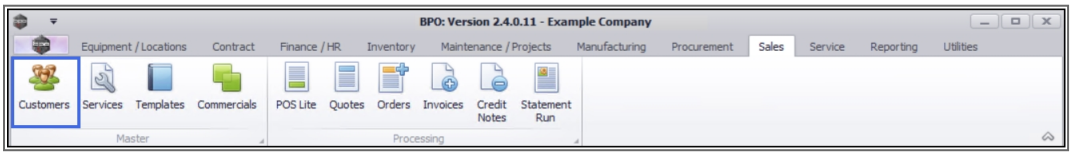
SALES

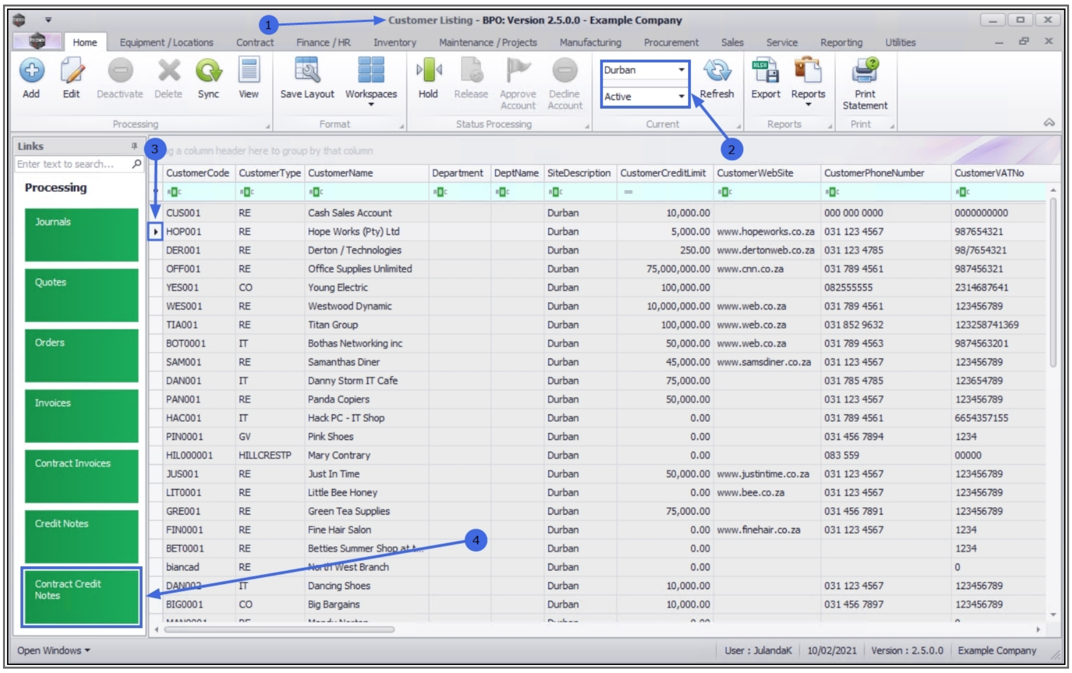
CUSTOMERS - CONTRACT CREDIT NOTES

The Contract Credit Notes tab from the Customer Listing screen is a brief handling of the process. Mention will be made where the Credit Note without Re-Invoice and with Auto Re-Invoice selection can be made. For a detailed handling of the process click on the link to be redirected to Contract Credit Notes - Without Re-Invoice and Contract Credit Notes - with Auto Re-Invoice.

Ribbon Access: *Sales > Customers*



1. The ***Customer Listing*** screen will be displayed.
2. Ensure that the correct ***Site*** and ***Status*** have been selected.
3. Select the ***row*** of the ***customer*** whose contract credit note(s) you wish to work with.
4. Click on the ***Contract Credit Notes*** tile.



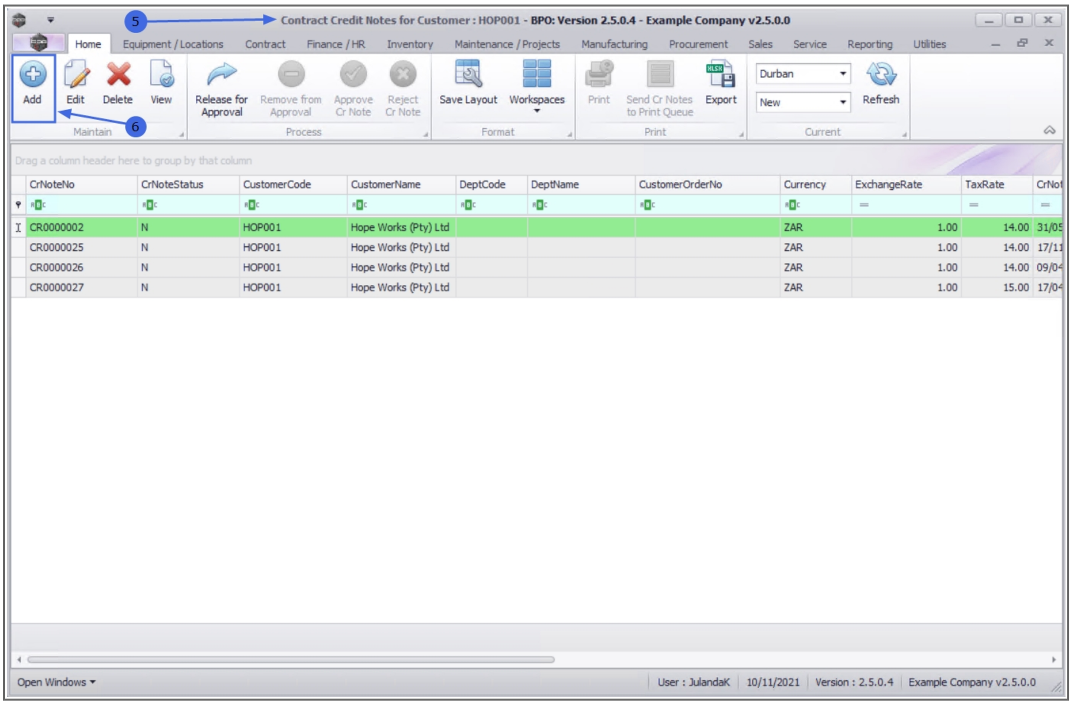
5. The ***Contract Credit Notes for Customer : [****customer code****]*** screen will display.

> Note that you can select and/or change the site filter from this screen if the customer has multiple sites.

ADD CONTRACT CREDIT NOTE

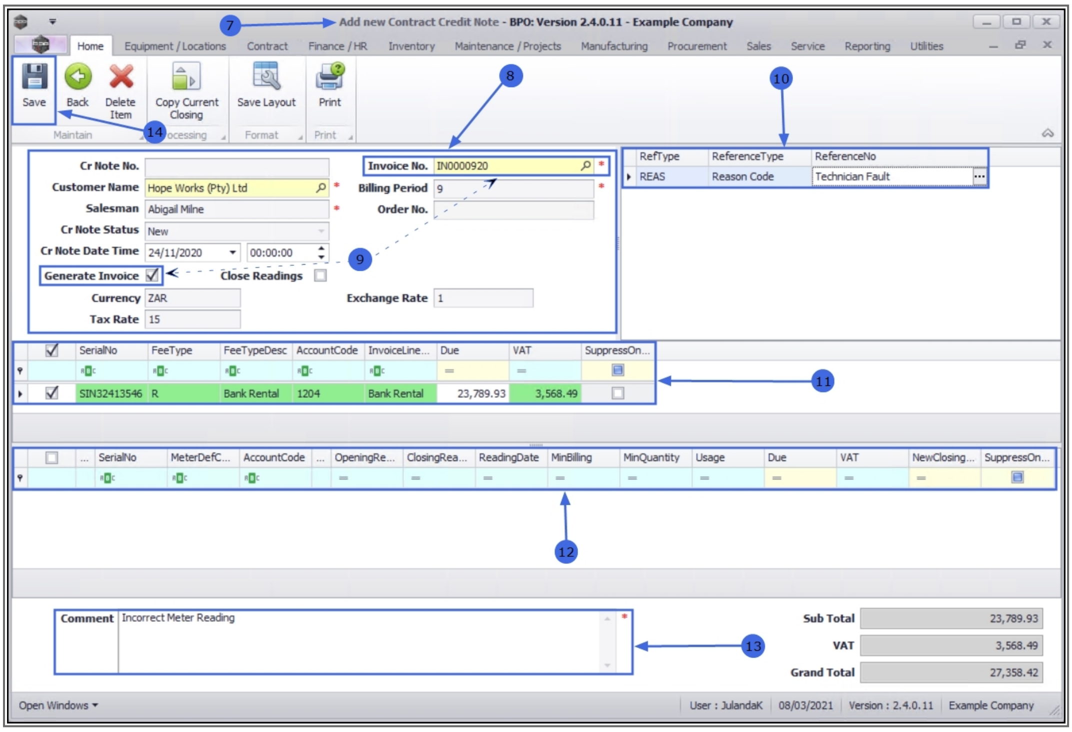
6. Click on ***Add***.

> Short cut key: ***Right click*** to display the ***All groups*** menu list. Click on ***Add***.



7. The ***Add new Contract Credit Note*** screen will be displayed.
   - Refer to Contract Credit Notes Without Re-Invoice for a detailed handling of the topic, or
   - Refer to Contract Credit Note with Auto Re-Invoice for a detailed handling of the topic.
8. Complete the Contract Credit Note header information as required.
9. To ***Auto Re-Invoice***, ensure that the correct ***Invoice Number*** has been selected and that ***Generate Invoice*** has been selected.
10. Complete the ***Reference*** information to stipulate the reason for the Credit Note.
11. The ***Fees*** data grid will auto populate with any fees linked to the Invoice. This information cannot be edited.
12. The ***Items*** data grid fields will auto populate based on the items already linked to the selected Contract Invoice.
    - Refer to Edit Contract Credit Note on how to Delete a Contract Item and Copy Current Closing.

13. In the Comments text box, type in the relevant reason for this contract credit note.
14. Click on ***Save***.

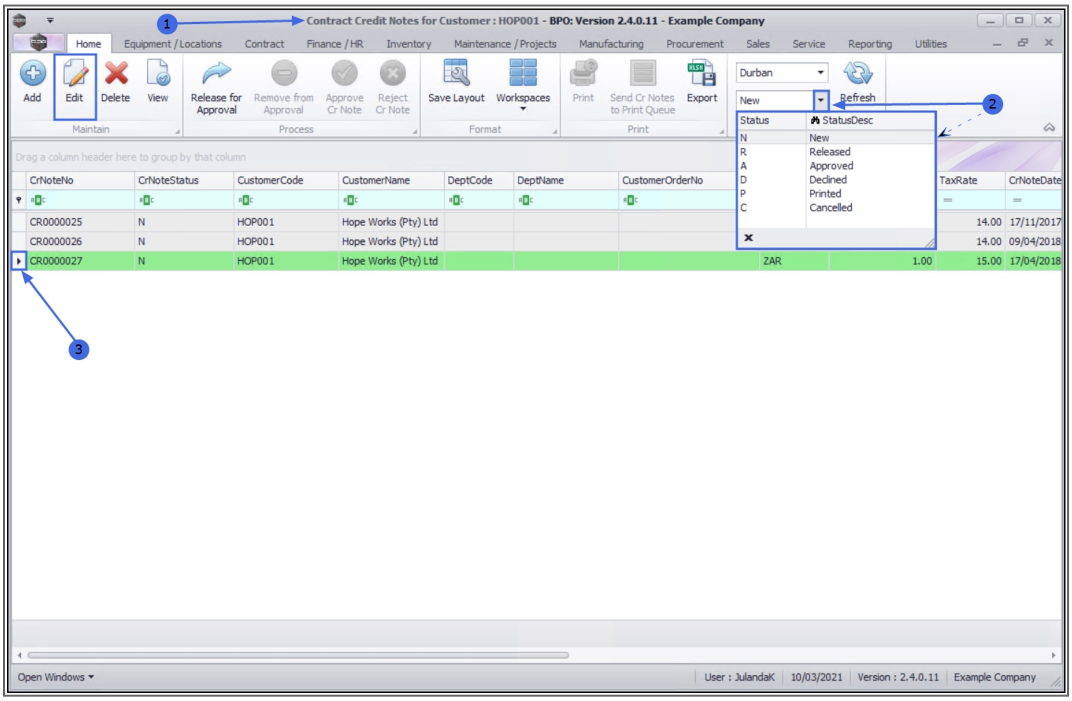


The contract credit note will be saved and a ***Credit Note No*** will be allocated.

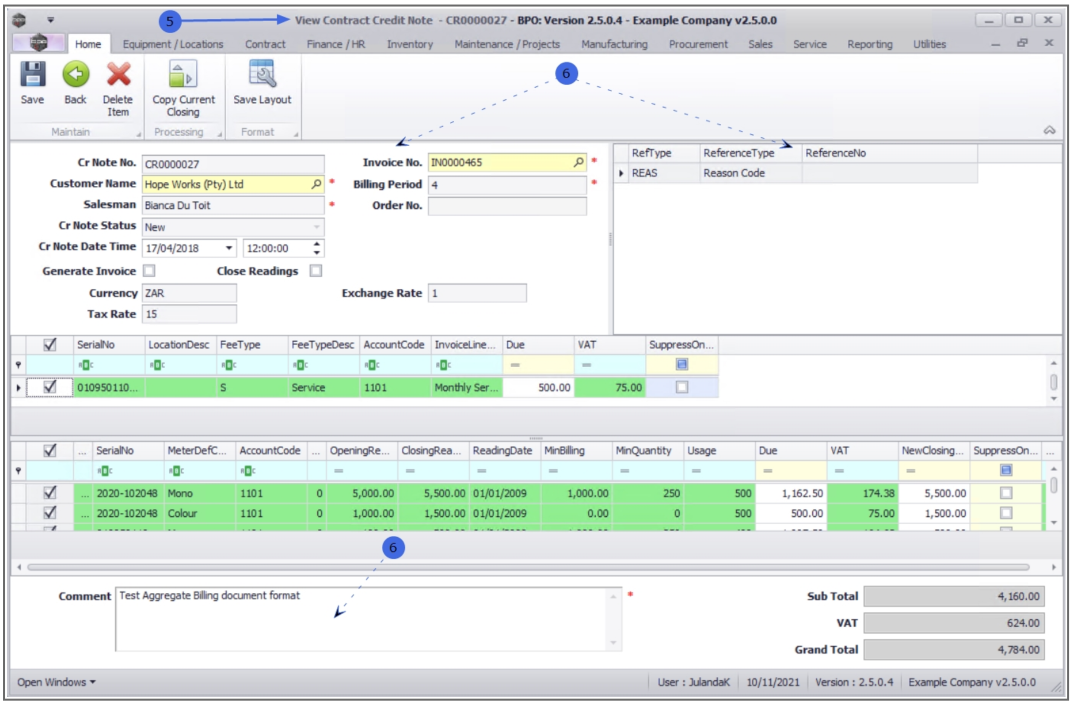
EDIT CONTRACT CREDIT NOTE

1. From the Contract ***Credit Notes for Customer [****customer code****]*** screen,
2. Click on the **arrow** to change the **Status** to ***New***.
3. Select the ***row*** of the Contract Credit Note you wish to edit.
4. Click on ***Edit***.

> **Short cut key:** ***Right click*** to display the ***All groups*** menu list. Click on ***Edit***.

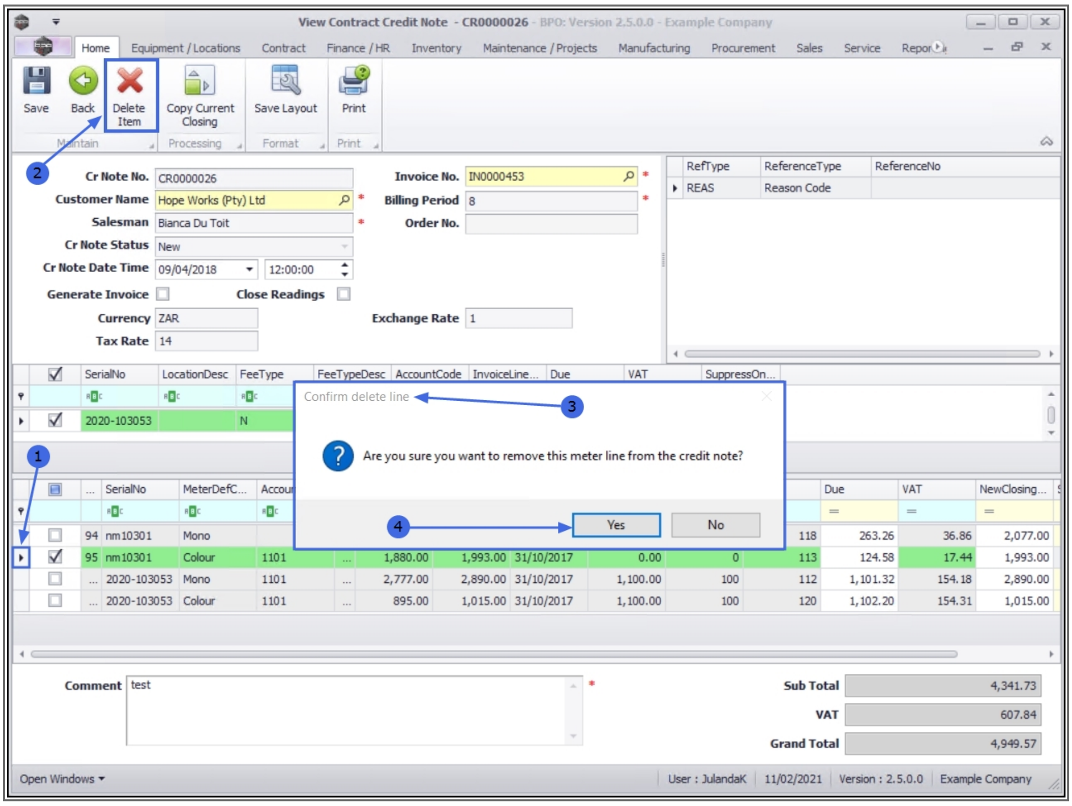


5. The ***View Contract Credit Note - CR[****credit note number]* ***]*** screen will display.
6. You can make changes to the ***Heading Information***, ***Reference*** or ***Comment*** .



DELETE CONTRACT ITEM

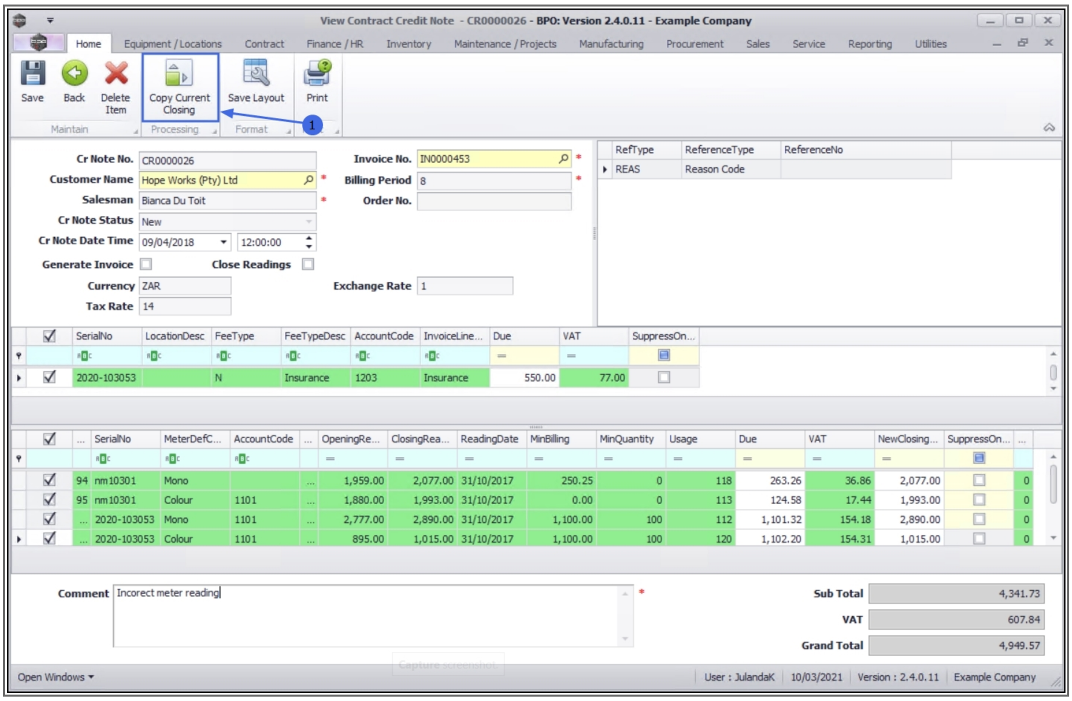
1. To delete a contract item, select the ***row*** of an item in the Fees and / or Items data grid.
2. Click on ***Delete Item***.
3. When you receive the ***Confirm delete line*** message to confirm;
    - ***Are you sure you want to remove this meter line from the credit note?***
4. Click on ***Yes***, *if you are certain about your selection.*

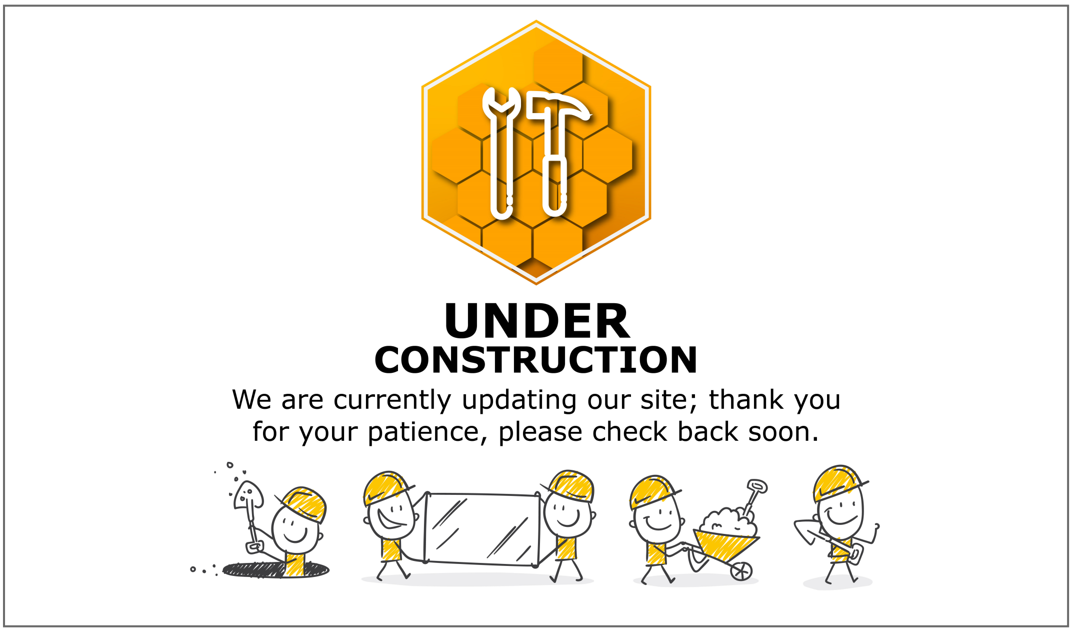


COPY CURRENT CLOSING

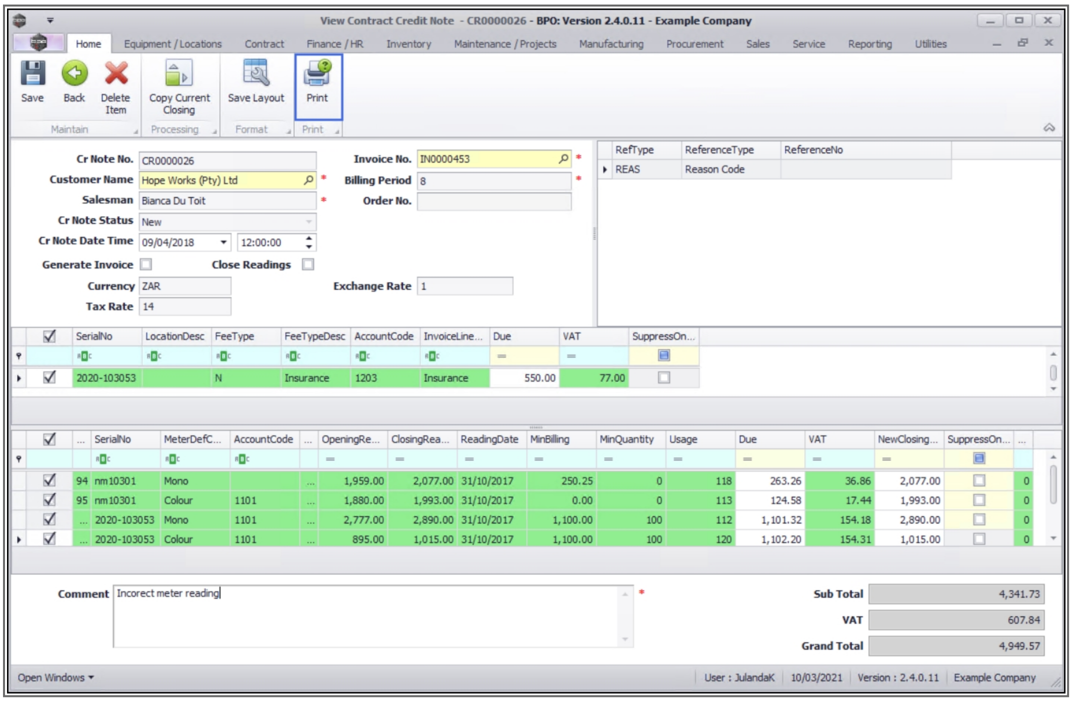
Your company may wish to include a predefined message, notifying customers of the terms and conditions for returns, refunds, etc. which is copied onto the Credit Note. These terms and condition messages would have been specified in the Company Configurator.

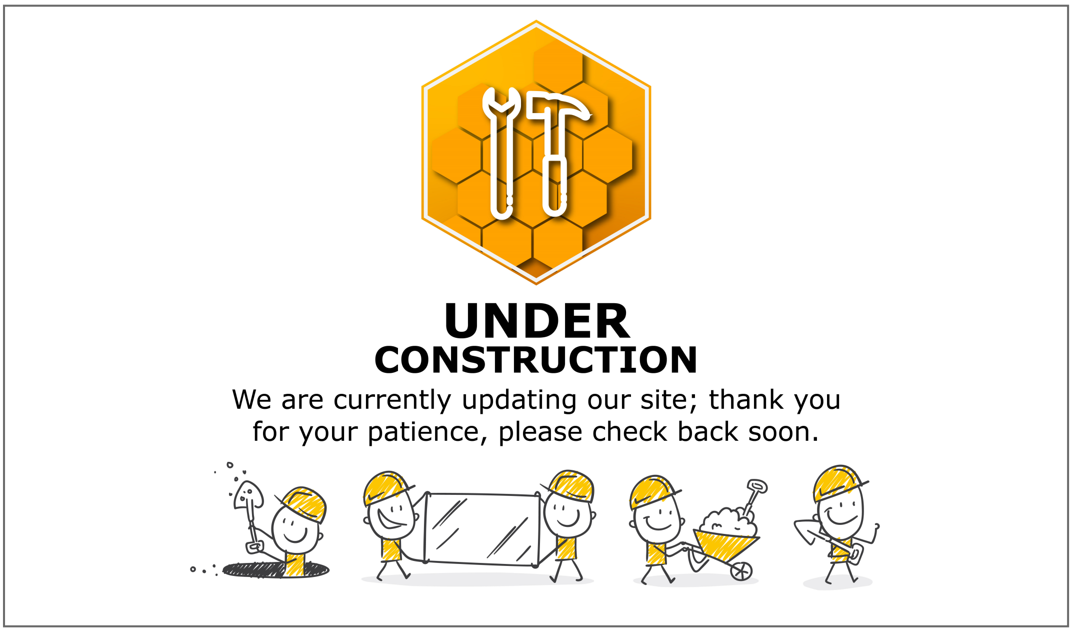
1. Click on ***Copy Current Closing*** to notify the system to include the current closing message on the Contract Credit Note.


View Contract Credit Note - CR0000026 - BPO: Version 2.4.0.11 - Example Company
Home
Equipment / Locations
Contract
Finance / HR
Inventory
Maintenance / Projects
Manufacturing
Procurement
Sales
Service
Reporting
Utilities
Save
Back
Delete Item
Copy Current Closing
Save Layout
Print
Maintain
Processing
Format
1
Cr Note No. CR0000026
Customer Name Hope Works (Pty) Ltd
Salesman Bianca Du Toit
Cr Note Status New
Cr Note Date Time 09/04/2018 12:00:00
Generate Invoice
Close Readings
Currency ZAR
Tax Rate 14
Invoice No. IN0000453
Billing Period 8
Order No.
Exchange Rate 1
RefType ReferenceType ReferenceNo
REAS Reason Code
SerialNo LocationDesc FeeType FeeTypeDesc AccountCode InvoiceLine... Due VAT SuppressOn...
2020-103053 N Insurance 1203 Insurance 550.00 77.00
SerialNo MeterDefC... AccountCode OpeningRe... ClosingRea... ReadingDate MinBilling MinQuantity Usage Due VAT NewClosing... SuppressOn...
94 nm10301 Mono 1,959.00 2,077.00 31/10/2017 250.25 0 118 263.26 36.86 2,077.00 0
95 nm10301 Colour 1101 1,880.00 1,993.00 31/10/2017 0.00 0 113 124.58 17.44 1,993.00 0
2020-103053 Mono 1101 2,777.00 2,890.00 31/10/2017 1,100.00 100 112 1,101.32 154.18 2,890.00 0
2020-103053 Colour 1101 895.00 1,015.00 31/10/2017 1,100.00 100 120 1,102.20 154.31 1,015.00 0
Comment Incorect meter reading
Sub Total 4,341.73
VAT 607.84
Grand Total 4,949.57
Open Windows
User : JulandaK 10/03/2021 Version : 2.4.0.11 Example Company


UNDER
CONSTRUCTION
We are currently updating our site; thank you
for your patience, please check back soon.

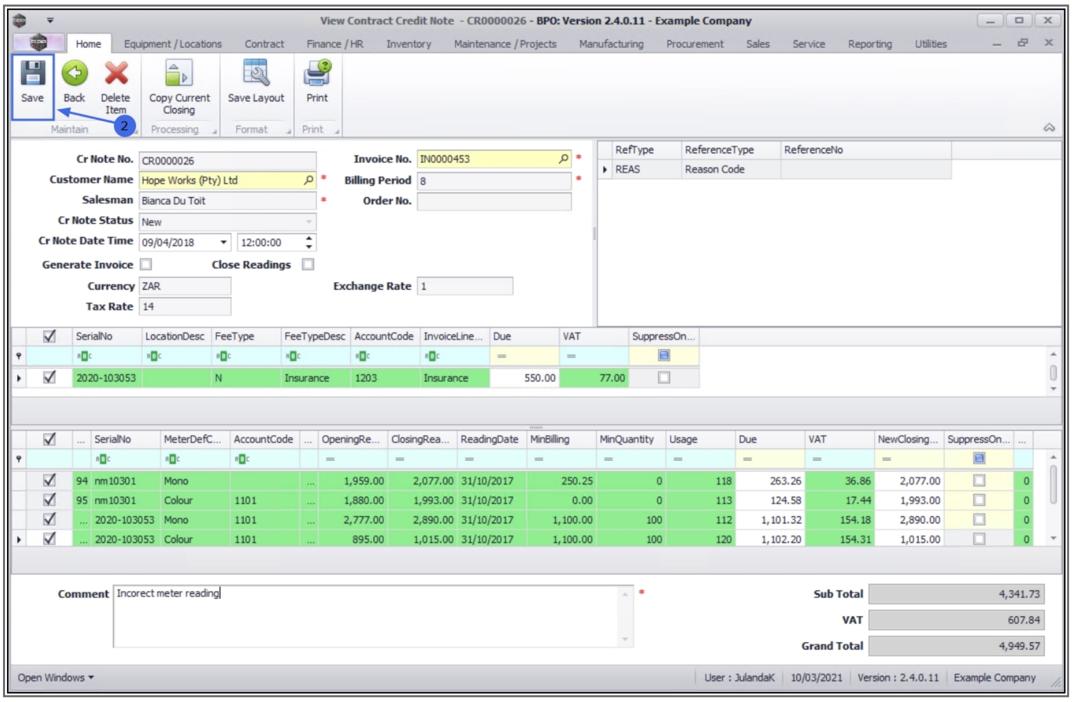
PRINT CONTRACT CREDIT NOTE





SAVE THE CHANGES

2. After you have made the necessary changes to the Contract Credit Note, click on ***Save***.



DELETE A CONTRACT CREDIT NOTE

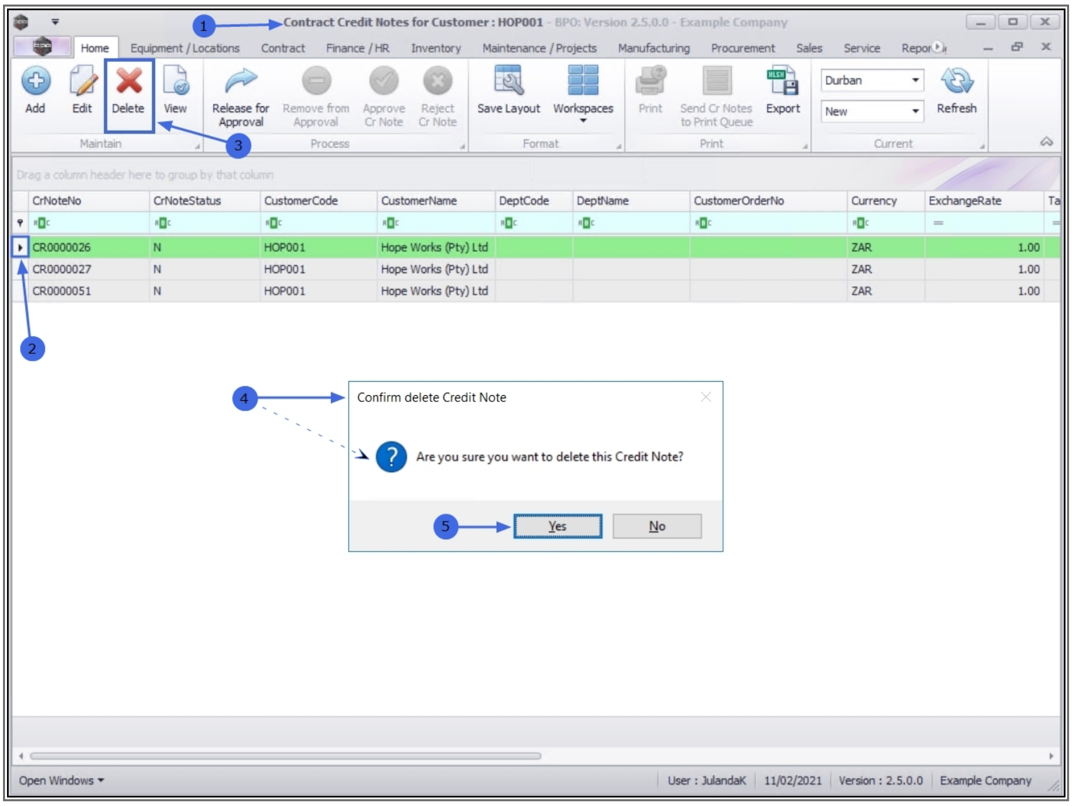
1. From the Contract ***Credit Notes for Customer : [****customer code****]*** listing screen,
2. Select the ***row*** of the contract credit note you wish to remove.
3. Click on ***Delete***.

> **Short cut key:** ***Right click*** to display the ***All groups*** menu list. Click on ***Delete***.

4. When you receive the ***Confirm delete Credit Note*** message to confirm that;

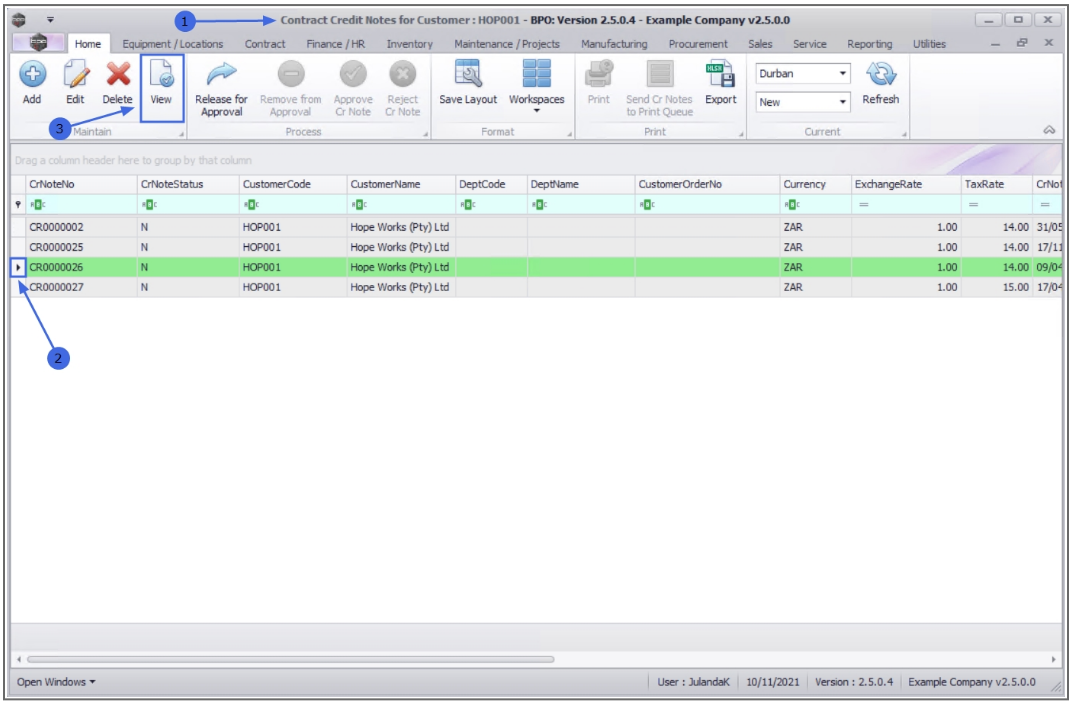
- ***Are you sure you want to delete this Credit Note?***

5. Click on ***Yes***, *if you are certain about your selection.*



VIEW CONTRACT CREDIT NOTE

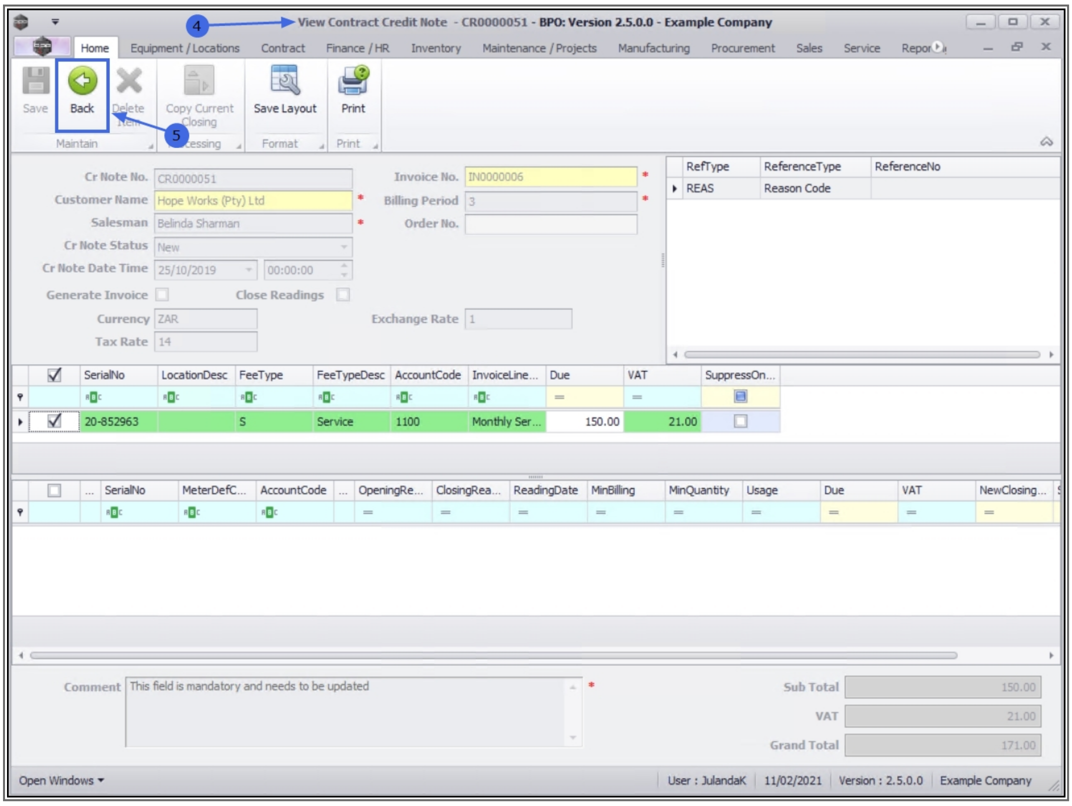
1. From the Contract ***Credit Notes for Customer : [****customer code****]*** listing screen,
2. Select the ***row*** of the contract credit note you wish to view.
3. Click on ***View***.



4. The ***View Contract Credit Note - [ ]*** will display.

> Note that no changes can be made to the Credit Note from this View only screen.

5. Click ***Back*** to return to the ***Contract Credit Notes for Customer*** listing screen.



RELEASE FOR APPROVAL

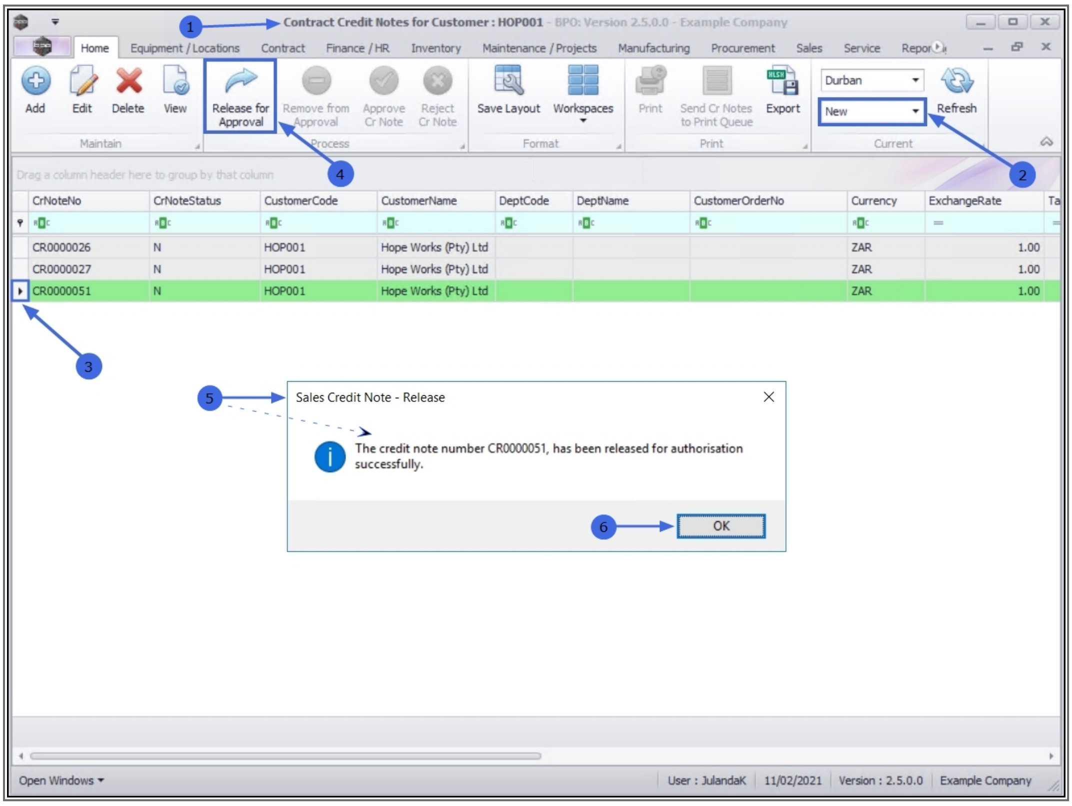
1. From the Contract ***Credit Notes for Customer : [****customer code****]*** listing screen,
2. Ensure that the **Status** has been set to ***New***.
3. Click on the ***row*** of the Credit Note you wish to release for Approval.
4. Click ***Release for Approval***.

> **Short cut key:** ***Right click*** to display the ***All groups*** menu list. Click on ***Release***.

5. When you receive the ***Sales Credit Note - Release*** message to confirm;
    - ***The credit note number CR[****credit note number****], has been released for authorisation successfully.***

6. Click on ***OK***.

   For a detailed handling of this topic refer to Release / Remove / Approve / Reject Processes



REMOVE FROM APPROVAL / PLACE ON HOLD

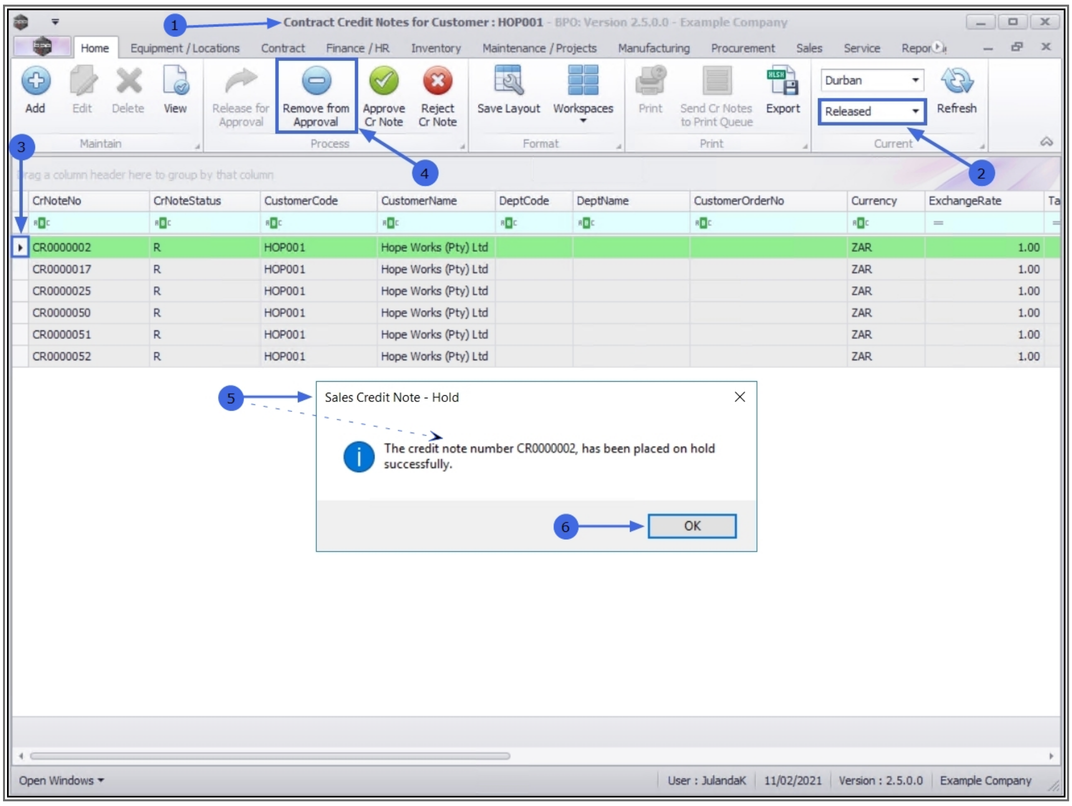
1. From the Contract ***Credit Notes for Customer : [****customer code****]*** listing screen,
2. Ensure that the **Status** has been set to ***Released*** to list all the Contract Credit Notes that have been Approved.
3. Click on the ***row selector*** in front of the Credit Note you wish to remove from approval.

4. Click on ***Remove from Approval***.

> **Short cut key:** ***Right click*** to display the ***All groups*** menu list. Click on *Remove*.

5. When you receive the ***Sales Credit Note - Hold*** screen to confirm that;
   - ***The credit note number CN[****credit note number****], has been placed on hold successfully.***
6. Click on ***OK***.

For a detailed handling of this topic refer to Release / Remove / Approve / Reject Processes



APPROVE A CREDIT NOTE

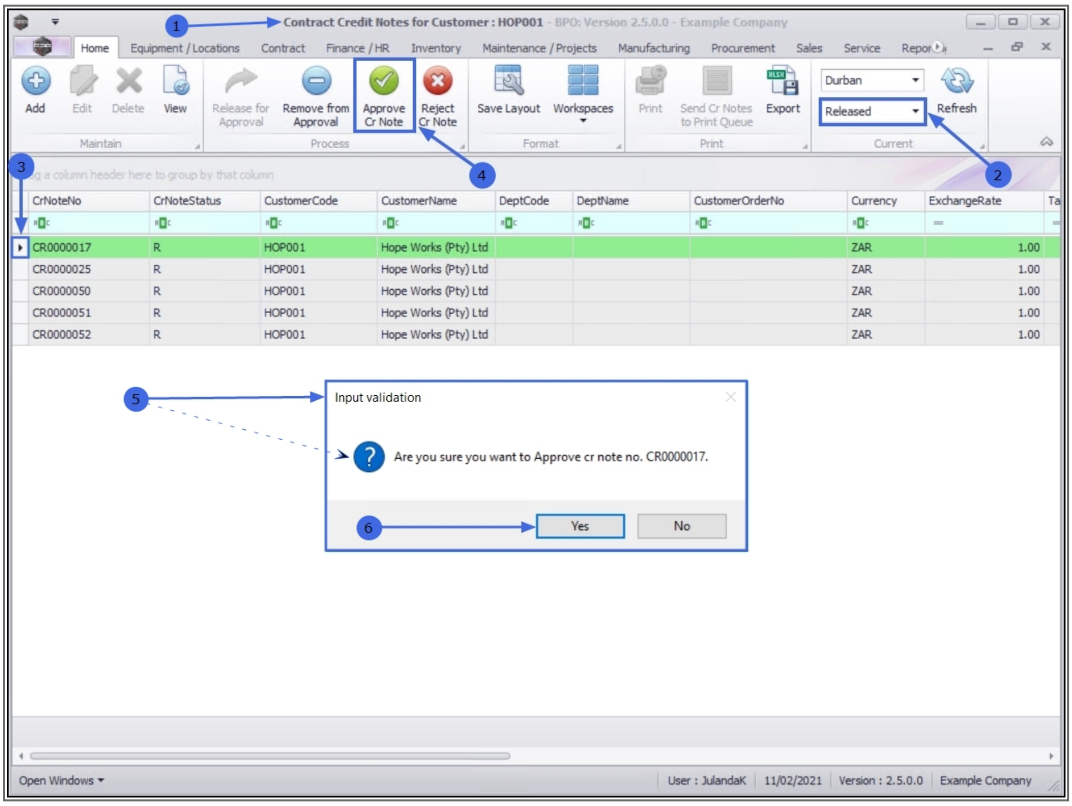
1. From the Contract ***Credit Notes for Customer : [****customer code****]*** listing screen,

2. Ensure that the **Status** has been set to ***Released***.
3. Click on the **row selector** in front of the Credit Note you wish to approve.
4. Click ***Approve Cr Note***.

> **Short cut key:** ***Right click*** to display the ***All groups*** menu list. Click on ***Approve***.

5. When you receive the ***Input Validation*** message to confirm;
    - ***Are you sure you want to Approve cr note no. CR[****credit note number****].***
6. Click on ***Yes***.

For a detailed handling of this topic refer to Release / Remove / Approve / Reject Processes



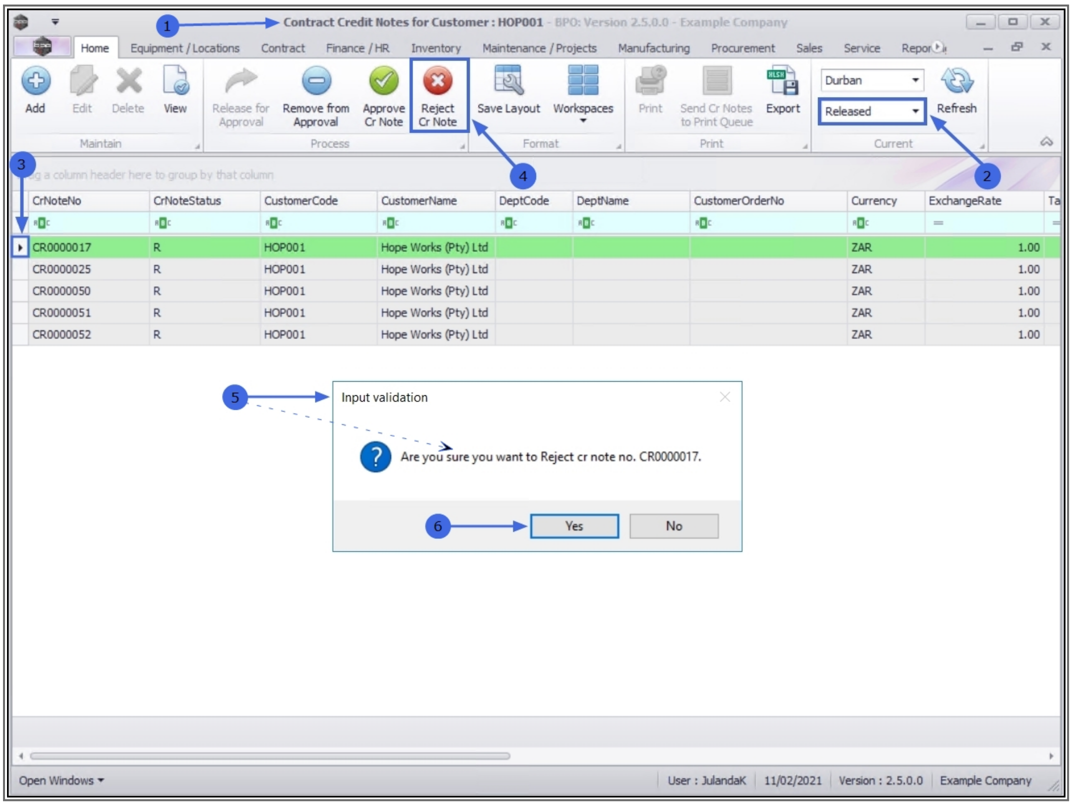
REJECT A CREDIT NOTE

1. From the Contract ***Credit Notes for Customer : [****customer code****]*** listing screen,
2. Ensure that the **Status** has been set to ***Released***.
3. Select the **row** of the Credit Note you wish to reject.
4. Click on ***Reject Cr Note***.

> **Short cut key:** ***Right click*** to display the ***All groups*** menu list. Click on ***Reject***.

5. When you receive the ***Input Validation*** message to confirm that;
   - ***Are you sure you want to Reject cr note no. CR[****credit note number****].***
6. Click on ***Yes***.

For a detailed handling of this topic refer to Release / Remove / Approve / Reject Processes



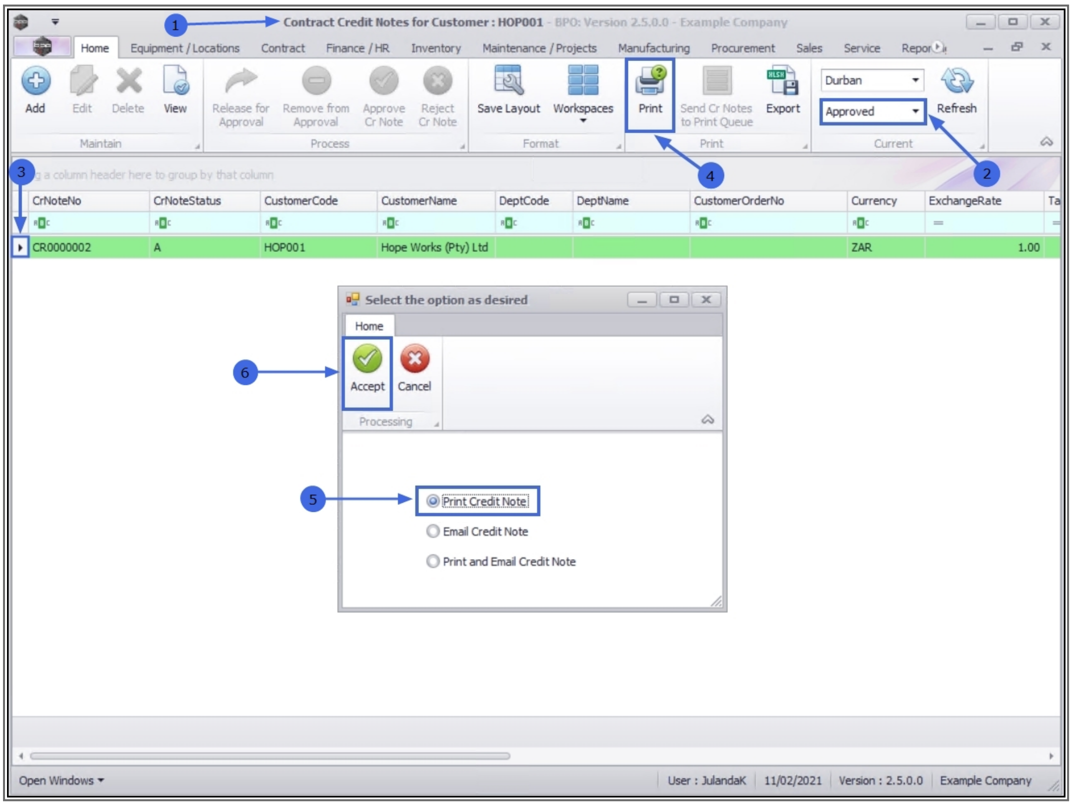
PRINT A CREDIT NOTE

Credit notes with an Approved and Printed status will be available for printing.

1. From the Contract ***Credit Notes for Customer : [****customer code****]*** listing screen,
2. Ensure that you select the **Status** you require.
    - For the purpose of the manual, ***Approved*** has been selected.
3. Select the ***row*** of the Credit Note you wish to print.
4. Click on ***Print*** to display the ***Select the option as desired*** screen.

> Note that when selecting to *Email Invoice*, the invoice will be emailed via the *BPO Email Service* on the server (not from MS Outlook).

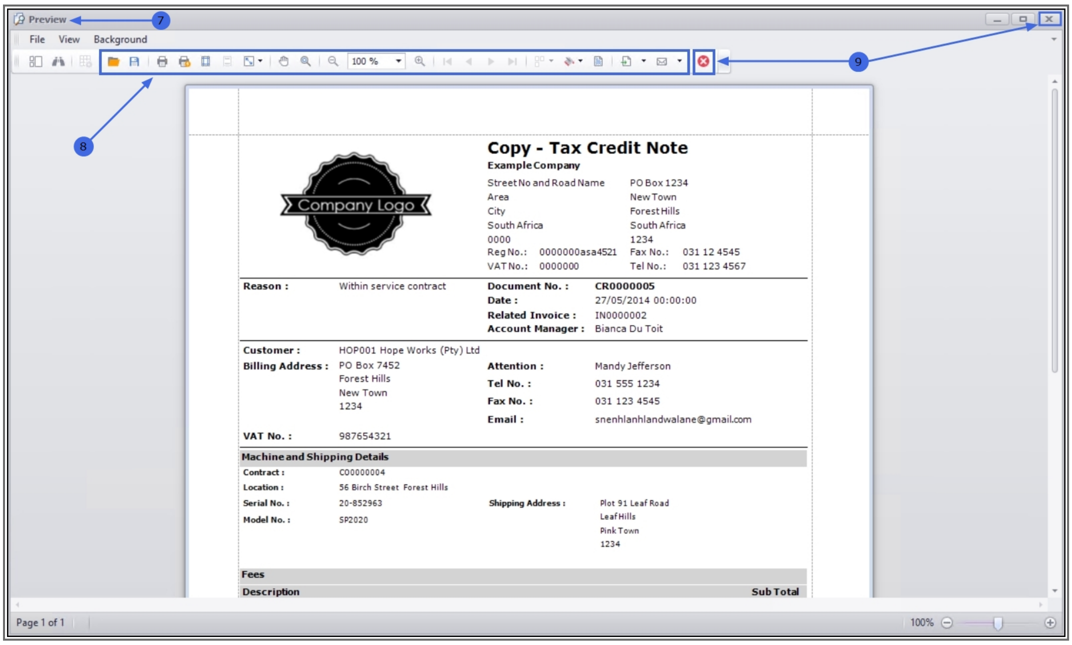
5. For the purpose of this manual, ***Print Credit Note*** has been selected.
6. Click on ***Accept*** to proceed.



7. The Tax Credit Note will display in the ***Preview*** screen.

> Note that when you print the document for the first time, it will display as *Tax Credit Note*. Printing the document thereafter will displaying as *Copy - Tax Credit Note*.

8. From this screen you can make cosmetic changes to the document as well as ***Save***, ***Print***, ***Add a Watermark***, ***Export*** or ***Email*** the Credit Note.
9. Click on ***Close*** to return to the ***Sales Credit Notes for Customer*** screen.



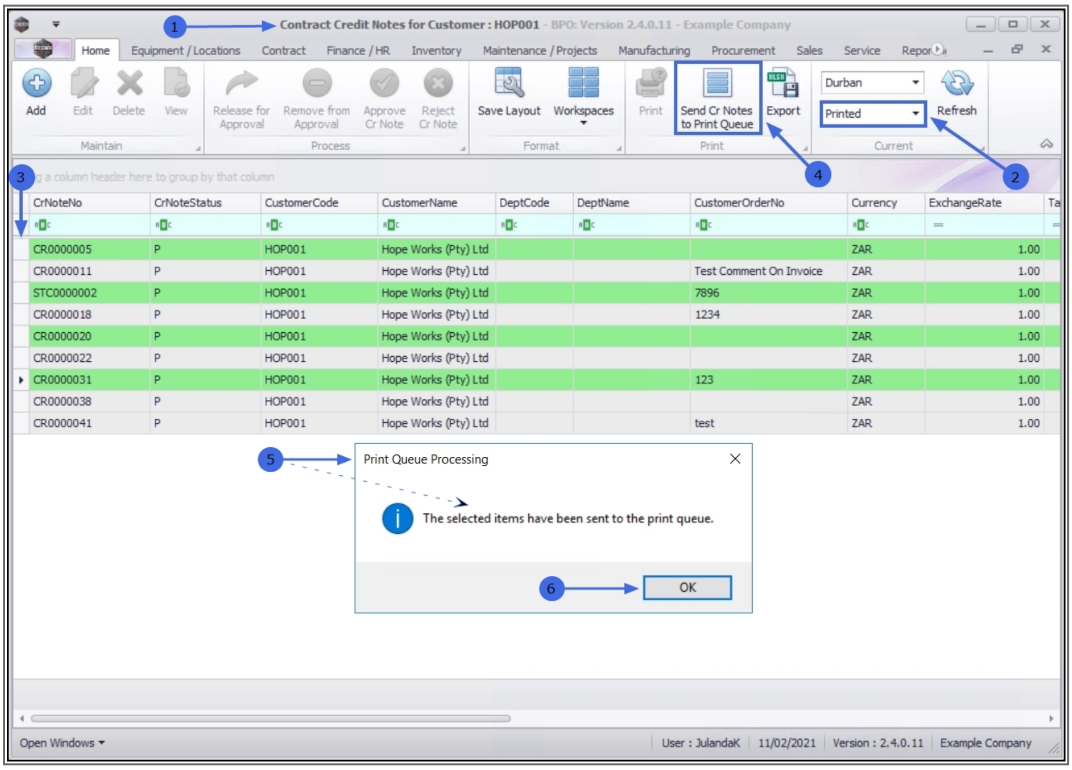
SEND CREDIT NOTES TO PRINT QUEUE

This option gives you the ability to send Credit Notes to the Print Queue directly from the *Contract Credit Notes for Customer* listing screen (instead of going to the Print Queue Reprint screen), which means that a batch of credit notes can be forwarded to the customer.

1. From the Contract ***Credit Notes for Customer : [****customer code****]*** listing screen,
2. Ensure that the **Status** has been set to ***Printed***.
3. Select the ***row*** of the Credit Note or select a ***batch*** of Credit Notes you wish to send to the Print Queue.
    -  **To Select a Range:** Click in the ***row selector*** of the **first credit note**. **Hold** down the **Shift key** on your keyboard and click in the ***row selector*** next to the ***last credit note*** in your list.

- **To Select alternate Invoices:** Hold down the **Ctrl (Control) key** on your keyboard and click in the ***row selector*** in front of each Credit Note you want to include in the Print Queue.

4. Click on ***Send Cr Notes to Print Queue***.
5. When you receive the ***Print Queue Processing*** message confirming that;
   - ***The selected items have been sent to the print queue.***
6. Click on ***OK***.



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