Sales Invoices

Contents

1. Read This First

What is a Sales Invoice?

The general principle of a sales invoice is to request payment into the University from an external organisation or person. The most common reasons for this are:

- Requesting payment for goods or services provided by the University to an external organisation or person.
- Reimbursing the University for costs it has paid out on behalf of an external organisation or person.

How to request a Sales Invoice

Complete the 'S2C_Invoice_Request' form in T1's 'Forms' function on the Home page. Once complete, the form is then automatically forwarded to the relevant team to create and issue the sales invoice to your customer on your behalf.

In order to complete the request form, your customer's details first need to be recorded in T1 - see Section 2 for details of how to check if your customer's up-to-date details are already recorded in T1.

Section 3 shows how to get a new customer's details added to T1.

Who creates and manages Sales Invoices for the University?

Several teams within the University create and manage sales invoices. If you need a sales invoice for any of the following, you must contact the relevant team for advice **before** completing the T1 form:

- Externally funded research grants – contact the Research Finance colleague allocated to the grant.
- Consultancy work done on behalf of an external commercial organisation – contact the Consulting team.
- Collaborative research with another research facility – contact the relevant Research Services Cluster Team.
- Donations - if any donations are identified and before receiving funds, the recipient should check the appropriate processing route with Lisa Williams, Global Advancement l.c.williams@exeter.ac.uk.
- PDA, bench fees or conference income related – contact the relevant Faculty Financial Planning & Reporting team.

Should VAT be added to the invoice?

VAT is automatically determined depending on the fields selected within the request form - see Section 6 for a list of typical sales invoice circumstances and whether VAT is usually part of these transactions.

If you have any doubt whether VAT should be added to an invoice or not, contact VAT@exeter.ac.uk for advice.

When NOT to use a Sales Invoice Request form

Sales invoices are **not** needed to move funds internally between different parts of the University.

To request the internal movement of funds into one of the following, seek advice as follows:

- Faculty or Professional Service budget centres (these T1 codes always start with '01') – contact the relevant Faculty Financial Planning & Reporting team.
- Non-research projects (these T1 codes contain the letter 'G' or 'C' within the full code and include PDAs, capital projects, field trip budgets, conference budgets, research allowances and studentships) – contact the Finance Helpdesk to be referred to the appropriate team.
- Research projects (these T1 codes contain the letter 'R' within the full code) – contact the relevant Research Services Cluster Team.

How will I know when the funds have been received by the University?

As soon as the invoice has been processed in T1 by the Accounts Receivable team, the budget centre/project code will be credited with the value of the invoice (net of VAT if appropriate) and the transaction can be viewed using the relevant T1 budget/project dashboard in the 'My Finance Portal' function.

2. Checking Customer Details In T1

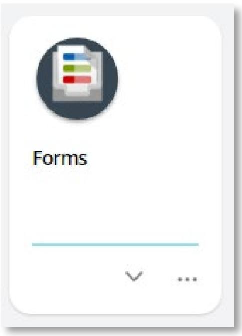
2.1 How to Check T1

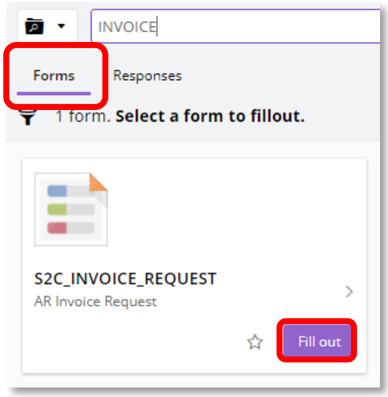
The first step in the invoice process is to check if the customer you wish to invoice has already had their details set up in T1.

If their up-to date details are already in T1, go to Section 4. If not, you will need to add their details to T1 before requesting the invoice, as per Section 3.

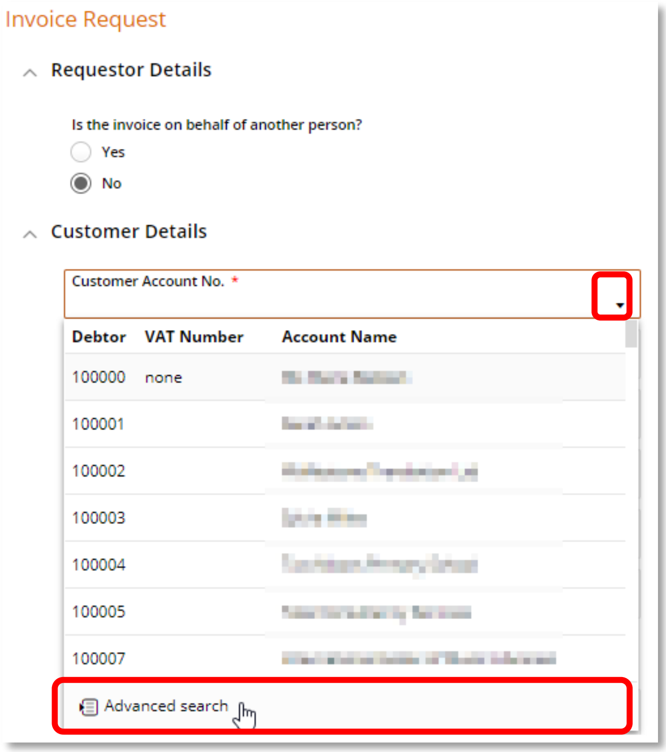
To check if a customer has already been set up in T1:

1. Log in to T1 - https://exe.t1cloud.com/
2. Open the 'Forms' function on the 'Home' page, select the 'S2C_Invoice_Request' form and click the 'Fill Out' button:

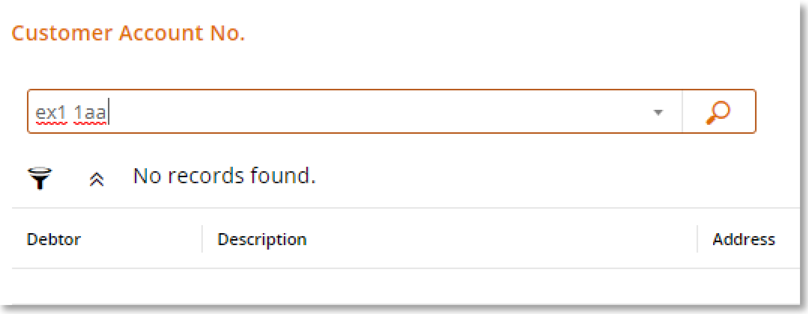




3. Enter the Customer Account number if known. Or to look it up, click the drop-down arrow at the end of the 'Customer Accounts No.' field and select the 'Advanced search' option:



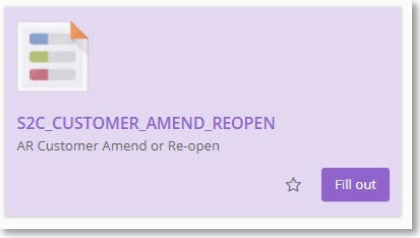
4. Search for the customer, using any part of their details such name, address, phone number, VAT number. As some customers or organisations may use the same post code or have similar names or addresses, check for them thoroughly:



5. Check the T1 details shown against the details on the customer's documentation/website.

2.2 How to Amend T1 Customer Details

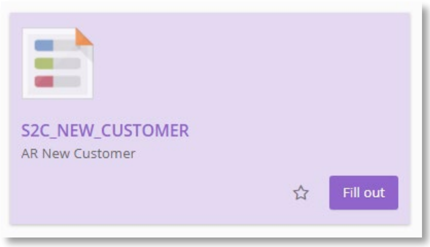
If any changes are needed, fill in a 'S2C_Customer_Amend-Reopen' form in the 'Forms' function:



3. Setting Up a New Customer in T1

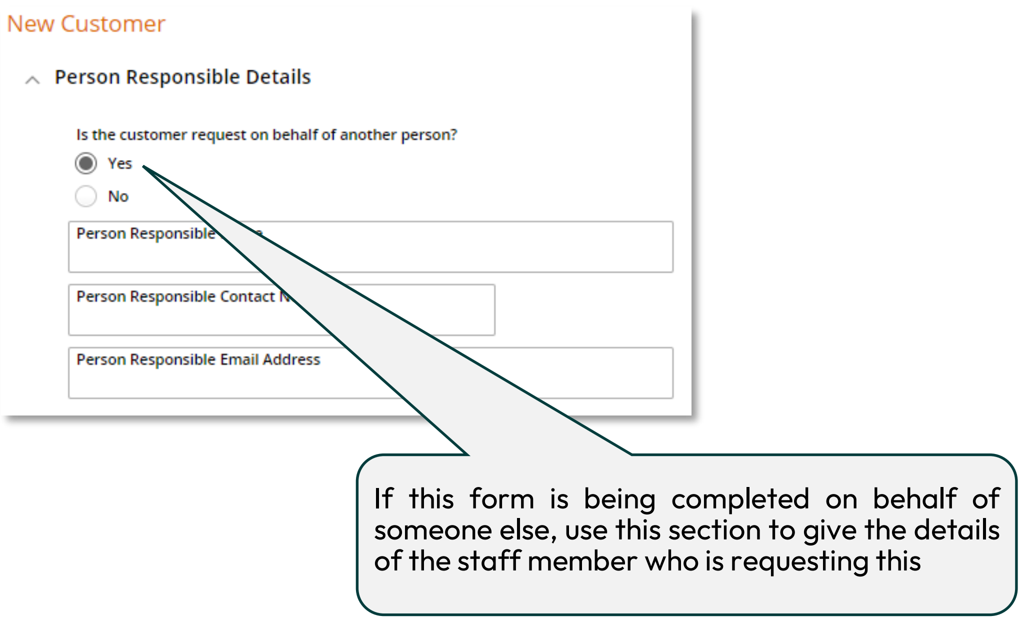
If the customer has not previously been set up in T1, fill in the new customer request form:

1. Log in to T1 - https://exe.t1cloud.com/
2. Open the 'Forms' function on the 'Home' page.
3. Select the 'S2C_New_Customer' form and click the 'Fill Out' button:

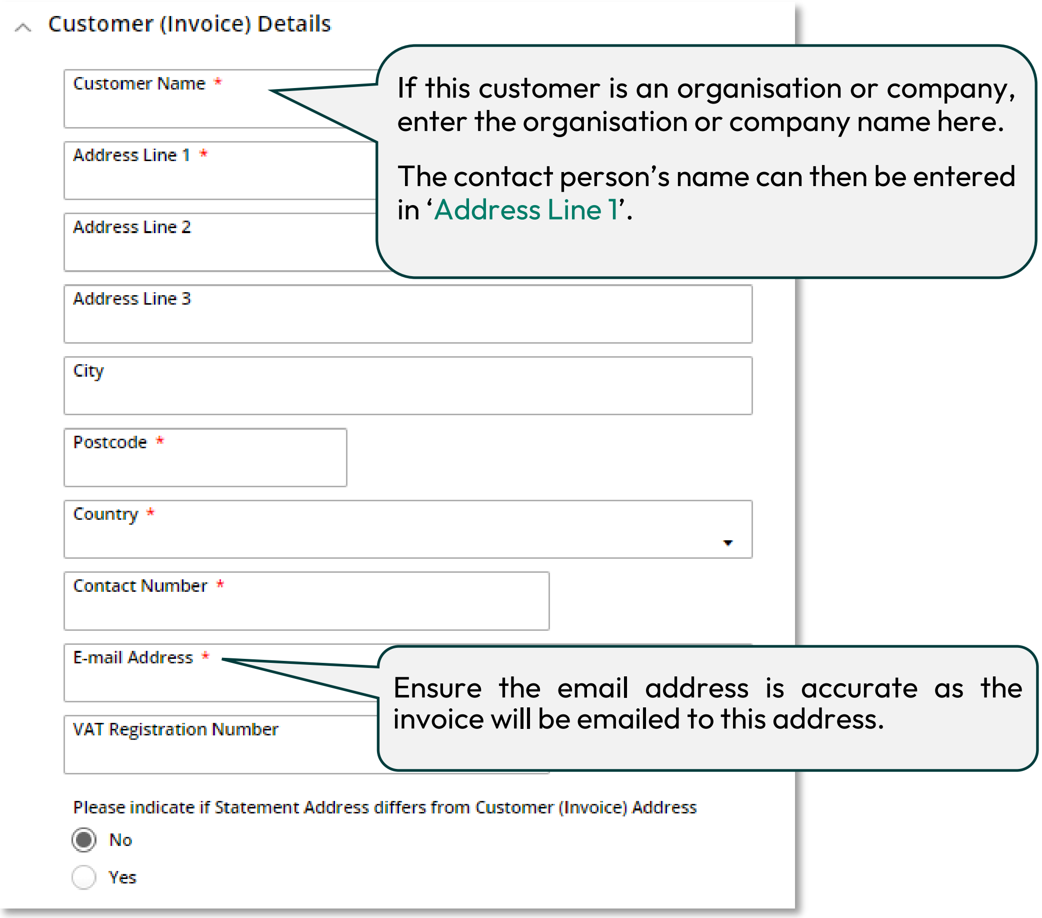


4. Complete the fields with as much detail as possible. Fields marked with a * are mandatory.

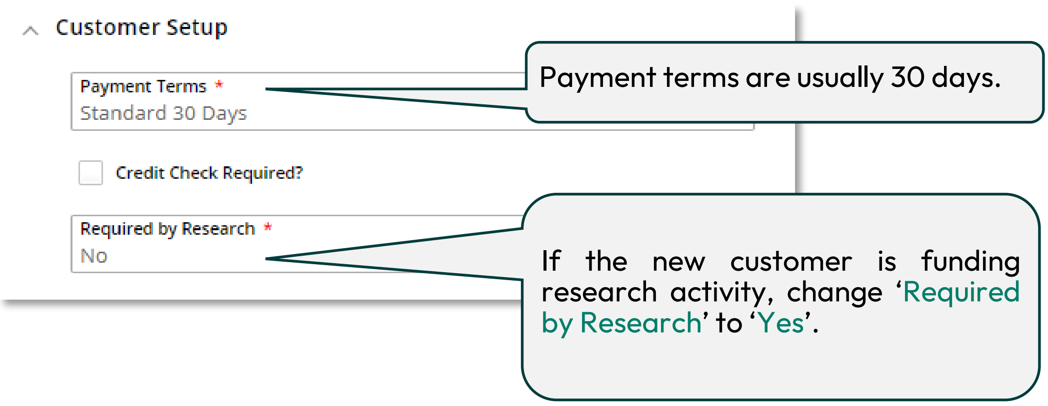
3.1 Person Responsible Details



3.2 Customer (Invoice) Details



3.3 Customer Setup



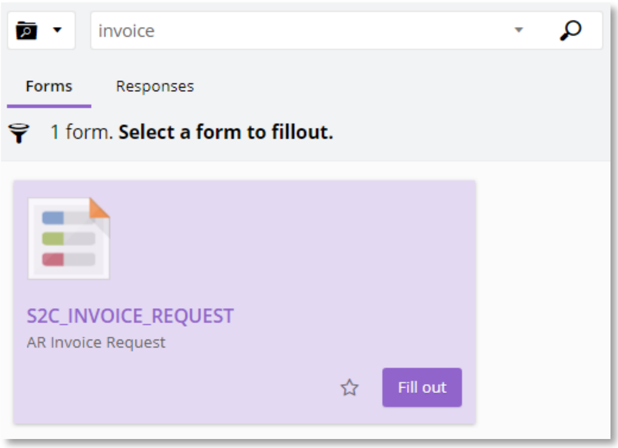
5. Attach any supporting documents (such as a headed letter confirming name and address, purchase order sent to UoE etc.)
6. Click the 'Submit for Approval' button when all the detail has been added. Or 'Save' to store for completion later.

The submitted form is checked by the Accounts Receivable team and is generally approved within 24 hours.

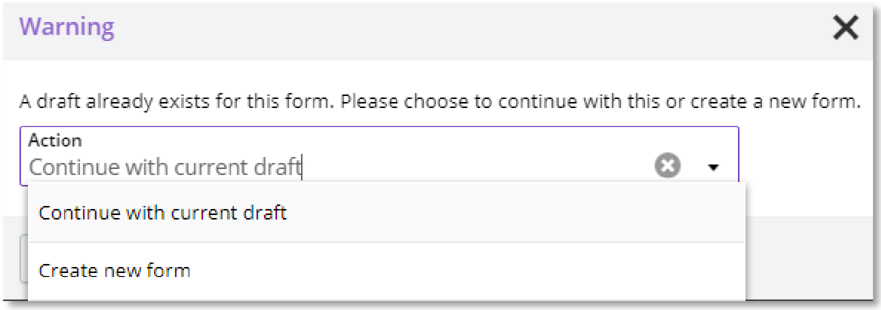
Once the customer has been set up, you will receive an email from T1 confirming this has been done and a Sales Invoice Request form can then be completed.

4. Creating a New Sales Invoice Request

1. Log in to T1 - https://exe.t1cloud.com/
2. Open the 'Forms' function on the 'Home' page.
3. Select the 'S2C_Invoice_Request' form and click the 'Fill Out' button:

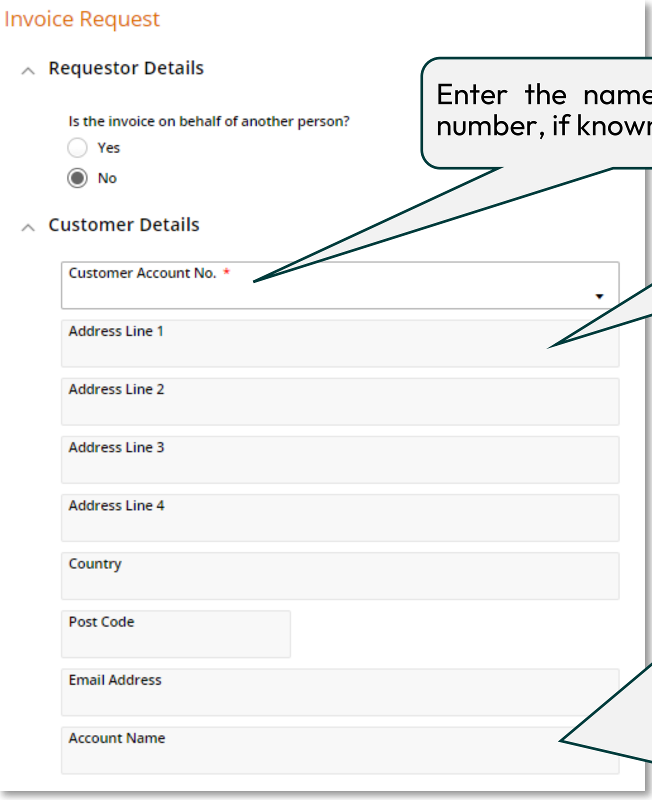


4. Continue with any previous incomplete draft forms or start a new one:



4.1 Invoice Request

1. Once selected, T1 will populate the address and contact details fields:



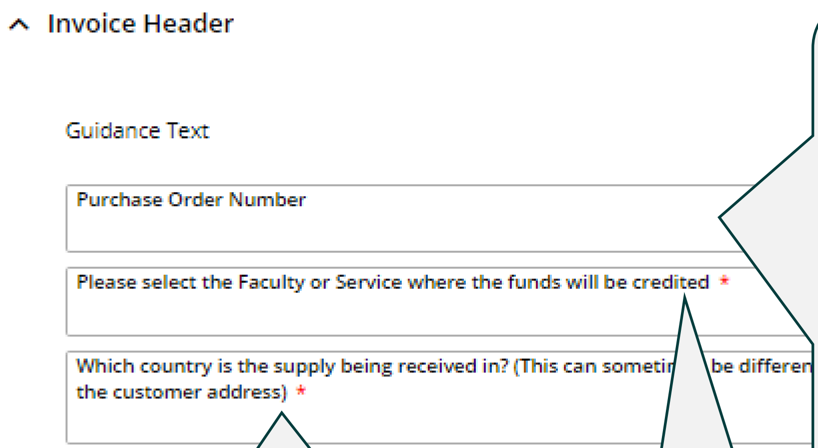
Enter the name or T1 account number, if known.

Once selected, T1 will automatically populate the address and contact details.

Check the email and contact details are still correct.

If you want to use an alternative email address and contact phone number or add in the name of a specific contact person within an organisation, give those details in the 'Additional Information' box at the bottom.

4.2 Invoice Header

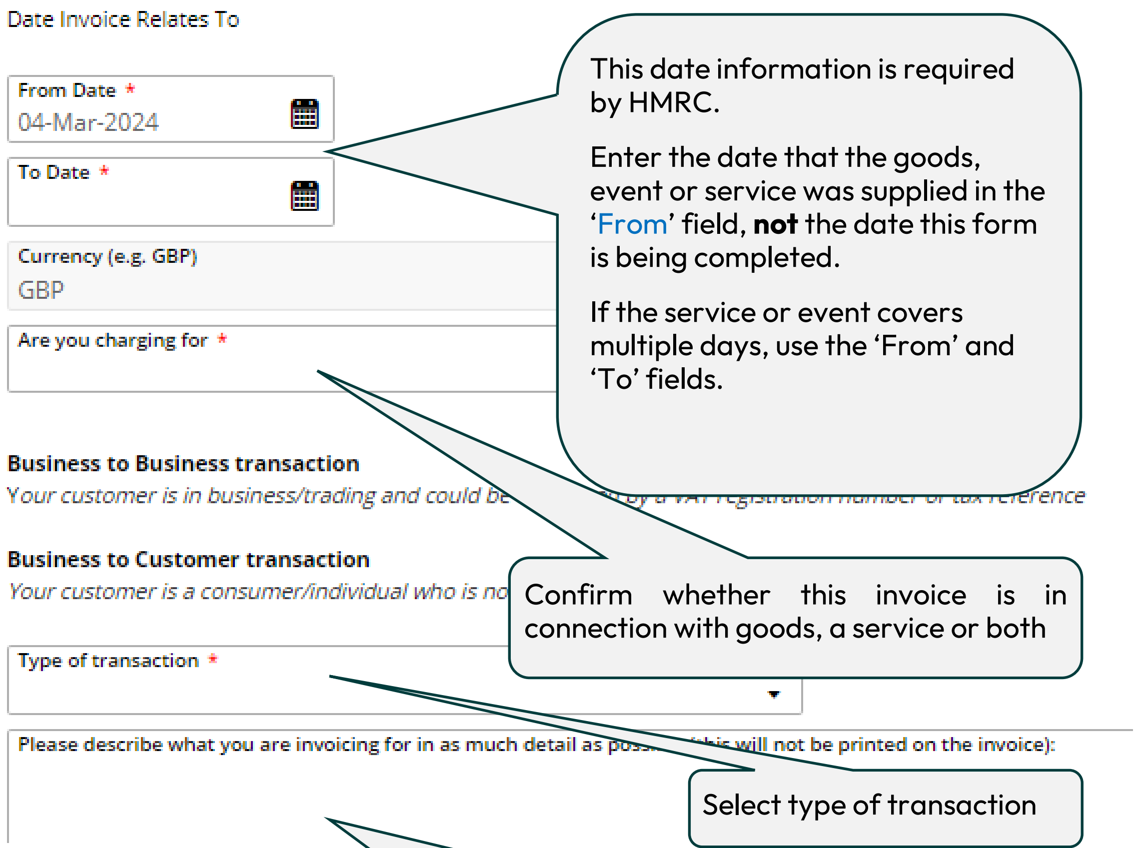


Complete the 'Purchase Order Number' field with the PO number provided by the customer – most organizations and companies operate a 'No PO, No Payment' policy and require PO numbers to enable them to pay invoices smoothly.

If the customer cannot supply a PO number, enter their name and phone number instead.

Select country where item/funds being supplied are to be received.

Select relevant Faculty or PS team – when submitted, the form go to the selected team for approval.



This date information is required by HMRC.

Enter the date that the goods, event or service was supplied in the 'From' field, **not** the date this form is being completed.

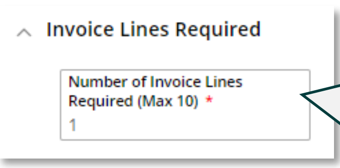
If the service or event covers multiple days, use the 'From' and 'To' fields.

Confirm whether this invoice is in connection with goods, a service or both

Select type of transaction

Give full details of what this invoice is for – this helps the VAT team determine if the VAT treatment is correct as often the invoice description (for the customer) does not make it clear what is being supplied.

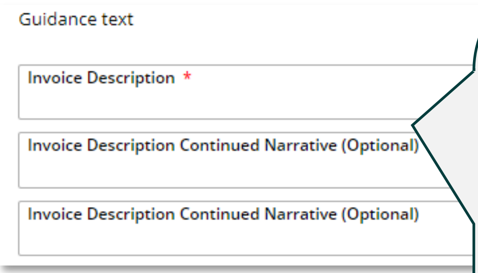
4.3 Invoice Lines Required



Enter the number of lines needed on the invoice, up to a maximum of ten.

If selecting two or more, additional lines will now appear on the form.

4.4 Invoice Line Details

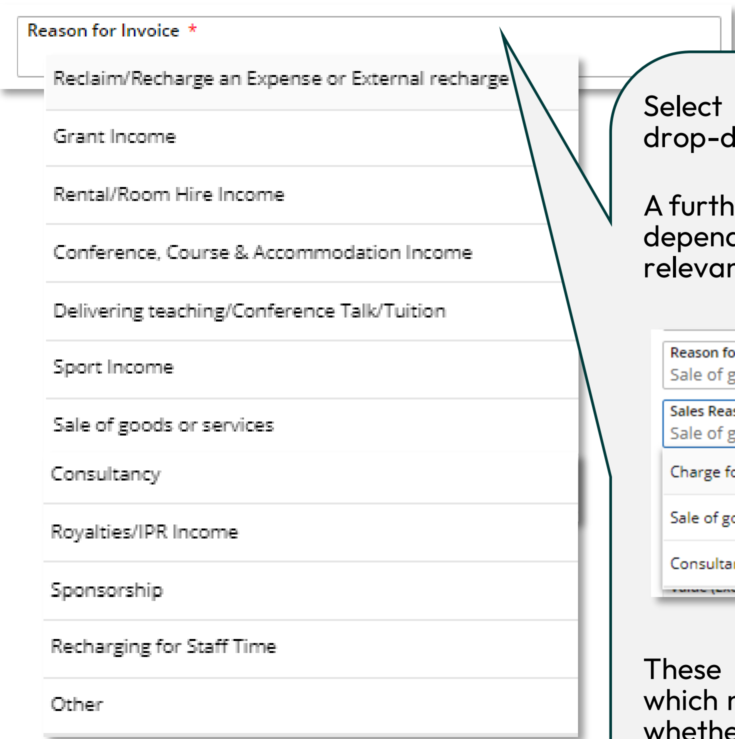


The detail entered here is printed on the customer's version of the invoice so the description entered here should correspond to customer's purchase order, if one has been provided, making sure that the nature of the goods/service is clearly explained.

These details are also displayed in the Budget Holder Dashboard/Project Portal Dashboard for budget holders to view.

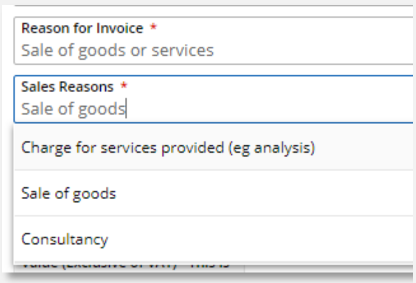
Use 40 characters or less per line to ensure full details report into T1

Continue with the description in the second and third fields, if needed.



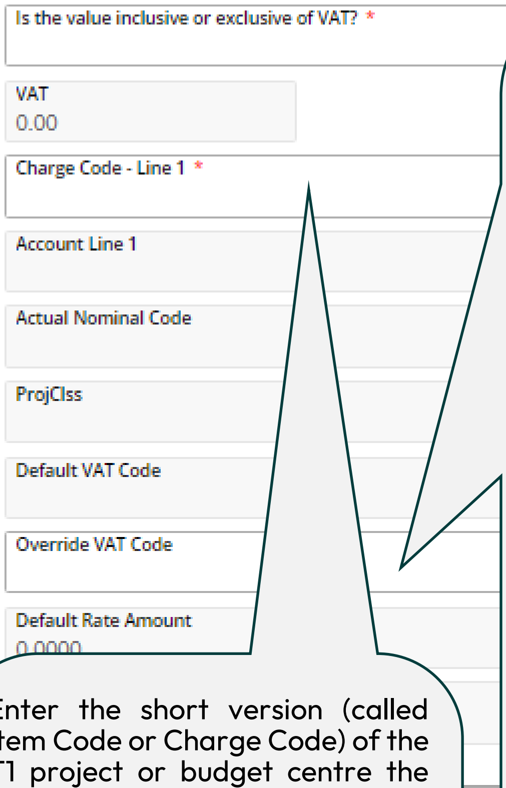
Select reason for invoice from drop-down menu.

A further sub-menu may appear depending on reason - select the relevant option e.g.

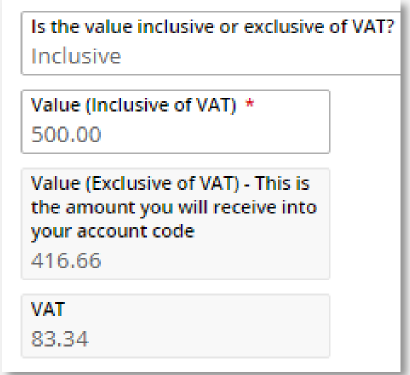


These selections determine which nominal is to be used and whether VAT is added.

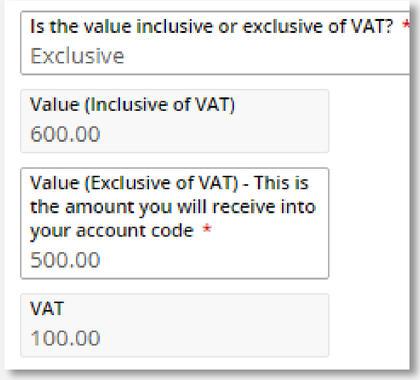
Please note – any recovery of expenses for a research project (the T1 code will contain an 'R') must be discussed with Research Services **before** completing this form, as this may be outside the scope of the research award.



Select 'Inclusive' when the amount being invoiced already includes the cost of any VAT that would normally be due on this type of transaction:



Select 'Exclusive' when any VAT is in addition to the invoiced amount entered here.

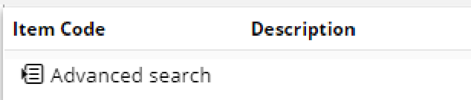


Any VAT shown will go direct to HMRC and will not show in the project or budget centre transaction reports.

Enter the short version (called Item Code or Charge Code) of the T1 project or budget centre the value of this invoice is to be paid into.

Look up code with the T1 Code dashboard, if needed.

If a project has multiple charge codes, use the 'Advanced Search' option within this field to find the correct version - the 'Account' column will show the funder and budget centre for each charge code, e.g.



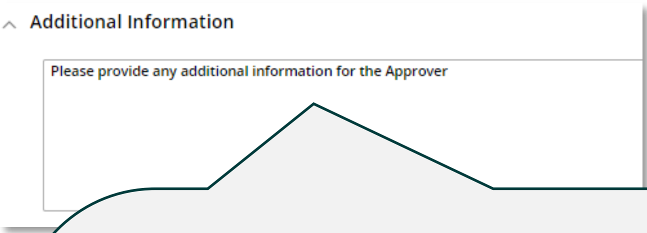
The greyed-out fields show the full T1 code including the nominal and VAT code calculated by T1, based on the 'Reason for Invoice', 'Charge Code' and VAT inclusive/exclusive selections.

If a different VAT code is needed than the one automatically selected, use the 'Override VAT Code' field to select the appropriate code – the form will then workflow to the VAT team for checking when submitted for approval.

See Section 6 for more information about the default VAT rates for the invoice reasons.

If unsure whether VAT should be charged or not, use the top right drop-down button to 'Save' the form as a draft and contact VAT@exeter.ac.uk for advice before continuing.

4.5 Additional Information

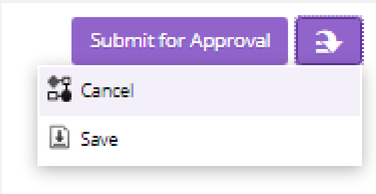


Max 120 characters.

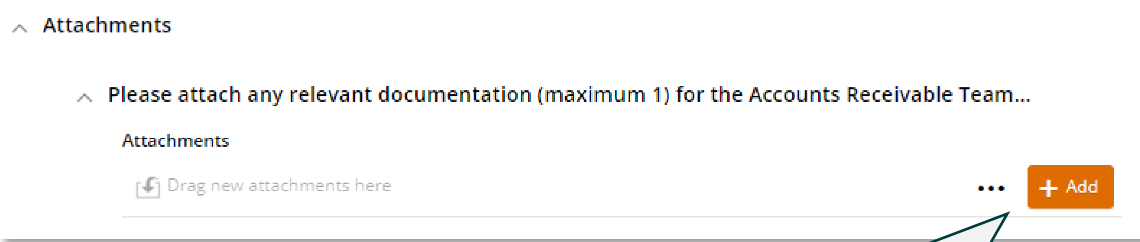
E.g. enter a temporary contact name, postal or email address if this invoice is to be sent to different details than shown in the customer's account records in T1, such as to a specific department or to a specific member of their staff just for this invoice.

However, if the T1 Customer Account details themselves are now out of date (the customer has moved address or changed email details), use the 'S2C_Customer-Amend_Reopen' form in the Forms function to get the T1 details corrected **before** carrying on with this invoice request.

Use the 'Save' option in the top-right drop-down menu to save this as a draft to be continued later:



4.6 Attachments



Only one attachment can be added - attach any document that is to be sent out with the invoice or needs to be viewed by the approver and/or by the Accounts Receivable team.

4.7 Submit for Approval/Save for Later

To save the form as a draft and complete at a late date, select 'Save' from the drop-down menu.

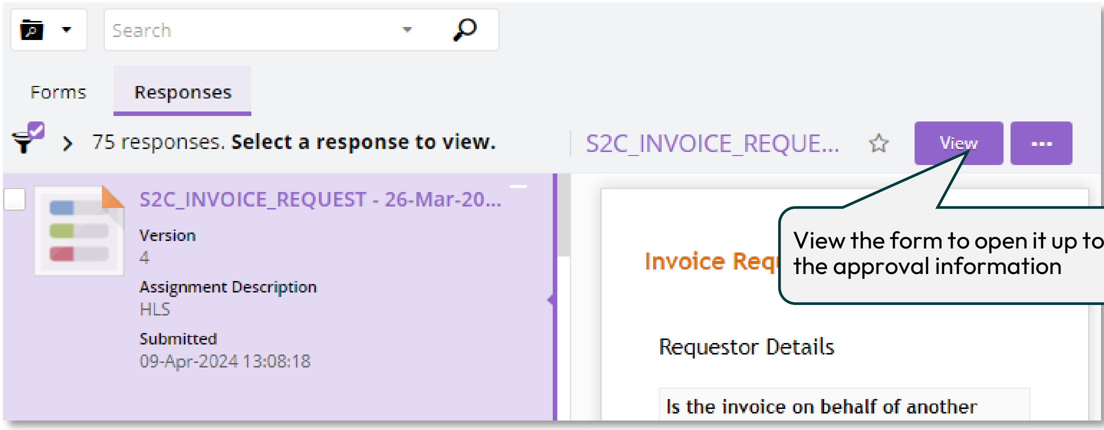
Once all detail has been recorded and appropriate documents have been attached, select 'Submit for Approval'.

The form is then sent to the appropriate finance team for review.

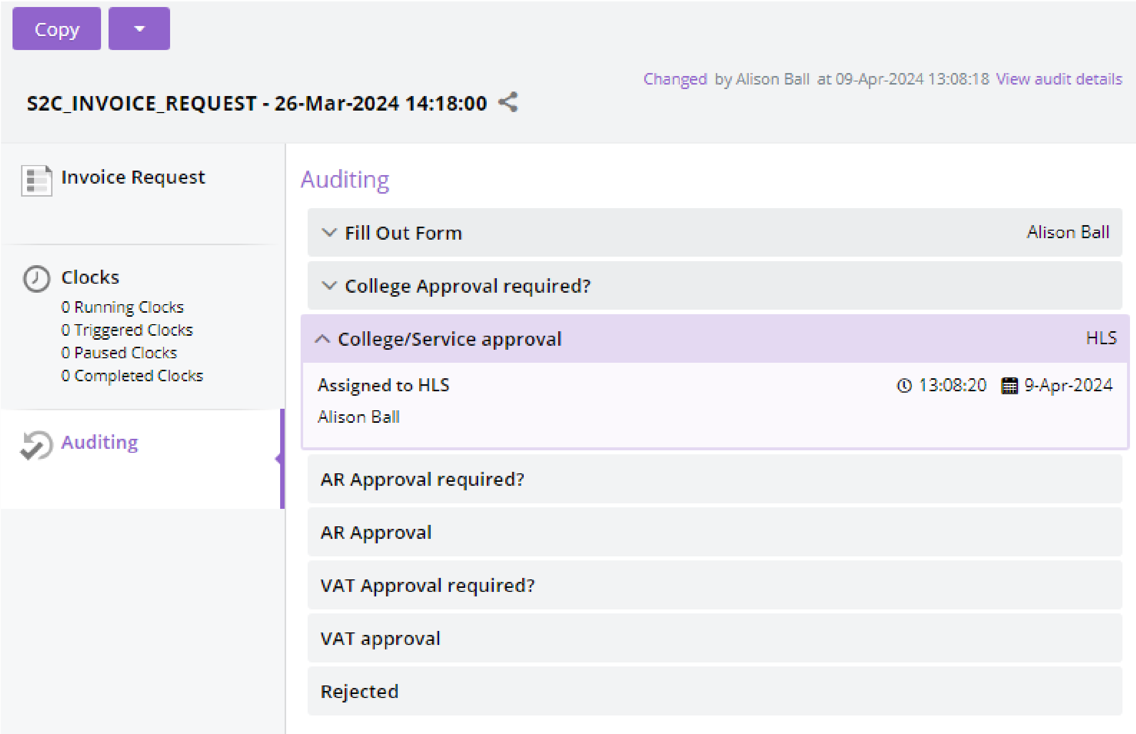
If the document is rejected back to you for amendment, you can edit the form to make the necessary changes then resubmit for approval. See Section 8 for more details.

4.8 Check for Approval

1. Use the 'Responses' tab in the 'Forms' function to keep track of draft and submitted forms.
2. Click on the relevant form then click 'View' to open it:



3. The highlighted line in the 'Auditing' tab shows where the form is in the approval process. This may include the VAT team and Accounts Receivable (AR) Team depending on the selections made when filling in the form:



4.9 Invoice Issued to Customer + Budget Report Update

Once the form has a 'Complete' status, it has been fully approved and the Accounts Receivable team will send the invoice by email to the customer within 2-5 working days.

The email will include the University's bank details for the customer to arrange a bank transfer, which is the preferred method of payment.

If the customer gets in touch to ask to pay by credit card instead of bank transfer, contact the Accounts Receivable team to inquire if this can be arranged.

The budget centre/project code(s) given on the form has the invoice value transferred into it once the Accounts Receivable team have issued the invoice to the customer and the transaction can now be viewed on the relevant budget report in T1.

The invoice value is transferred from a central University fund and is **not** dependant on or linked to the date the customer pays the invoice.

If VAT was included in the invoice, this amount is held in a separate University account, ready for onward payment to HMRC and is **not** shown on the budget centre/project transaction report.

When the customer pays the invoice, their funds are repaid into the central University account.

If the exact customer payment date is needed for your records, contact the Finance Helpdesk to request this.

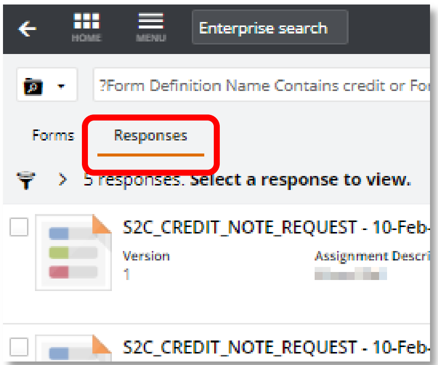
5. Copying a Previous Sales Invoice or Credit Note Request

The fastest way to create a new sales invoice or credit note request is to copy an existing one.

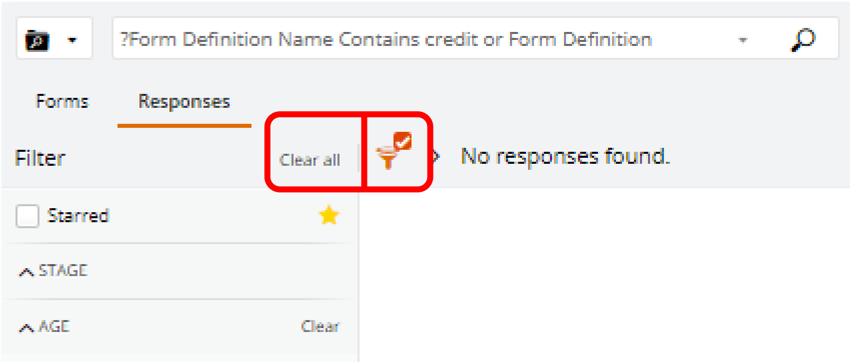
Please note that if the form has been changed or new fields added, then previous versions of the form should not be copied – a new form draft should be used instead to ensure the correct version is being used.

To copy a form:

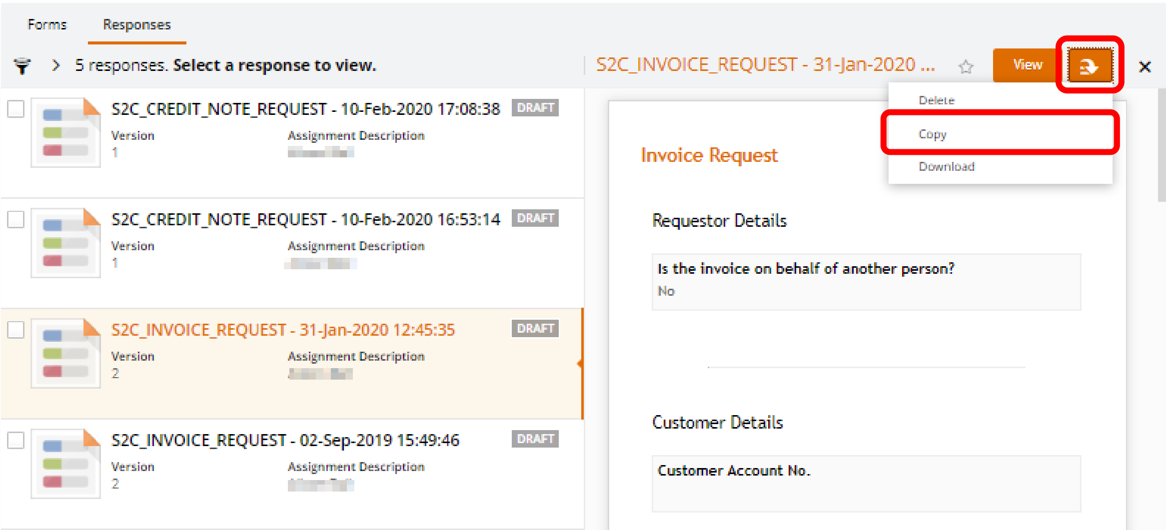
1. Log in to T1 - https://exe.t1cloud.com/
2. Open the 'Forms' function on the 'Home' page.
3. Select the 'Responses' tab to view any current drafts and your submitted forms:



4. Try removing the filter if you cannot immediately see the form you are looking for:
5. Click the filter icon to open the filter menu
6. Select 'Clear all'
7. Click to filter icon again to close the filter menu:



8. The full list of all your drafts and submitted forms will now appear.
9. Click on the invoice or credit note to be copied.
10. Then select 'Copy' from the orange drop-down menu button:



11. A fully editable copy will now appear.
12. Edit and add information as needed, then submit for approval.

6. VAT codes and Invoice Reasons

VAT is a complex matter and if there is any uncertainty about whether VAT should be included on an invoice, please contact the Tax Team for advice **before** completing the invoice request form - VAT@exeter.ac.uk.

The VAT code and the relevant nominal is automatically calculated by T1 based on what is selected in the 'Reason for Invoice' field on the form.

See the table below for details about the default VAT code for the most common invoice reasons:

Reason for Invoice	Default VAT code*	Examples or exceptions
Reclaim/recharge an expense/external recharge:		
Charge for staff time/supply of staff (sometimes referred to as a secondment)	S	Provide another person or business with the use of an individual. *Check with the Tax team if you think your supply is a secondment.*
External reclaim of expenses, i.e. travel costs (no supply)	OS	Reimbursement of expenditure, no supply to the customer. E.g. you are not supplying travel when being reimbursed for travel.
Other external recharge (standard rate)	S	
Reclaim of funds from project partner (no supply)	OS	Where costs are shared and one partner is reimbursing the other partner
Consultancy	S	
Royalties/IPR Income	S	
Sponsorship	S	Sponsorship is received in return for some benefit
Grant Income:		
Doctoral Training Partnership Grants	OS	
External Grants	OS	
Recharging for staff time	S	The supply of a staff member. NB this is different to services being supplied by a member of staff.
Rental/room hire income:		
Rental income/hire of facilities (standard rate)	S	Hire of facilities for a function (e.g. room with AV equipment and technician services, or wedding services package) – where this is more than just the supply of an empty room.
Cont./		

/cont. Room hire income with no facilities (exempt)	 X	 Predominant supply is for just the room hire. Facilities are incidental to the supply unless there is an option to pay for them separately in which case there may be two supplies.
Conference, course & accommodation income: Conference fees Exhibition fees Other Accommodation Income Conference & AV Recharges Income	 X S S X	 In most cases conference = education which is exempt from VAT Always standard rated Follows the supply of the conference
Delivering teaching/conference talk/tuition: Speaker at a conference Delivering teaching Recharges of expenses talking at a conference Tuition Fees - Other Fees Tuition Fees - NCB H/EU	 X X OS X X	 E.g. reclaiming travel costs
Sale of goods or services: Charge for services provided (eg analysis) Sale of goods Consultancy	 S S S	 Override VAT code to Z for sale of books
Other: Select the most appropriate code from the list	 Various	

* VAT codes:

S = Standard rate VAT (currently 20%)

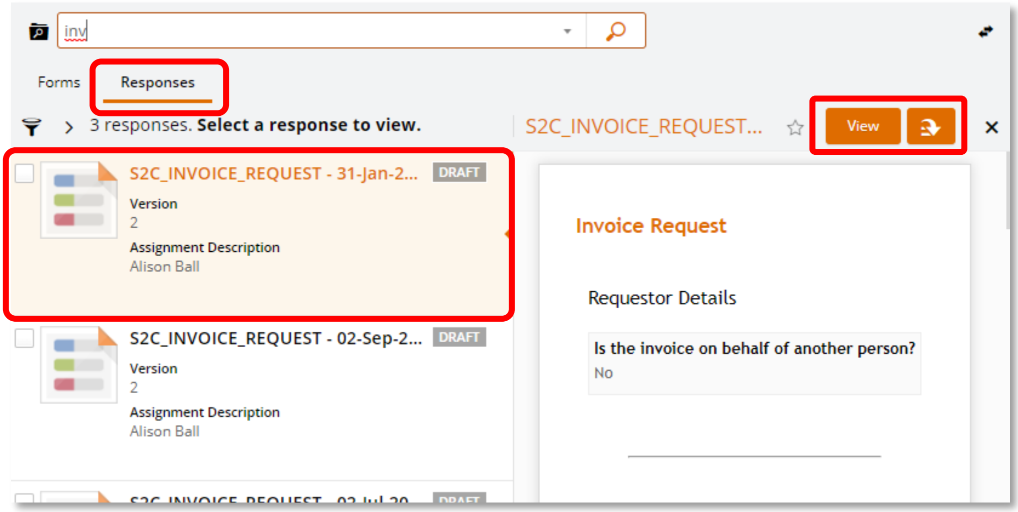
OS = Outside the scope of VAT

X = Exempt from VAT

Z = Zero rate VAT (0%)

7. Restarting a Draft or Deleting a Form

1. Log in to T1 - https://exe.t1cloud.com/
2. Open the 'Forms' function on the 'Home' page.
3. Select the 'Responses' tab to view a list of your partially completed forms.
4. Select the relevant form and click the 'View' button to open it for further completion.
5. Or use the orange drop-down button to delete the form if no longer required.



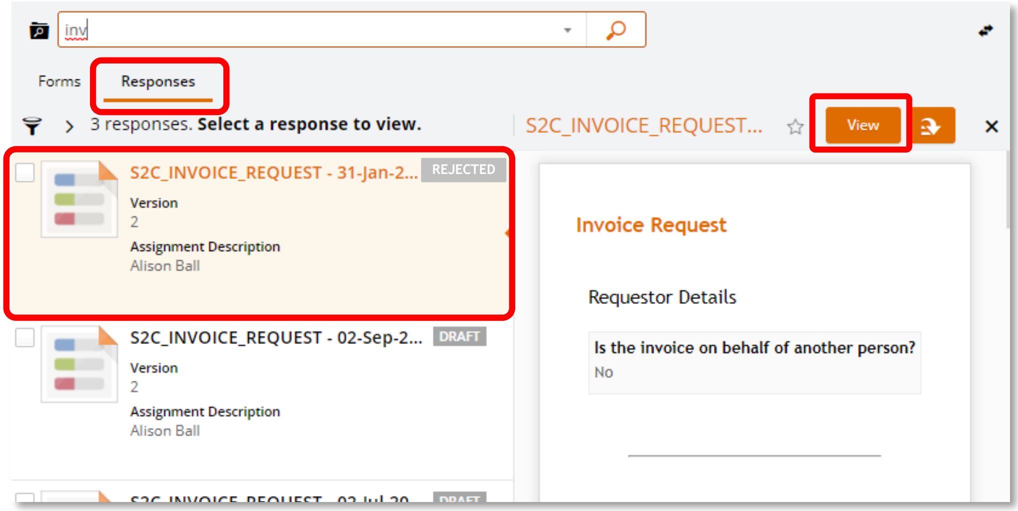
8. Rejected Forms

If the form is rejected, it will be returned to you as a T1 task.

If the form is to be resubmitted with changes, you can edit the form and resubmit the changed version

To find the form:

1. Log in to T1 - https://exe.t1cloud.com/
2. Open the 'Forms' function on the 'Home' page.
3. Select the 'Responses' tab.
4. Select the rejected form and click the 'View' button to open it for further completion.
5. Or use the top-right drop-down button to delete the form if no longer required.



9. Viewing Sales Invoice Income in the Budget/Project

As soon as the invoice has been processed in T1 by the Accounts Receivable team, the budget centre/project code will be updated with the value of the invoice (net of VAT if appropriate) and the transaction can be viewed using the relevant T1 budget/project dashboard.

If VAT was included in the invoice, this amount will never show in the project or general ledger budget as it will be held in reserve for onward payment to HMRC as part of the University's regular VAT return.

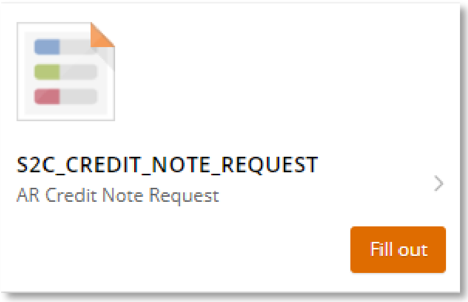
Use T1's 'My Finance Portal' to view faculty, PS and research project transaction reports.

10. Cancelling or Correcting a Sales Invoice with a Credit Note

A credit note is used to cancel all or part of a sales invoice or to correct any of the invoice details, such as a wrong address or organisation name.

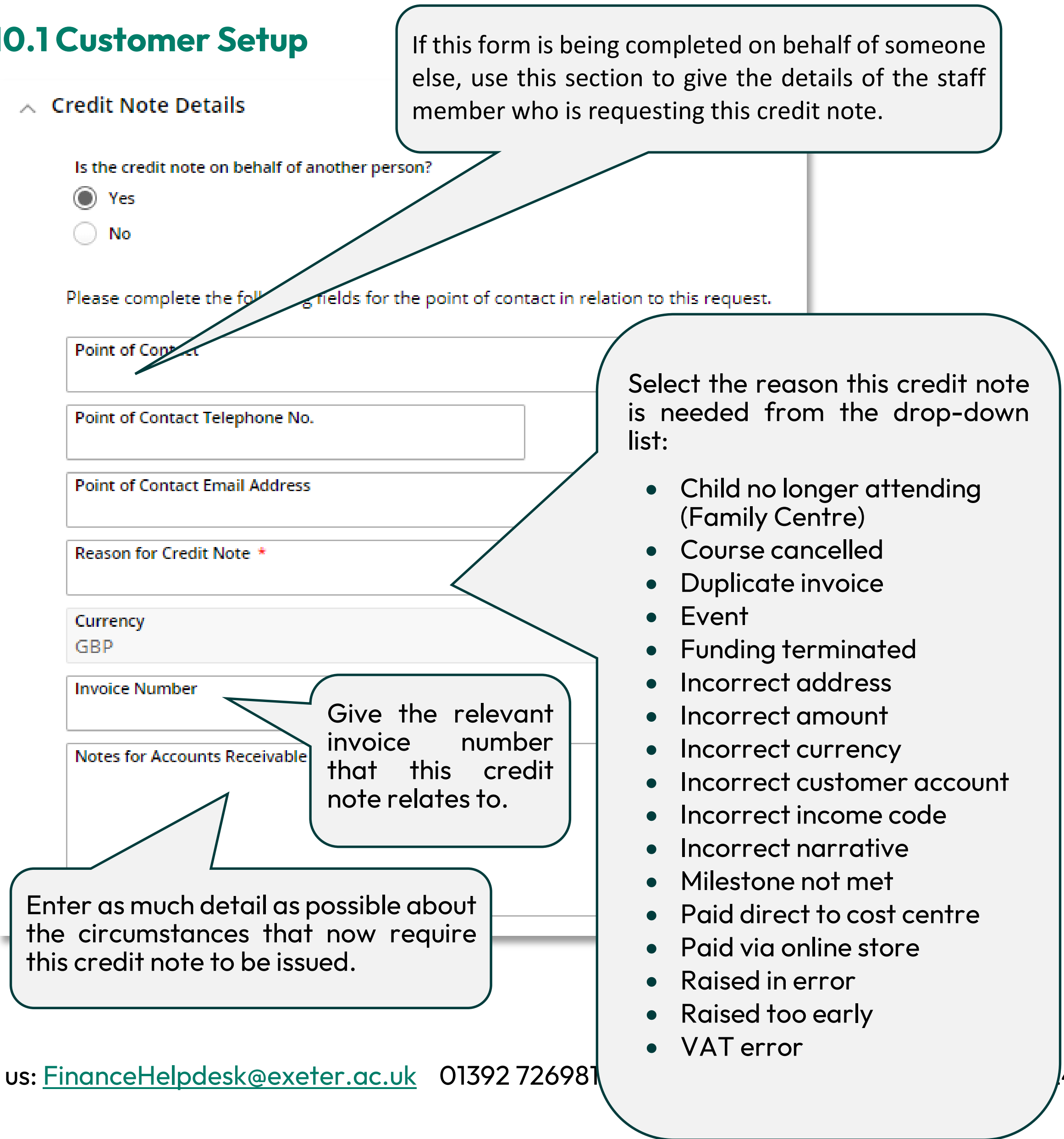
To request a sales credit note:

1. Log in to T1 - https://exe.t1cloud.com/
2. Open the 'Forms' function on the 'Home' page.
3. Select the 'S2C_Credit_Note_Request' form and click the 'Fill Out' button:

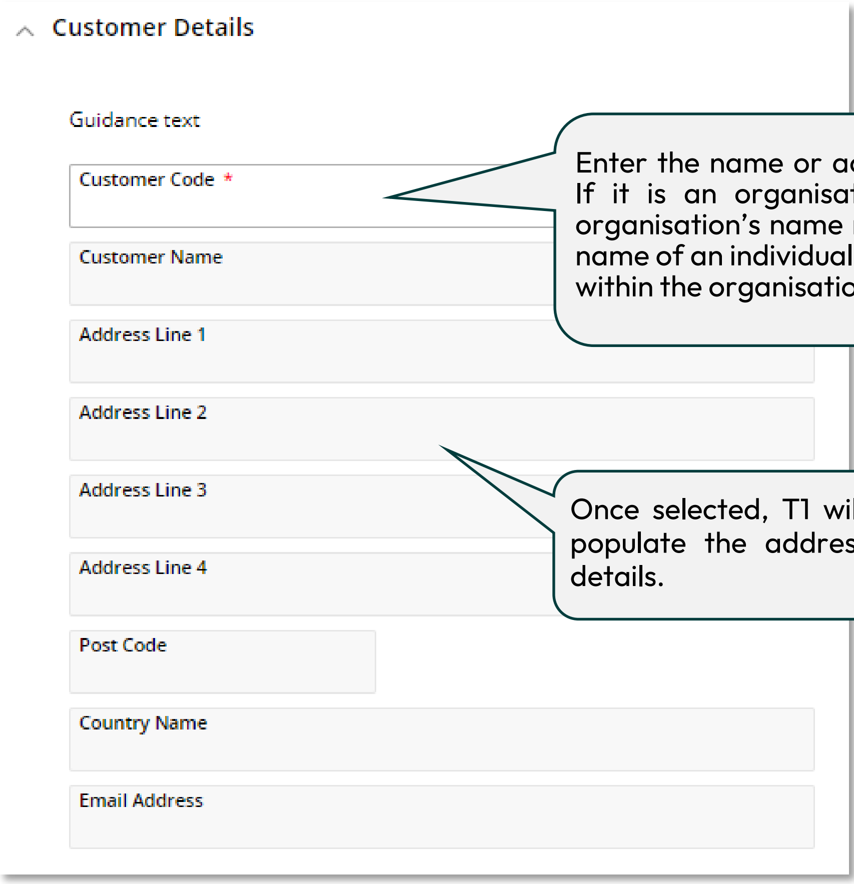


4. Complete the fields with as much detail as possible. Fields marked with a * are mandatory.

10.1 Customer Setup



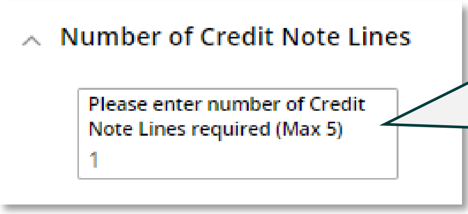
10.2 Customer Details



Enter the name or account number. If it is an organisation, enter the organisation's name rather than the name of an individual contact person within the organisation.

Once selected, T1 will automatically populate the address and contact details.

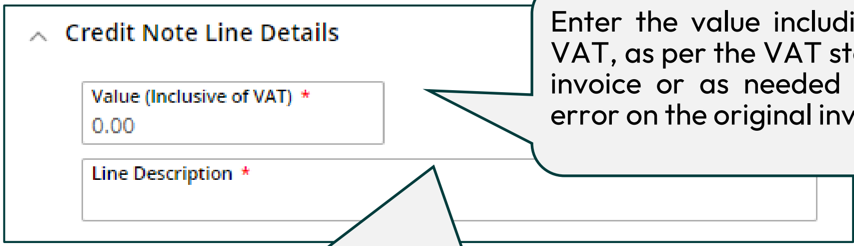
10.3 Number of Credit Note Lines



Enter the number of lines needed on the credit note, up to a maximum of five.

If selecting two or more, additional lines will now appear on the form.

10.4 Credit Note Line Details



Enter the value including the amount of VAT, as per the VAT status of the original invoice or as needed to correct a VAT error on the original invoice.

The detail entered here should correspond to the line information given on the original invoice and acknowledge any errors made on the invoice.

These details are also displayed in the Budget Holder Dashboard/Project Portal Dashboard for budget holders to view.

Use 40 characters or less to ensure full details report into T1.

Ensure the 'Notes for Accounts Receivable' box near the start of the form also has the full details about this.

10.5 Using a Budget Centre Code

Enter the same code that was used on the original invoice, including the nominal. If this was a budget centre (GL code), then this should be entered on the form as follows:

Leave as

The nominal code is used to classify what this income is.

Only codes starting with a '1' can be used – **use the same nominal as was entered on the original invoice.**

See Section 6 for more details about nominals.

Select the budget centre code these funds are to be debited from.

If you have an item code or charge code, use the last four digits e.g. 01-**1738**.

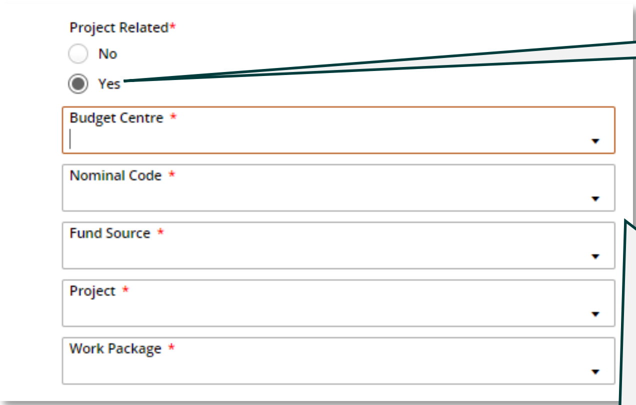
If you have a full code, use the four-digit section:
e.g. 01-000-0-**1738**-15363

For further help with looking up full/partial codes, see Find a T1 Code

10.6 Using a Project Code

Enter the same code that was used on the original invoice, including the nominal. If this was a project code, it may be either research or non-research and can be identified as containing the letter R (for research), C (for capital), T (for third party) or G (for general) within the code.

These types of code are all part of the PJ ledger and should be entered on the form as follows:



Change to 'Yes'.

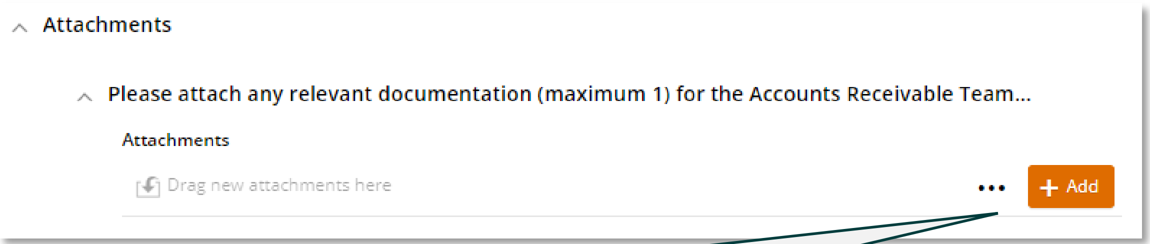
Enter the project code split into its component parts. For example, to split out a full project code 104541-G-00-1039-2984-15360:

104541-G	00	1039	2984	15360
Project	Work Package	Fund Source	Budget Centre	Nominal - only use codes starting 1⊠

See Section 6 for more details about nominals.

For further help with looking up full/partial codes, see Find a T1 Code

10.7 Attachments



Attach any correspondence from the customer or any other relevant documents.

10.8 Submit for Approval/Save for Later

To park the form and complete at a late date, select 'Save' from the drop-down menu.

Once all detail has been recorded and appropriate documents have been attached, select 'Submit for Approval'.

The form is then sent to the appropriate College/Service Financial Planning & Reporting team for review.

If the document is rejected back to you for amendment, it Cn be edited then resubmitted. See Section 8 for details.

As soon as the sales credit note request has been processed in T1 by the Accounts Receivable team, the budget centre/project code will be charged with the value of the credit note (net of VAT if applicable) and the transaction can be viewed using the relevant T1 budget/project dashboard using the 'My Finance Portal' function.

11. Further Help and Support

Help with completing the new customer, invoice or credit note form:

- Email financehelpdesk@exeter.ac.uk
- Phone 01392 726981 ext 6981

Submitted form queries:

- Email accountsreceivable@exeter.ac.uk

VAT queries:

- Email VAT@exeter.ac.uk