

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 <u>Contract Credit</u> <u>Notes - Without Re-Invoice</u> and <u>Contract Credit Notes - with Auto Re-</u> <u>Invoice</u>.

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.



Customers - Contract Credit Notes

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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*.



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- 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 <u>Edit Contract Credit Note</u> on how to <u>Delete a Con-</u> <u>tract Item</u> and <u>Copy Current Closing</u>.



- 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*.



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- 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*.



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DELETE CONTRACT ITEM

- 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.



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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 <u>Company Configurator</u>.

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



Customers - Contract Credit Notes

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	Co	2020-103	1053 Mono 1053 Colour rect meter read	110 110	1		895.00	1,015.00	31/10/2017	1,100.00	^ •	00 1	1,102.2	Sub Total VAT	1,013.00		4,341.73 607.84 4,949.57



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PRINT CONTRACT CREDIT NOTE

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SAVE THE CHANGES

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

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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*.



\$ =	1	Contract	Credit Notes for Custo	ner : HOP00	1 - BPO: Ve	rsion 2.5.0.4	4 - Example	Company	v2.5.0.0					x
Home 8	Equipment / Locations	Contract Finan	nce / HR Inventory	Maintenance	/ Projects	Manufactu	ring Procu	rement	Sales	Service	Reporting	Utilities	_ 8	х
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Open Windows 🕶							User : Ju	ulandaK	10/11/20	21 Versi	on: 2.5.0.4	Example Co	mpany v2.5.0.	.0 //.

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

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

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



\$ •	;		4		w Contract C	redit Note - (CR0000051 - 6	3PO: Versi	on 2.5.0	.0 - Exan	nple Comp	any			_ • ×
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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

\$ · 1	Contract Cred	lit Notes for Customer	HOP001 - 8	PO: Versio	n 2.5,0.0 -	Example Cor	mpany			
Home Equipment / Locations	Contract Finance	e/HR Inventory Ma	aintenance / R	Projects	Manufacturir	ng Procure	ment Sale	es Service R	epor®i -	8 ×
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CR0000026 N	HOP001	Hope Works (Pty) Ltd						ZAR.		1.00
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4 C										

REMOVE FROM APPROVAL / PLACE ON HOLD

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

• •			1-		Contract	Credit Notes	for Customer	r: HOP001 - B	PO: Version	2.5,0.0 -	Example Con	npany			D X
	Home	Equi	ipment / Lo	cations C	ontract Fin	ance / HR	Inventory N	Maintenance / F	rojects M	lanufacturi	ng Procuren	nent Sales	Service R	epor®i -	₽ X
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CR00	00025		R	,	IOP001	Hope	Works (Pty) Ltd	d					ZAR		1.00
CR00	00050		R	1	IOP001	Hope	Works (Pty) Ltd	d					ZAR		1.00
CR00	00051		R	ł	HOP001	Hope	Works (Pty) Ltd	d					ZAR		1.00
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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*.



- 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



• •	1	Contract Cre	dit Notes for Customer	: HOP001 - B	PO: Version 2.5.0.0) - Example Con	ipany			
Home	Equipment / Locations	Contract Finance	e / HR Inventory Ma	aintenance / P	rojects Manufact	uring Procuren	nent Sales	Service Rep	- iOn	₽ X
Add Edit D	elete View Relea	ise for Remove from	Approve Reject Sav	ve Layout W	/orkspaces Print	Send Cr Notes	Export	Durban •	Refresh	
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CR0000017	R	HOP001	Hope Works (Pty) Ltd					ZAR		1.00
CR0000025 R HOP		HOP001	Hope Works (Pty) Ltd					ZAR		1.00
CR0000050	R	HOP001	Hope Works (Pty) Ltd					ZAR		1.00
CR0000051	R	HOP001	Hope Works (Pty) Ltd					ZAR		1.00
CR0000052	R	HOP001	Hope Works (Pty) Ltd					ZAR		1.00
Are you sure you want to Reject cr note no. CR0000017.										
				_						

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*.

- 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**.
- 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 (Con-

trol) 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.

•		1-		 Contract Cre 	dit Notes for C	ustomer :	HOP001 - BI	PO: Version 2	2.4.0.11	l - Example Co	mpany		_	
	Home	Equipment / Lo	ocations Co	ontract Finan	ice / HR Inve	ntory M	aintenance / F	Projects Ma	anufactu	iring Procure	ment Sales	Service Rej	- i®roc	8 X
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CR000	00005	P	н	OP001	Hope Work	s (Pty) Ltd						ZAR		1.00
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CR000	00018	P	H	OP001	Hope Work	s (Pty) Ltd				1234		ZAR		1.00
CR000	00020	P	н	OP001	Hope Work	s (Pty) Ltd						ZAR		1.00
CR000	00022	P	н	OP001	Hope Work	s (Pty) Ltd						ZAR		1.00
CR000	00031	Р	H	OP001	Hope Work	s (Pty) Ltd				123		ZAR		1.00
CR000	00038	P	H	OP001	Hope Work	s (Pty) Ltd						ZAR		1.00
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pen Wir	ndows 🔻								U	ser : JulandaK	11/02/2021	Version : 2.4.0.1	1 Example Co	mpany

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