**Sales Order Processing Frequently Asked Questions**

**Can I use the Sales order module for invoicing other units in the University?**
No, SOP is used for external customers only and not for invoicing other units within the University.

**Are there Sales Order Processing approval thresholds?**

Yes, see below:
0-500€ Self Approval
501-10,000€ Nominated Approver/Budget Holder
>10,000€ Budget Holder

**What do I do if there is an error on my sales invoice?**

Where information on your sales invoice is incorrect, e.g. Incorrect amount, customer PO omitted, incorrect description of goods/services, a sales credit note will be required to cancel the original invoice. A new invoice is then completed with the correct information. Please refer to the [How\_To\_Enter\_A\_Sales\_Order](https://nuigalwayie.sharepoint.com/sites/SalesOrderProcessTraining/_layouts/15/stream.aspx?id=%2Fsites%2FSalesOrderProcessTraining%2FShared%20Documents%2FVideos%2FHow%5FTo%5FEnter%5FA%5FSales%5FOrder%2Emp4&nav=eyJwbGF5YmFja09wdGlvbnMiOnsic3RhcnRUaW1lSW5TZWNvbmRzIjo1MjMuMDQzfX0%3D&referrer=StreamWebApp%2EWeb&referrerScenario=AddressBarCopied%2Eview%2E5ce7d4c0%2Dc845%2D45ca%2D984f%2Dee1a871ecfc4) video.

**Should I include a customer PO on my invoice?**Yes, it is best practice to include a customer PO on your invoice as many businesses operate on a no PO no Pay basis. The PO is entered in the external reference text box on the sales order.

**Is there a character limit for the external reference text box when raising a sales order?**Yes do not exceed 12 characters as it will go down to the next line and the date of the invoice will not be visible, and the customer may return the invoice to you as being invalid.

**Who do I contact to update the details of an existing customer?**
Email income@universityofgalway.ie to explain the change on the customer account and the reason for that change. Once agreed AR&T will update the customer account.