

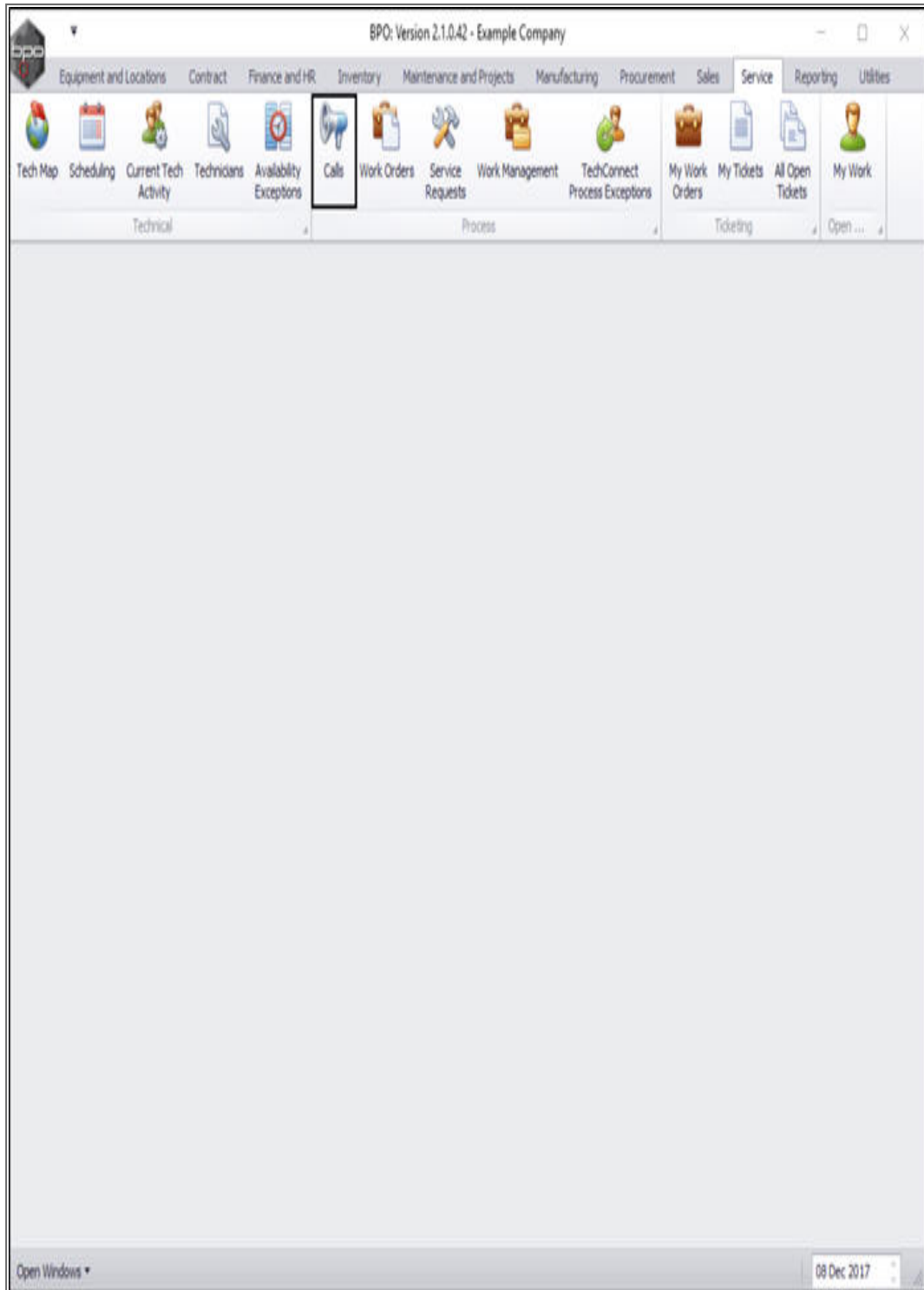
SERVICE

CALLS – ADD A CREDIT NOTE

When Call Credit Notes are raised, remember the following:

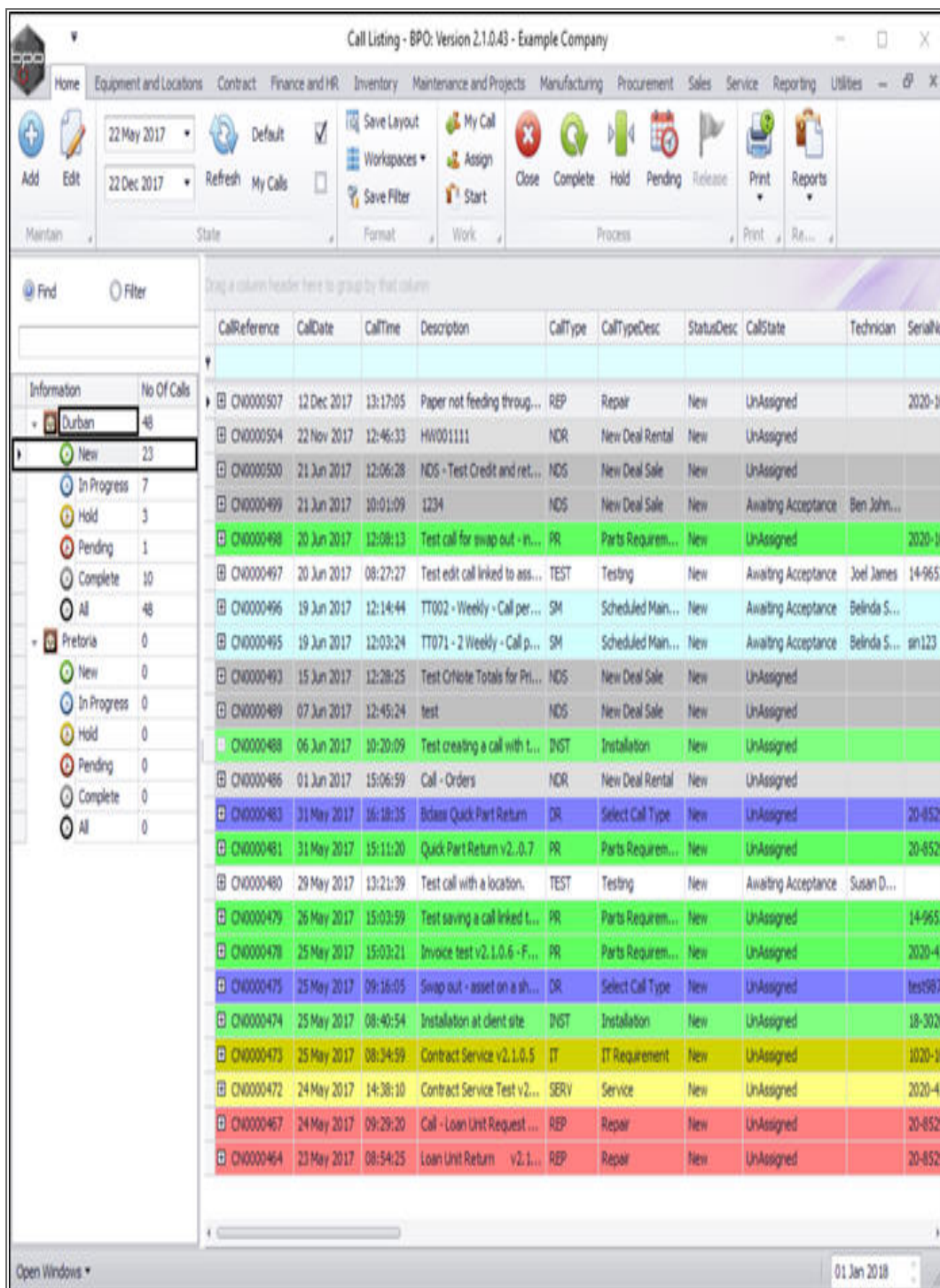
- **Partial credit notes** can be raised.
- Select whether or not to **return the stock to store**.
- If you select to return to store, you must complete a **return request** in order to move your stock back to the warehouse.
- When credit notes are raised in order to adjust incorrect pricing on an invoice, there is no need to return the stock to store.

Ribbon Access: *Service > Calls*



The ***Call Listing*** screen will be displayed.

- Select the **site** and **status**.
 - In this image, **Durban** has been selected as the site and the status has been set to **New**.



Call Listing - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit 22 May 2017 22 Dec 2017 Refresh My Calls Save Layout Workspaces Save Filter My Call Assign Start Close Complete Hold Pending Release Print Reports

Find Filter

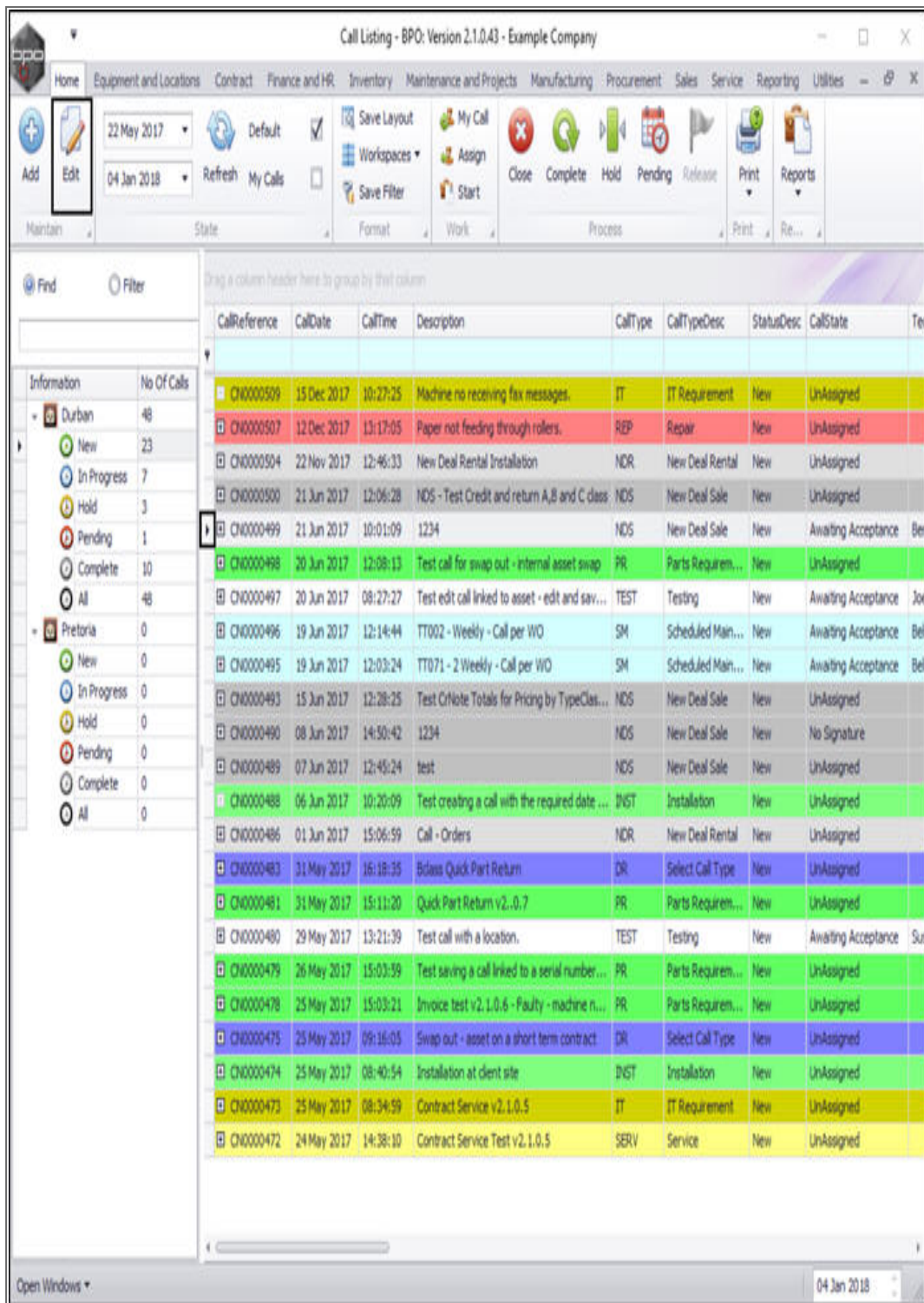
Information No Of Calls

- Durban 48
- New 23
- In Progress 7
- Hold 3
- Pending 1
- Complete 10
- All 48
- Pretoria 0
- New 0
- In Progress 0
- Hold 0
- Pending 0
- Complete 0
- All 0

CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	StatusDesc	CallState	Technician	SerialNo
CH0000507	12 Dec 2017	13:17:05	Paper not feeding throug...	REP	Repair	New	UnAssigned		2020-10
CH0000504	22 Nov 2017	12:46:33	HW001111	NDR	New Deal Rental	New	UnAssigned		
CH0000500	21 Jun 2017	12:06:28	NDS - Test Credit and ret...	NDS	New Deal Sale	New	UnAssigned		
CH0000499	21 Jun 2017	10:01:09	1234	NDS	New Deal Sale	New	Awaiting Acceptance	Ben John...	
CH0000498	20 Jun 2017	12:08:13	Test call for swap out - in...	PR	Parts Requirem...	New	UnAssigned		2020-10
CH0000497	20 Jun 2017	08:27:27	Test edit call linked to ass...	TEST	Testing	New	Awaiting Acceptance	Joel James	14-9652
CH0000496	19 Jun 2017	12:14:44	TT002 - Weekly - Call per...	SM	Scheduled Main...	New	Awaiting Acceptance	Belinda S...	
CH0000495	19 Jun 2017	12:03:24	TT071 - 2 Weekly - Call p...	SM	Scheduled Main...	New	Awaiting Acceptance	Belinda S...	an123
CH0000493	15 Jun 2017	12:28:25	Test ChRite Totals for Pri...	NDS	New Deal Sale	New	UnAssigned		
CH0000489	07 Jun 2017	12:45:24	test	NDS	New Deal Sale	New	UnAssigned		
CH0000488	06 Jun 2017	10:20:09	Test creating a call with t...	INST	Installation	New	UnAssigned		
CH0000486	01 Jun 2017	15:06:59	Call - Orders	NDR	New Deal Rental	New	UnAssigned		
CH0000483	31 May 2017	16:18:35	Bidass Quick Part Return	DR	Select Call Type	New	UnAssigned		20-8529
CH0000481	31 May 2017	15:11:20	Quick Part Return v2.0.7	PR	Parts Requirem...	New	UnAssigned		20-8529
CH0000480	29 May 2017	13:21:39	Test call with a location.	TEST	Testing	New	Awaiting Acceptance	Susan D...	
CH0000479	26 May 2017	15:03:59	Test saving a call linked t...	PR	Parts Requirem...	New	UnAssigned		14-9652
CH0000478	25 May 2017	15:03:21	Invoice test v2.1.0.6 - F...	PR	Parts Requirem...	New	UnAssigned		2020-43
CH0000475	25 May 2017	09:16:05	Swap out - asset on a sh...	DR	Select Call Type	New	UnAssigned		test9876
CH0000474	25 May 2017	08:40:54	Installation at client site	INST	Installation	New	UnAssigned		18-3020
CH0000473	25 May 2017	08:34:59	Contract Service v2.1.0.5	IT	IT Requirement	New	UnAssigned		1020-10
CH0000472	24 May 2017	14:38:10	Contract Service Test v2...	SERV	Service	New	UnAssigned		2020-43
CH0000467	24 May 2017	09:29:20	Call - Loan Unit Request ...	REP	Repair	New	UnAssigned		20-8529
CH0000464	23 May 2017	08:54:25	Loan Unit Return v2.1...	REP	Repair	New	UnAssigned		20-8529

Open Windows 01 Jan 2018

- Click on the ***row selector*** in front of the ***call*** you wish to raise an ***credit note*** for.
- Click on ***Edit***.



CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	StatusDesc	CallState
CH0000509	15 Dec 2017	10:27:25	Machine no receiving fax messages.	IT	IT Requirement	New	UnAssigned
CH0000507	12 Dec 2017	13:17:05	Paper not feeding through rollers.	REP	Repair	New	UnAssigned
CH0000504	22 Nov 2017	12:46:33	New Deal Rental Installation	NDR	New Deal Rental	New	UnAssigned
CH0000500	21 Jun 2017	12:06:28	NDS - Test Credit and return A,B and C class	NDS	New Deal Sale	New	UnAssigned
CH0000499	21 Jun 2017	10:01:09	1234	NDS	New Deal Sale	New	Awaiting Acceptance
CH0000498	20 Jun 2017	12:08:13	Test call for swap out - internal asset swap	PR	Parts Requirem...	New	UnAssigned
CH0000497	20 Jun 2017	08:27:27	Test edit call linked to asset - edit and sav...	TEST	Testing	New	Awaiting Acceptance
CH0000496	19 Jun 2017	12:14:44	TT002 - Weekly - Call per WO	SM	Scheduled Main...	New	Awaiting Acceptance
CH0000495	19 Jun 2017	12:03:24	TT071 - 2 Weekly - Call per WO	SM	Scheduled Main...	New	Awaiting Acceptance
CH0000493	15 Jun 2017	12:28:25	Test OnNote Totals for Pricing by TypeClas...	NDS	New Deal Sale	New	UnAssigned
CH0000490	08 Jun 2017	14:50:42	1234	NDS	New Deal Sale	New	No Signature
CH0000489	07 Jun 2017	12:45:24	test	NDS	New Deal Sale	New	UnAssigned
CH0000488	06 Jun 2017	10:20:09	Test creating a call with the required date ...	INST	Installation	New	UnAssigned
CH0000486	01 Jun 2017	15:06:59	Call - Orders	NDR	New Deal Rental	New	UnAssigned
CH0000483	31 May 2017	16:18:35	Bdass Quick Part Return	DR	Select Call Type	New	UnAssigned
CH0000481	31 May 2017	15:11:20	Quick Part Return v2.0.7	PR	Parts Requirem...	New	UnAssigned
CH0000480	29 May 2017	13:21:39	Test call with a location.	TEST	Testing	New	Awaiting Acceptance
CH0000479	26 May 2017	15:03:59	Test saving a call linked to a serial number ...	PR	Parts Requirem...	New	UnAssigned
CH0000478	25 May 2017	15:03:21	Invoice test v2.1.0.6 - Faulty - machine n...	PR	Parts Requirem...	New	UnAssigned
CH0000475	25 May 2017	09:16:05	Swap out - asset on a short term contract	DR	Select Call Type	New	UnAssigned
CH0000474	25 May 2017	08:40:54	Installation at client site	INST	Installation	New	UnAssigned
CH0000473	25 May 2017	08:34:59	Contract Service v2.1.0.5	IT	IT Requirement	New	UnAssigned
CH0000472	24 May 2017	14:38:10	Contract Service Test v2.1.0.5	SERV	Service	New	UnAssigned

- The **Call maintenance: Call ref. - []** screen will be displayed.
- Click on the **Credit Notes** tile.

Call maintenance : Call ref. : CN0000499 - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstate Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links

Enter text to search...

On Site Info 1

For Contract

Processing

Quotes

Orders

Invoices

Credit Notes

Customer Office Supplies Unlimited

Contact Samantha Times

Contact No. 031 789 4961

Address 674 Nighthish Ave Forest Hills

Call Type New Deal Sale

Error Code

Description 1234

Call Date Time 21 Jun 2017 10:01:09

Priority 2

SLA 0.00

Date Required 28 Jun 2017

Order No OR0000200

Logged By BiancaD

Status N - New

Optional No

Relates To :

ReferenceType	ReferenceNo
Serial No	
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	OR0000200

Closure Details :

Action

Closure Date Time 00:00:00

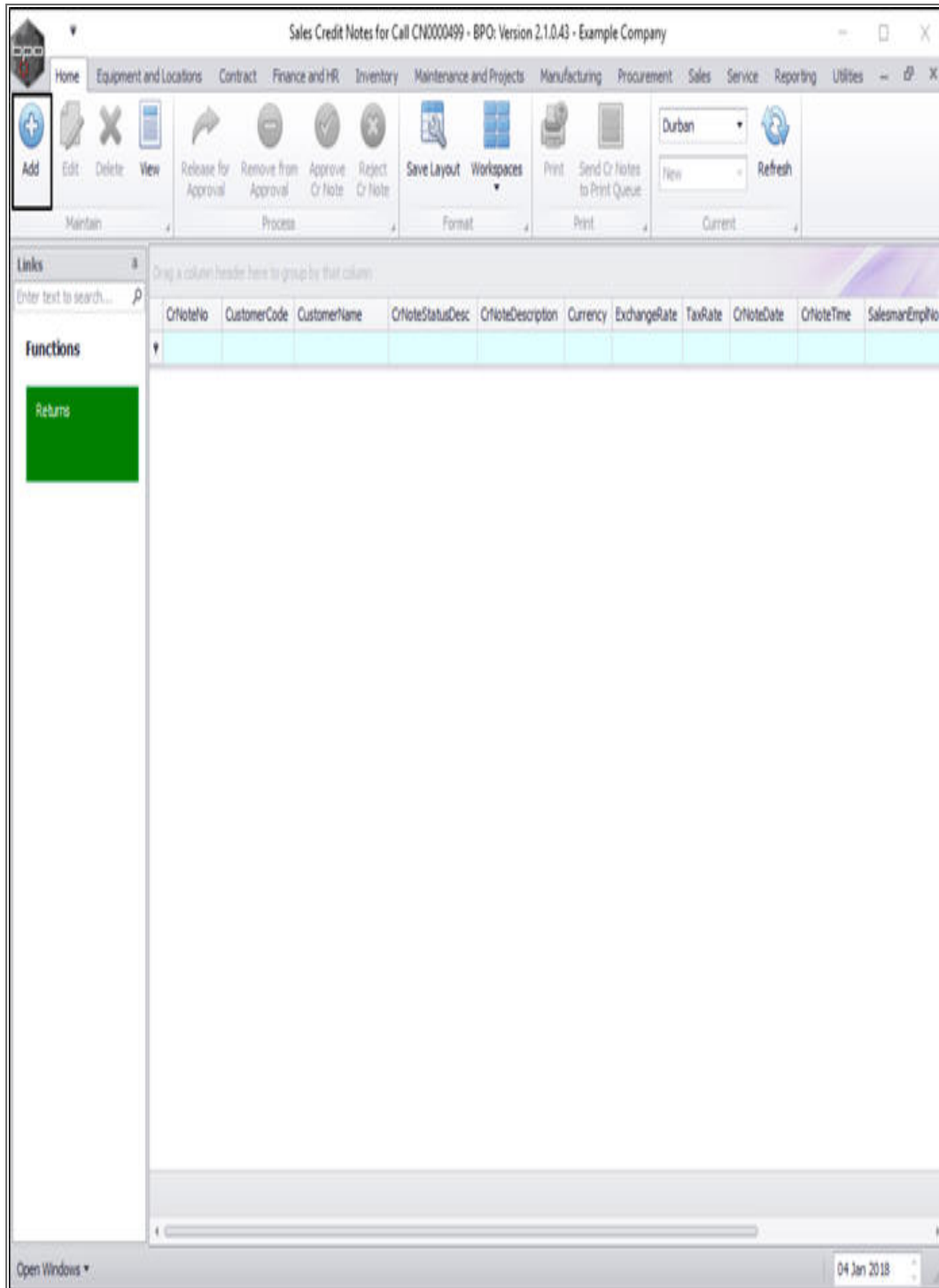
Closed By

Meters

Open Windows

04 Jan 2018

- The **Sales Credit Notes for Call []** screen will be displayed.
- Click on **Add**.



- The **Add new Customer Credit Note** screen will be displayed.
- Click on the **Related References** tab.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference

Contact Name Samantha Times Status N

Commercial Default 2 Date & Time 04 Jan 2018 2:35:14 PM

Salesman Sarah Milder

Billing Customer Office Supplies Unlimited Billing Contact

Cr Note Currency South African Rand Exchange Rate 1

Tax Rate 14

Billing address PO Box 9632 Forest Hills 12345

Shipping address

Return Items to Store

Addresses Related Ref

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	Warehouse...	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Select by...													

Comment

Sub Total 0.00

VAT 0.00

Grand Total 0.00

Open Windows 04 Jan 2018

- The Related References panel will be **expanded**.
- Click in the **text box** under the **Reference No.** column, in the **Invoice No.** row.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference

Contact Name Samantha Times Status N

Commercial Default 2 Date & Time 04 Jan 2018 2:35:14 PM

Salesman Sarah Milder

Billing Customer Office Supplies Unlimited Billing Contact

Cr Note Currency South African Rand Exchange Rate

Tax Rate 14

Return Items to Store

RefType	ReferenceType	ReferenceNo
PHLC	Location	
WKOR	Work Order Reference	
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499
CJW	Invoice No	

Addresses Related Ref

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	Warehouse...	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Select ty...													

Comment

Sub Total 0.00

VAT 0.00

Grand Total 0.00

Open Windows 04 Jan 2018

- An ***ellipsis [...]*** button will be revealed.
- Click on this ellipsis button to display a ***Select the related invoice*** for this order pop up screen.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Customer Name Office Supplies Unlimited Reference
Contact Name Samantha Times Status N
Commercial Default 2 Date & Time 04 Jan 2018 2:35:14 PM
Salesman Sarah Milder
Billing Customer Office Supplies Unlimited Billing Contact
Cr Note Currency South African Rand Exchange Rate
Tax Rate 14

Return Items to Store

ItemType	ItemCode	Department	ItemDescription	CrNoteLine
Select ty...				

RefType ReferenceType ReferenceNo

FINC	Location	
WKOR	Work Order Reference	
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499

Select the related invoice for this order

Home

Ok Back Save Layout

Process Format

Drag a column header here to group by that column

InvoiceNo	CustomerC...	CustomerName	DeptName	InvoiceStat...	InvoiceDescription
BW0000001	HOP001	Hope Works	Technical	Printed	New SP2020 Mach
BW0000002	HOP001	Hope Works	Technical	Printed	New SP2020 Mach
BW0000003	HOP001	Hope Works	Technical	Printed	new machine
BW0000004	HOP001	Hope Works	Technical	Printed	Adhoc machine sal
BW0000005	DER001	Derton Technologies		Printed	Single machine sal
BW0000006	HOP001	Hope Works	Technical	Printed	New Machine
BW0000007	DER001	Derton Technologies		Printed	Machine installat
BW0000008	DER001	Derton Technologies		Printed	test
BW0000009	HOP001	Hope Works	Technical	Printed	Staple repair
BW0000010	DER001	Derton Technologies		Printed	Repair and Toners
BW0000011	HOP001	Hope Works	Technical	Printed	test

Comment

Open Windows 04 Jan 2018

- Click on the **row selector** in front of the **invoice** that you wish to **raise a credit note** for.
- Click on **Ok**.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Customer Name Office Supplies Unlimited Reference Status N RefType ReferenceType ReferenceNo
Contact Name Samantha Times Date & Time 04 Jan 2018 2:35:14 PM
Commercial Default 2 Billing Contact Exchange Rate
Salesman Sarah Milder
Billing Customer Office Supplies Unlimited
Cr Note Currency South African Rand
Tax Rate 14

Return Items to Store

ItemType	ItemCode	Department	ItemDescription	CrNoteLineD
Select ty...				

Select the related invoice for this order

Home

Ok Back Save Layout

Process Format

Drag a column header here to group by that column

InvoiceNo	CustomerC...	CustomerName	DeptName	InvoiceStat...	InvoiceDescription
INV0000365	BIG0001	Big Bargains		Printed	test
INV0000366	BOT0001	Bothas Networking inc		Printed	test
INV0000367	HOP001	Hope Works	Technical	Printed	Swap out Invoice
INV0000368	OFF001	Office Supplies Unlimited		Printed	1234
INV0000369	OFF001	Office Supplies Unlimited		Printed	1234
INV0000370	DER001	Derton Technologies		Printed	1234
INV0000371	APP0001	Apple Juice Inc	Sales Depa...	Printed	1234
INV0000372	HOP001	Hope Works	Technical	Printed	Swap out Invoice
INV0000374	HOP001	Hope Works	Technical	Printed	HW011111
INV0000375	HOP001	Hope Works	Technical	Printed	1234
INV0000376	ABCKY2123	ABC Shoe Co		Printed	1234

Comment

Open Windows 04 Jan 2018

- The selected invoice details will populate the **Items** data grid in the credit note screen.
- If a **stock item** was invoiced, a message box will pop up asking;
 - ***Do you wish to return the items to store?***
- If you do want to return the items (if, for example, the incorrect part was invoiced) then click on **Yes**.
 - **Note:** Remember that you still need to return the stock using the Return Request screen, when the credit note is authorised and printed.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference
 Contact Name Samantha Times Status N
 Commercial Type Class Commercial Date & Time 05 Jan 2018 12:39:30 PM
 Salesman Sarah Milder
 Billing Customer Office Supplies Unlimited Billing Contact Samantha Times
 Cr Note Currency South African Rand Exchange Rate 1
 Tax Rate 14

☐ Return Items to Store

Addresses Related Ref

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	Warehouse...	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Wareh...	1.00	457.43	\$26.05	\$26.05	No	14.00	No	A
Select ty...													

Parts Processing

? Do you wish to return the items to the store?

Yes No

Comment

Sub Total 526.05
 VAT 73.65
 Grand Total 599.70

Open Windows 04 Jan 2018

- If you have select to **Return the Item to Store**, then a **Return Processing** message box will pop up, asking:

- ***Do the items being returned to the store need to be replaced?***
- Select **Yes** If the part issued was the correct part, but is damaged / or has the incorrect serial number, and a new part of the same part code needs to be issued.
 - **Note:** Once the part has been returned to store, the part request will re-open to be fulfilled - a new part / correct serial number must be issued.
- Select **No** If you issued the incorrect part, or the order is cancelled.
 - **Note:** This will set the part request required quantity to zero - as it is no longer required.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Customer Name Office Supplies Unlimited Reference
 Contact Name Samantha Times Status N
 Commercial Type Class Commercial Date & Time 05 Jan 2018 12:39:30 PM
 Salesman Sarah Milder Billing Contact Samantha Times
 Cr Note Currency South African Rand Exchange Rate 1
 Tax Rate 14

☒ Return Items to Store

Item Type	Item Code	Department	Item Description	Cr Note Line Description	Warehouse...	Quantity	Unit Cost	Item Price	Base Ccy Price	Return To Store	Tax Rate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Wareh...	1.00	457.43	526.05	526.05	No	14.00	No	A
Select ty...													

Return Processing

Do the items being returned to the store need to be replaced?

Yes No

Comment

Sub Total 526.05
 VAT 73.65
 Grand Total 599.70

Open Windows 04 Jan 2018

- If you do not want to return the items to store (if, for example, the incorrect selling price was charged) then click on **No**.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name: Office Supplies Unlimited Reference: Status: N Date & Time: 05 Jan 2018 12:39:30 PM

Contact Name: Samantha Times Commercial: Type Class Commercial Salesman: Sarah Milder Billing Customer: Office Supplies Unlimited Billing Contact: Samantha Times Cr Note Currency: South African Rand Exchange Rate: 1 Tax Rate: 14

☐ Return Items to Store

Addresses Related Ref

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	Warehouse...	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Wareh...	1.00	457.43	\$26.05	\$26.05	No	14.00	No	A
Select ty...													

Parts Processing

Do you wish to return the items to the store?

Yes No

Comment

Sub Total: 526.05 VAT: 73.65 Grand Total: 599.70

Open Windows 04 Jan 2018

- You do have the option to use the **Return Items to Store** flag if you made the incorrect choice.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference
 Contact Name Samantha Times Status N
 Commercial Type Class Commercial Date & Time 05 Jan 2018 1:39:43 PM
 Salesman Sarah Milder
 Billing Customer Office Supplies Unlimited Billing Contact Samantha Times
 Cr Note Currency South African Rand Exchange Rate 1
 Tax Rate 14

☐ Return Items to Store

RefType	ReferenceType	ReferenceNo
WVOR	Work Order Reference	
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CN0000499
ICIV	Invoice No	INV0000368
REAS	Reason Code	

Item Type	Item Code	Department	Item Description	Cr Note Line Description	Warehouse...	Quantity	Unit Cost	Item Price	Base Ccy Price	Return To Store	Tax Rate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Wareh...	1.00	457.43	\$26.05	\$26.05	No	14.00	No	A
Select ty...													

Comment

Sub Total 526.05
 VAT 73.65
 Grand Total 599.70

Open Windows 04 Jan 2018

- When you click on the **Return Items to Store** check box, a **Return Processing** screen will pop up asking;

- ***Do the items being returned to the store need to be replaced?***
- You now have the opportunity to correct your previous choice, if required, and click on **Yes**.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference
 Contact Name Samantha Times Status N
 Commercial Type Class Commercial Date & Time 05 Jan 2018 1:39:43 PM
 Salesman Sarah Milder Billing Contact Samantha Times
 Billing Customer Office Supplies Unlimited Exchange Rate 1
 Cr Note Currency South African Rand
 Tax Rate 14

☒ Return Items to Store

RefType	ReferenceType	ReferenceNo
WVOR	Work Order Reference	
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499
CDIV	Invoice No	INV0000368
REAS	Reason Code	

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	Warehouse...	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Wareh...	1.00	457.43	\$26.05	\$26.05	No	14.00	No	A
Select ty...													

Return Processing

Do the items being returned to the store need to be replaced?

Yes No

Comment

Sub Total 526.05
 VAT 73.65
 Grand Total 599.70

Open Windows 04 Jan 2018

- In the Items data grid, each **part** line item will show whether;
 - a part will be **returned to stores** or,
 - a **replacement part** is required.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference
 Contact Name Samantha Times Status N
 Commercial Type Class Commercial Date & Time 05 Jan 2018 1:39:43 PM
 Salesman Sarah Milder Billing Contact Samantha Times
 Billing Customer Office Supplies Unlimited Exchange Rate
 Cr Note Currency South African Rand
 Tax Rate 14

☒ Return Items to Store

RefType	ReferenceType	ReferenceNo
WGOR	Work Order Reference	
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499
CINV	Invoice No	INV0000368
REAS	Reason Code	

Item Type	Item Code	Department	Item Description	Cr/Note Line Description	Warehouse Name	Quantity	Unit Cost	Item Price	Base Ccy Price	Return To Store	Tax Rate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Warehouse	1.00	457.43	\$26.05	\$26.05	Yes	14.00	Yes	A
Select type...													

Comment

Sub Total 526.05
 VAT 73.65
 Grand Total 599.70

Open Windows 04 Jan 2018

- Ensure you have a **Reference** and **Comment** relating to the **reason** for this credit note

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference Damaged Toner
 Contact Name Samantha Times Status N
 Commercial Type Class Commercial Date & Time 05 Jan 2018 1:39:43 PM
 Salesman Sarah Milder
 Billing Customer Office Supplies Unlimited Billing Contact Samantha Times
 Cr Note Currency South African Rand Exchange Rate 1
 Tax Rate 14

☒ Return Items to Store

RefType	ReferenceType	ReferenceNo
WKOR	Work Order Reference	
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499
CINV	Invoice No	INV0000368
REAS	Reason Code	

Addresses Related Ref

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	WarehouseName	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Parts	2020-147X	Sales Department	Black toner SP2020	Black toner SP2020	Main Warehouse	1.00	457.43	526.05	526.05	Yes	14.00	Yes	A

Select L...

Comment Toner to be replaced.

Sub Total 526.05
 VAT 73.65
 Grand Total 599.70

Open Windows 04 Jan 2018

- In the **Related References** panel, **scroll down** until you can view the **Reason Code** row.

- Click in the **text box** under the **Reference No.** column, in the **Reason Code** row.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference Damaged Toner
 Contact Name Samantha Times Status N
 Commercial Type Class Commercial Date & Time 05 Jan 2018 1:39:43 PM
 Salesman Sarah Milder
 Billing Customer Office Supplies Unlimited Billing Contact Samantha Times
 Cr Note Currency South African Rand Exchange Rate
 Tax Rate 14

☒ Return Items to Store

RefType	ReferenceType	ReferenceNo
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499
CINV	Invoice No	INV0000368
REAS	Reason Code	

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	WarehouseName	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Warehouse	1.00	457.43	\$26.05	\$26.05	Yes	14.00	Yes	A

Select Item

Comment Toner to be replaced.

Sub Total 526.05
 VAT 73.65
 Grand Total 599.70

Open Windows 04 Jan 2018

- An ***ellipsis [...]*** button will be revealed.
- Click on this ellipsis button to display a ***Select the reason code*** for this credit note pop up screen.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Customer Name Office Supplies Unlimited Reference Damaged Toner RefType ReferenceType ReferenceNo
 Contact Name Samantha Times Status N PMNG Project Reference
 Commercial Type Class Commercial Date & Time 05 Jan 2018 1:39:43 PM CTRT Contract No
 Salesman Sarah Milder ASMN Serial No
 Billing Customer Office Supplies Unlimited Billing Contact Samantha Times CALL Call Reference CN0000499
 Cr Note Currency South African Rand Exchange Rate CINV Invoice No JNV0000368
 Tax Rate 14

☒ Return Items to Store

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020
Select L...				

Select the reason code for this credit note

Home

Ok Back Save Layout

Process Format

Drag a column header here to group by that column:

IdCode	IdCodeDescription
1	Order Cancelled
2	Incorrect Selling Price
3	Technician Fault
4	Within service contract
5	Incorrect part
6	Oversupply

Comment Toner to be replaced.

Sub Total \$26.05
 VAT 73.65
 Grand Total \$99.70

Open Windows 04 Jan 2018

- Click on the **row selector** in front of the **reason code** that you wish to **select** for this **credit note**.
- Click on **Ok**.
- **Note:** If no codes have not yet been configured, or the code that you need to use has not been set up, then this needs to be added in Static Data: [Credit Note Reason](#).

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference Damaged Toner
 Contact Name Samantha Times Status N
 Commercial Type Class Commercial Date & Time 05 Jan 2018 1:39:43 PM
 Salesman Sarah Milder
 Billing Customer Office Supplies Unlimited Billing Contact Samantha Times
 Cr Note Currency South African Rand Exchange Rate 1
 Tax Rate 14

☒ Return Items to Store

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription
Parts	2020-147X	Sales Department	Black toner SP2020	Black toner SP2020
Select...				

Select the reason code for this credit note

Home

Ok Back Save Layout

Process Format

Drag a column header here to group by that column

IdCode	IdCodeDescription
1	Order Cancelled
2	Incorrect Selling Price
3	Technician Fault
4	Within service contract
5	Incorrect part
6	Oversupply

Comment Toner to be replaced.

Sub Total 526.05
 VAT 73.65
 Grand Total 599.70

Open Windows 04 Jan 2018

- The selected reason code will now populate the Related References panel.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference Damaged Toner
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 Salesman Sarah Milder
 Billing Customer Office Supplies Unlimited Billing Contact Samantha Times
 Cr Note Currency South African Rand Exchange Rate 1
 Tax Rate 14

☒ Return Items to Store

RefType	ReferenceType	ReferenceNo
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	OV000499
CINV	Invoice No	INV0000368
REAS	Reason Code	Incorrect part

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	WarehouseName	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Warehouse	1.00	457.43	526.05	526.05	Yes	14.00	Yes	A

Select 1...

Comment Toner to be replaced.

Sub Total 526.05
 VAT 73.65
 Grand Total 599.70

Open Windows 04 Jan 2018

- If you leave the credit note as is and click on Save, it will be credited it in full.

- **Note:** You can also do a partial credit note.
- Click on **Save**.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Office Supplies Unlimited Reference Damaged Toner
 Contact Name Samantha Times Status N
 Commercial Type Class Commercial Date & Time 05 Jan 2018 1:39:43 PM
 Salesman Sarah Milder
 Billing Customer Office Supplies Unlimited Billing Contact Samantha Times
 Cr Note Currency South African Rand Exchange Rate 1
 Tax Rate 14

☒ Return Items to Store

RefType	ReferenceType	ReferenceNo
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499
CINV	Invoice No	INV0000368
REAS	Reason Code	Incorrect part

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	WarehouseName	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Warehouse	1.00	457.43	526.05	526.05	Yes	14.00	Yes	A

Select t...

Comment Toner to be replaced.

Sub Total 526.05
 VAT 73.65
 Grand Total 599.70

Open Windows 04 Jan 2018

- You will return to the ***Sales Credit Notes for Call []*** listing screen where you can now view the new credit note.
 - **Note:** Complete the credit note process with the following steps:
 - **Credit Note Approval Process**
 - **Return Stock to Store (if returning stock)**

Sales Credit Notes for Call CN0000499 - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Release for Approval Remove from Approval Approve Or Note Reject Or Note Save Layout Workspaces Print Send Or Notes to Print Queue Durban New Refresh

Link Enter text to search... Functions Return

OrNoteNo	CustomerCode	CustomerName	OrNoteStatusDesc	OrNoteDescription	Currency	ExchangeRate	TaxRate	OrNoteDate	OrNoteTime	SalesmanEmpNo
CH0000100	OPF001	Office Supplies Unlimited	New	Damaged Toner	ZAR	1.00	14.00	05 Jan 2018	01:39:43	ML001

Open Windows * 04 Jan 2018

Related Topics

[Edit Credit Note](#)

[Delete a Credit Note](#)

[Credit Note Approval Process](#)

[Return Stock to Store \(if returning stock\)](#)

MNU.122.024