

PROJECTS

PROJECT - RAISE CREDIT NOTE

Ribbon Access: Maintenance / Projects > Projects

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	Prev	ventative		Reactive	Radar	4	Proje	ects	4					\diamond

- 1. The *Project Listing* screen will be displayed.
- 2. Select the *Site* where the project can be located.
 - The example has *Durban* selected.
- 3. Select the *row* of the *project* you wish to raise a credit note for.
- 4. Click on the *Credit Notes* tile.



Projects - Raise Credit Note

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		E PR	30000392	credit validation check	0	Open	30/07/2018	Bianca Du Toit	No	OFF001	Office Supplies		

ADD CREDIT NOTE

- 1. The *Sales Credit Notes for Project [project ref number]* screen will be displayed.
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
- 3. Click on Add.

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





- 4. The Add new Customer Credit Note screen will display.
- 5. Complete the Customer Credit Note details as required.
- Click on the *Related Ref* tab to link any reference information related to the Credit Note, e.g. Project Reference, Reason Code, Invoice Number etc.
- Click on *Save* to save the credit note as a *New* Credit Note and to return to the *Sales Credit Notes for Project* screen.

A system generated *Credit Note Number* will be issued for the Credit Note.

For a detailed handling of this topic refer to Credit Notes - Issue a Credit Note



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EDIT CREDIT NOTE

- 1. From the Sales Credit Notes for Project [project ref number] screen,
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- 3. Select the *row* of the Sales 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*.





- 6. The *Edit Customer Credit Notes : [credit note number]* will display.
- 7. You can make changes to the *Heading Information*, *Addresses* or

Related References tab.

- For the purpose of this manual, a Reason Code has been added to the *Related Ref* details.
- You can *add* credit note items or *delete* an item from the *Credit Note Items* frame.
- Click on *Save* to save the changes to the Credit Note and return to the *Sales Credit Notes for Project* screen.

For a detailed handling of this topic refer to Credit Notes - Edit Credit Note



Home Equipment / Locations Contract	Edit Customer Credit Note Enance / HP Inventory	e - : CN0000155 - BPO: Version 2.5.0.	4 - Example Compar	y v2.5.0.0	e Report	lina Litili			x
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CANCEL A CREDIT NOTE

- 1. From the *Sales Credit Notes for Project [project ref number]* listing screen,
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- 3. Select the *row* of the Sales Quote you wish to *cancel*.
- 4. Click on *Delete*.

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

5. When you receive the *Confirm delete Credit Note* message;

• Are you sure you want to delete this Credit Note?

6. Click on Yes.



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The Credit Note has been removed from the Sales Credit Notes for Project screen.

VIEW CREDIT NOTE

- From the Sales Credit Notes for Project [project ref number] listing screen,
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- 3. Select the *row* of the Credit Note you wish to view.
- 4. Click on View.



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6. The *View Credit Note - [credit note number]* screen will display.

Note that <u>no</u> changes can be made to the information on the Credit note as this is a <u>View only</u> screen.

7. Click on *Back* to return to the *Sales Quotes for Customer* screen.



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RELEASE FOR APPROVAL

- 1. From the *Sales Credit Notes for Project [project ref number]* listing screen,
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- 3. Select the *row* of the Credit Note you wish to release for Approval.
- 4. Click on *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 [credit note number], has been released for authorisation successfully.
- 6. Click on **OK**.



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PLACE ON HOLD

(P)

- 1. From the *Sales Credit Notes for Project [project ref number]* listing screen,
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- 3. Select the *row* 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 Release.

Only credit notes that have been Released can be placed on hold.



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

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APPROVE CREDIT NOTE

- 1. From the *Sales Credit Notes for Project [project ref number]* listing screen,
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- 3. Click on the **row** of the Credit Note you wish to approve.
- 4. Click on *Approve Cr Note*.

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



Only credit notes that have been Released can be approved.

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

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- 7. When you receive the *Credit Note Authorisation* message to confirm;
 - Authorisation for Credit Note No., [credit note number], has been successful.
- 8. Click on OK.



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REJECT CREDIT NOTE

- 1. From the *Sales Credit Notes for Project [project ref number]* listing screen,
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- 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;
 - Are you sure you want to Reject cr note no. [credit note number].
- 6. Click on Yes.



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- 7. Next you will receive a message informing you to;
 - Please add the rejection comment against this credit note?
- 8. Click on *OK* to proceed.

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- 9. The comment text screen will display.
- 10. Click in the *text area* to type a comment or reason for the Credit Note rejection.
- 11. Click on Save.



- 12. When you receive the *Credit Note Authorisation* message to confirm;
 - The Credit Note no., [credit note number], has been declined successfully.
- 13. Click on *OK*.



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The Credit Note *Status Description* has been updated to *Declined*.

PRINT CREDIT NOTE

Credit notes that have been *Approved* and have been *Printed* will be available for printing.

- 1. From the *Sales Credit Notes for Project [project ref number]* screen.
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- 3. Select the *row* of the Credit Note you wish to print.

Only credit notes that have been Approved can be printed.

4. Click on **Print**.



- 5. The *Select the option as desired* screen will display with the following options;.
 - Print Credit Note will open the Credit Notein the Preview screen to view, print, export or email.
 - Email Credit Note will allow you to add recipients and the system will create a .pdf of the Credit Note as an Attachment to the email.
 - E Print and Email Credit Note will display both the

Report Preview and Email screens.

6. Select the print option you required.

When selecting to *Email Invoice*, the invoice will be emailed via the *BPO Email Service* on the server and not from MS Outlook.

- The example has *Print Credit Note* selected.
- 7. Click on *Accept*.

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- 8. The *Tax Credit Note* will display in the Preview screen.
- 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.
- 10. *Close* this screen to return to the *Sales Credit Notes for Customer* screen.

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Page 1 of 1								100% 😑	-0	÷

SEND CREDIT NOTES TO PRINT QUEUE

You can send Credit Notes directly from the Print Queue from the *Sales Credit Notes for Customer* screen, instead of going to the Print Queue Reprint screen. This will enable you to forward a batch of credit notes to the customer.



- 1. From the *Sales Credit Notes for Project [project ref number]* screen,
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- Select the *row* of the credit note, or select a *batch* of credit notes, you wish to send to the Print Queue.
 - Select a Range: Click in the *row* of the first credit note. Hold down the Shift key on your keyboard and click in the *row* of the *last credit note* in your list
 - Select alternate Invoices: Hold down the Ctrl (Control) key on your keyboard and click in the *row* of each Credit Note you want to include in the Print Queue.

Only credit notes that have been Printed can be send to the Print Queue for printing.

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





CREDIT NOTE RETURNS

From the Sales Credit Notes for Customer screen you can view the *Credit Note Returns* for *OTC* and *POS*Invoices.

When the Credit Note is issued from the Call Screen or the Project Screen then the *Credit Note Returns* needs to be viewed from the *Credit Note Returns tab* on the <u>Call Screen</u> or the <u>Project Screen</u>

Return requests can be raised for a Credit Note to Return Stock to Store for a Customer

- 1. From the Sales Credit Notes for Customer [customer code] screen,
- The *Site* from the Project Listing screen will not automatically pull through to the *Sales Invoices for Project* screen, ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- 3. Change the Status to Printed.



- 4. Select the *row* of the credit note you wish to view the returns for.
- 5. Click on the *Returns* tile.



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