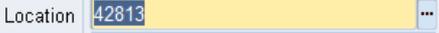
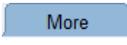


Invoice External Sales – Quick Reference

Internal Trade (Sales to other Departments) – see Internal Trade training
External Sales Invoicing (sales to most Colleges and everyone else) – see below

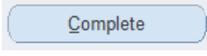
Transaction Screen

1. **Transaction Source** field: 
Primary Purpose: Non-Trading (Education with a public benefit) or Trading (everything else)
2. **Ship to** field: part enter your Customer's name with wildcards (e.g. %morris%) and Tab. Select the Ship to address from the list; Bill to address will default in.
 - a. **Note1:** If Customer still not listed you will need to fill in a New Customer sales form on the finance website
 - b. **Note2:** If Customer has several addresses you may need to change the 'location' click on List of Values icon to do this 
3. Enter **Contact** names for both addresses.
4. Click  to enter **Purchase Order**
5. Optionally enter (remember NO SPELL CHECK)
 - a. **Special Instructions** – will appear on Printed Invoice
 - b. **Comments** – will appear for Credit Control
6. **Attach** an electronic version of the Purchase Order 

Line Items Screen

1. Click  to enter your item details
2. Click on the LOV. Then add a % for the Reduced Criteria box to open the full Line Items List.
3. Enter a key word/part of a key word search with wildcards (e.g. %educ%). Select the appropriate **Line Item**.
4. Change the default **Description** to a full and relevant description of the goods/services being sold and complete the remainder of the line. Use  or Ctrl E to expand field
5. **Distributions:** amend to the correct Department's cost centre and coding string.
6. Return to the Transaction Screen.

Transaction Screen

1. Click 
2. **Note down Invoice Number**
3. **Preview** the Transaction

Navigator > Print Invoices

1. Return to **Navigator > Print Invoices** option to run a Print Request.
2. Save as a PDF and manually attach to a covering email, together with any attachments (which must be saved to the invoice in Oracle).

Crediting External Sales – Quick Reference

Credits should always be against an invoice – other queries please contact Credit Control

Before Raising the Credit

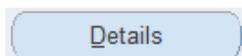
7. Find your invoice:

Known invoice number – use Query Mode (F11/Ctrl F11)

Unknown invoice number – use *Transactions > Transaction Summary* screen to search

8. Review the invoice lines to confirm if it is **the correct invoice**.

9. Check the **Details** field to check if any payment has been made against the invoice.



Payments will 'lock' the invoice and stop a credit being raised

10. If there is a payment: email creditcontrol@admin.ox.ac.uk ask them to 'unapply' the payment and confirm what should be done with the payment, e.g. re-apply to another invoice, refund etc.

Raise the Credit

7. Within the invoice, select *Actions > Credit* from the drop down menu.

A blue button with the word 'Actions' in white text.

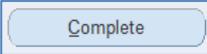
8. The **Credit Transaction** screen will open.

9. Enter a **Reason** from the drop down list

10. Choose either **Credit Lines** or **Credit Balance**

It is recommended to Credit Balance and enter a new invoice

11. Save the Credit Note

A blue button with the word 'Complete' in white text.

12. Note down the Credit Note Number

13. **Complete** the invoice.

After the Credit

4. Return to the **Transaction** screen and **Details** button to review the effect of the Credit.

5. If necessary, email creditcontrol@admin.ox.ac.uk to confirm credit note number and action needed e.g. re-apply payment, refund etc.

Navigator > Print Invoices

3. Credit notes print in the same way as invoices.

4. Return to **Navigator > Print Invoices** option to run a Print Request.

5. Save as a PDF and manually attach to a covering email, together with any attachments (which must be saved to the invoice in Oracle).

Only send a copy of the Credit Note to the customer if they were sent the original invoice.