ac.uk or ext. 8109 to discuss the changes required. This is also the contact for customer detail amendments and queries.

If you can't find your customer proceed to How to set up a new customer, see page 7.

The Other details section should be completed as noted below by the numbers against each field.

the subject is “Customer Setup Form Number XXXXX”, repl

Entry Requirements – please complete the fields as noted below by the number against each field.

1. Address Type – select the address label based on information provided above. Options available are:

2-5. Address 2 – 4 – populate address details using only the number of fields required.

6. Town/City – enter town/city.
7. Post Code – enter post code.
8. Country – defaults to GB. Change as required.
9. Email address – enter the email address where the Sales Invoice needs to be sent for review and payment. Failure to do so will result in the Customer set up being rejected.
10. CC mail – enter if required.
11. Add – click if you wish to add any further addresses.
12. Delete – click to delete any address line entered.

The Credit Control Only Section (below) is for Finance Use only.

To Complete

On completion, you have the following options available, as noted below by the numbers against each field;

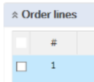
1. Clear – this will clear all data input without saving.
2. Print Preview – allows you to print preview the form
3. Submit form – saves and forwards the form to credit control and VAT team for review and to set up the customer. The form number

Checking Status of Customer ID

You are able to check the status of the request for a new customer as follows:

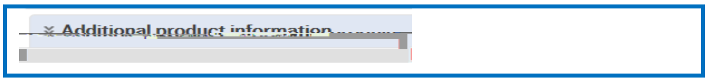
Select Menu option Reports>Sales Order & Customer Enquiries>Customer Form Status Enquiry.
You may narrow the search by entering the Form number provided in the blank row under Form No which would have been sent to you when the initial request was made.
Any line showing the status ‘C’ is now

Please take time to choose your product code carefully. This is a key element of the VAT validation process and should it not be the correct one, you will be notified by the VAT team via workflow and will need to raise a new order.

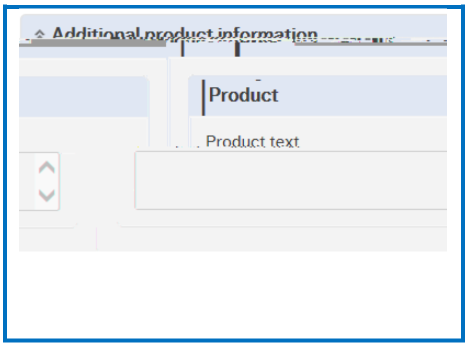
2. Description – the description will default to the product code selected. You may amend the text in this field. This text will show on the sales invoice and be recorded against the income transaction in U4BW (Agresso Back Office).
3. Quantity – enter the quantity supplied here. The quantity for Services will always be 1.
4. Price – enter the price per unit, excluding VAT.
5. Curr. Amount – will be calculated by multiplying the quantity with price and displayed in this field.
6. Add – click to add additional products within the same sales order.
7. Delete – a populated product line can be deleted completely by selecting the line  and clicking the button.
8. Reset – to reset existing order lines, select the line and click reset.
9. Park – to park existing lines, select the line and click park.
10. Close – to close existing lines, select the line and click close.
11. Terminate – to terminate existing lines, select the line and click terminate. This terminates the selected order line only. The status against this line will change to Terminated (T) and will not appear on the sales invoice.
12. Search Products – can be used to search for Products and codes without the use of wildcards. Note that the results generated currently include product codes for both P2P (3 alpha digits) followed by the SOP product codes (1 alpha followed by 4 numeric). If you select a P2P product code, the code will be rejected and a warning message will appear.

Additional Product Information

You are able to include additional text to appear in the Description box within the sales invoice by selecting



Click on the double downward facing arrows to generate the Product text box.
Enter additional product information here. You are allowed 8 lines, 50 characters per line (carriage returns count as one line). Anything above this allowance will create a second page of the sales invoice.
Useful information to add includes:
Product details:
Date of supply:
Your Ref: (name/phone number/email address)



GL Analysis

The codes selected here will determine where the sales invoice amount (income) is recorded within the financial accounts of your school/service.

Please complete the fields as noted below by numbers against each field;

1 Acc – (Account Code) enter the 4 digit numeric account code. It can be searched using the Value lookup button .
2 Costc – (Cost Code) this will default once the Project code is entered as each Project code is unique to a Cost Code.

You may see a Credit Warning appear  but it will not stop you raising an invoice. The figure shown represents the following for the customer;

Should you have any concerns about the credit limit or the outstanding debt of a customer please contact creditcontrol@reading.ac.uk. Any unpaid invoices will be recorded as an outstanding debt against the schools/services financial accounts.

If the customer has subsequently ceased to trade or goes into liquidation, credit control will manage the debt.

The sales order will now enter a workflow (see page 2, SOP Flowchart) where various validation checks will be carried out including the tax code used. If there are any issues with the sales order, you will be notified via workflow so that you may amend, update or cancel the order. You will receive an email notifying that there is a task awaiting your attention in Agresso Self Service.

If all is fine, you will receive an email with a copy invoice attached as will the person on whose behalf you have raised the invoice if you added another member of staff's name at the order entry stage. A pdf version of the invoice will be emailed to the customer where an email exists. If one does not exist, a paper copy will be posted by the credit control team.

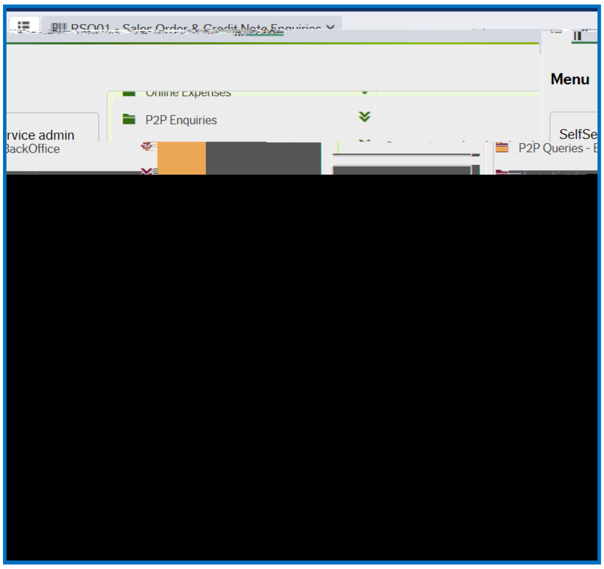
You are able to check the status of your sales order by accessing a number of reports available.

You can see if an invoice number has been assigned or look at the workflow in more detail to find out what is happening to your order by choosing the 'Links to Reports' column (the very last column to the right hand side of the report – you may need to scroll across the screen to see this column). The following statuses apply:

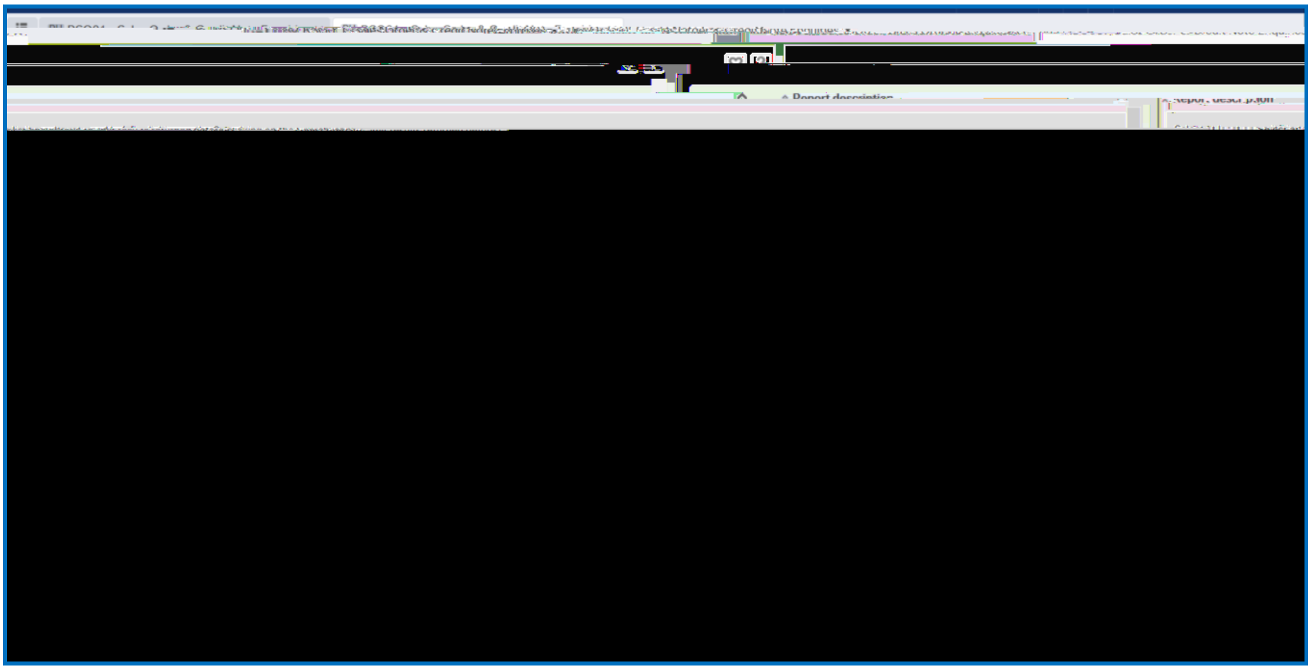
N = Not Invoiced

F = Finished (Invoiced).

Log into Agresso Self Service. Select Reports>Sales Order & Customer Enquiries



Select report RSO01 – Sales Order & Credit Note Enquiries.



Enter the sales order number in the field Sales Order Number like, click Search Search .

This will return each line entry for your sales order. Scroll to the very end of the result to reveal the last column called Links to reports. In Select Link, click on the drop down.

Select Sales order Workflow Enquiry. This will show those lines where the workflow is in progress.

Click on Workflow in Progress to show you the workflow of your sales order/credit note. This will create a Map window displaying the workflow and a log book tab.

You may hover around each item within the workflow for more detail.

Understanding the Workflow

Anything highlighted in green with a green border such as this means that stage of the workflow is complete. Any

Information (Sales Tax Codes)

Listed below are the current Sales Tax Codes used.

ST *Standard Rate (20%)*
Sale of goods (including sale to members of staff).
Royalties

S1033	

S1075	Land sale (if option to tax on land)	Sales
S1076	Legacy Income	Sales
S1077	Licences	Sales
S1078	Livestock	Sales
S1079	Maintenance	Sales
S1080	Maintenance-VAT exempt	Sales
S1081	Marking	Sales

Product Code	

S1115	Room hire -VAT standard rate	Sales

S1155	Workshop	Sales
S1156	Sale of book/booklet (hard copy)	Sales