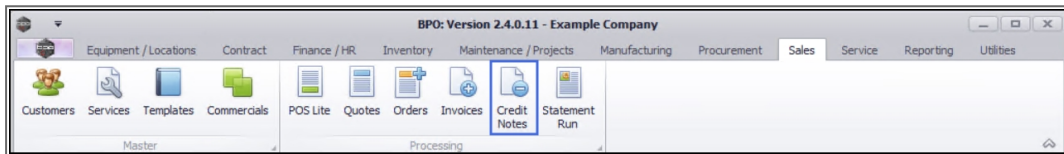


SALES

CREDIT NOTES – EDIT CREDIT NOTE

Ribbon Access: *Sales > Credit Notes*



1. The **Sales Credit Notes** listing screen will be displayed.
2. Select the **Site** where the credit note was created.
 - The example has **Durban** selected.
3. Change the **Status** to **New**.

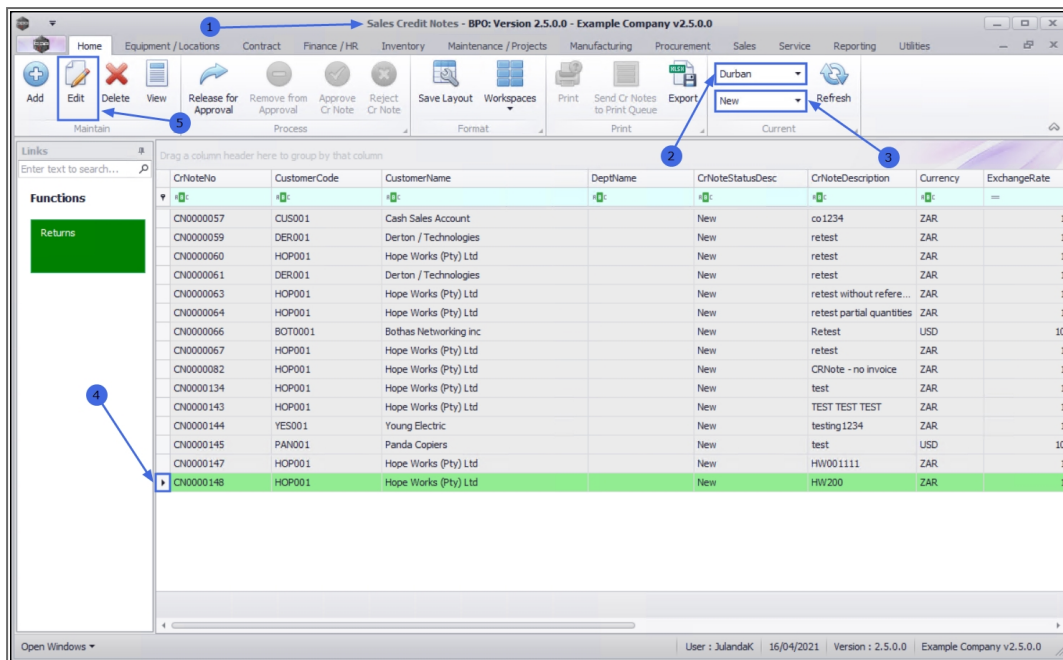


A Credit Note can only be edited in the **New** status.

4. Click on the **row** of the credit note you wish to edit.
5. Click on **Edit**.



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



6. The **Edit Customer Credit Note - [credit note number]** screen will be displayed.

CREDIT NOTE HEADER

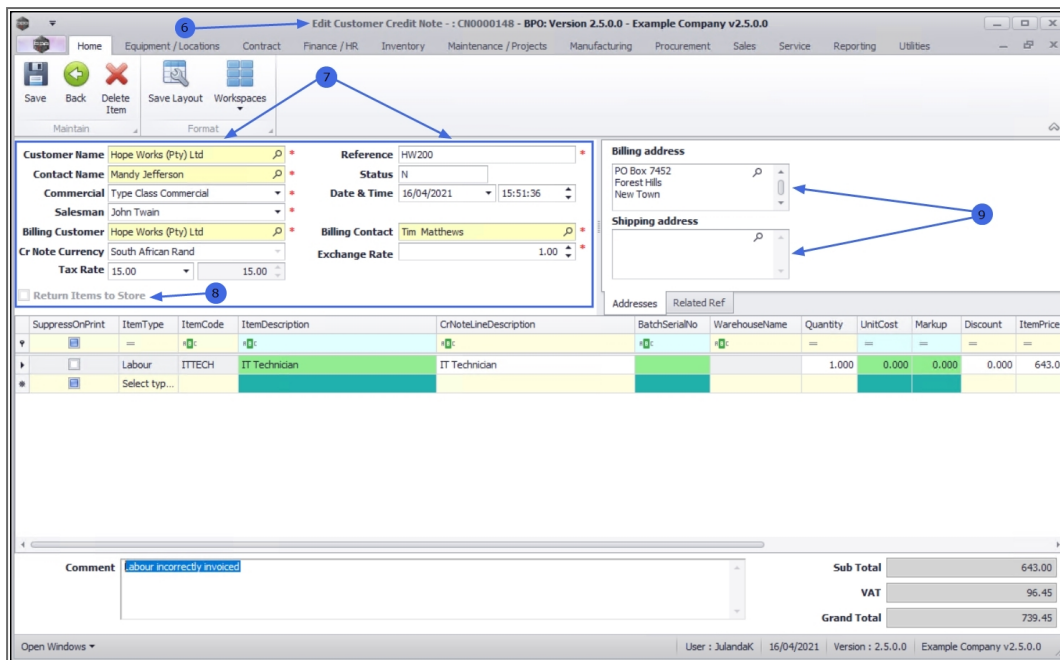
7. Make the necessary changes to any of the Credit Note header details as required.
8. You can choose to deselect the **Return Items to Store** check box if it has been selected when the Credit Note was created.



Note that the example has the Return Items to Store check box unavailable because the Credit Note currently only has labour listed and therefore no items need to be returned to store.

ADDRESSES TAB

9. Make the necessary changes to either the Billing or Shipping addresses, if required.



Edit Customer Credit Note - : CNI000148 - BPO: Version 2.5.0.0 - Example Company v2.5.0.0

Customer Name: Hope Works (Pty) Ltd
 Contact Name: Mandy Jefferson
 Commercial: Type Class Commercial
 Salesman: John Twain
 Billing Customer: Hope Works (Pty) Ltd
 Cr Note Currency: South African Rand
 Tax Rate: 15.00

Reference: HW200
 Status: N
 Date & Time: 16/04/2021 15:51:36
 Billing Contact: Tim Matthews
 Exchange Rate: 1.00

Billing address: PO Box 7452, Forest Hills, New Town
 Shipping address:

Return Items to Store: ☐

SuppressOnPrint	ItemType	ItemCode	ItemDescription	CrNoteLineDescription	BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discount	ItemPrice
	Labour	ITTECH	IT Technician	IT Technician			1.000	0.000	0.000	0.000	643.00
	Select typ...										

Comment: Labour incorrectly invoiced

Sub Total: 643.00
 VAT: 96.45
 Grand Total: 739.45

User: JulandaK | 16/04/2021 | Version: 2.5.0.0 | Example Company v2.5.0.0

RELATED REFERENCES TAB

You can to link an *Invoice*, *Work Order*, *Contract* or *Project* to the Credit Note.

- Click on the **Related Reference** tab to display the **Reference Type** and **Reference No** panel.
 - The Reference Number(s) will populate with the references previously linked to the Credit Note.

Link Credit Note to an Invoice

- Click in the **Invoice No** text box to display the **ellipsis** button.
- Click on the button to display the **Select the related invoice for this order** screen.
- Click on the **row** of the **invoice** you wish to **link** to this credit note.
- Click on **OK**.

15. The **Items** data grid will populate with the selected invoice details.



Note that the example has the Return to Store check box now available.

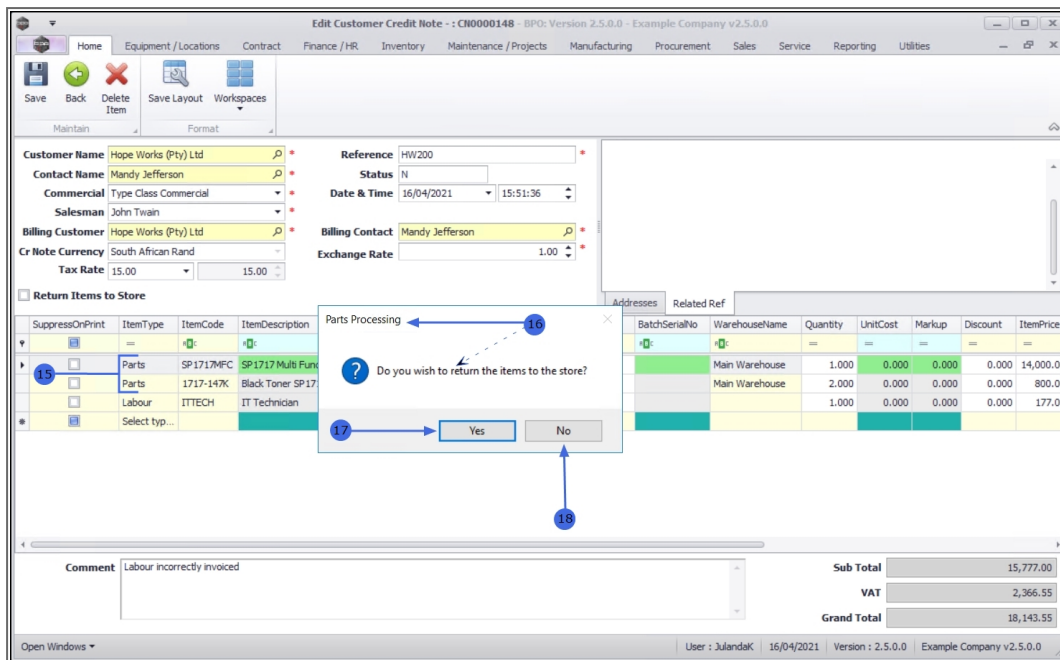
16. When you receive the **Parts Processing** message to confirm;

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

Return Items to Store

17. Select **Yes** if:

- You are crediting a cancelled order, an over-supply, or an incorrect part.
- This will raise a **return request** to return the items to store.



18. The **Return Items to Store** check box will be marked.

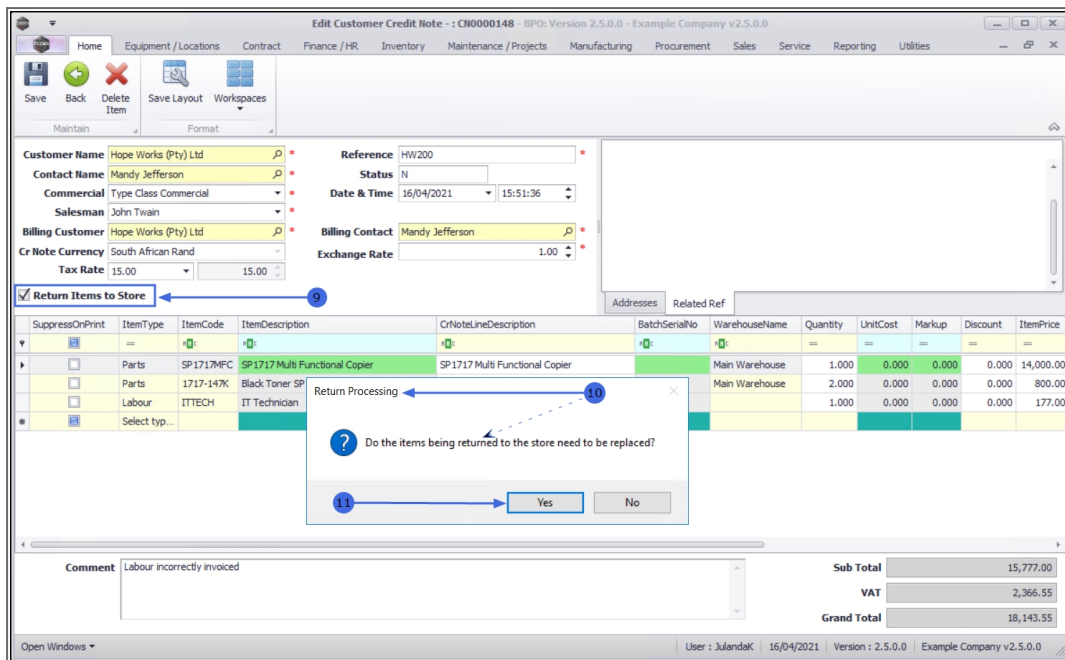
- If you selected the incorrect option on the Return Item message box, then you can always change the selection by marking / un-marking the **Return Items to Store** check box.

- The option you choose will be applied to all items with **Item Type - Parts**.

19. When you receive the **Return Processing** message requesting;

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

20. Click on **Yes**.



Edit Customer Credit Note - : CN0000148 - BPO: Version 2.5.0.0 - Example Company v2.5.0.0

Customer Name: Hope Works (Pty) Ltd
 Contact Name: Mandy Jefferson
 Commercial: Type Class Commercial
 Salesman: John Twain
 Billing Customer: Hope Works (Pty) Ltd
 Cr Note Currency: South African Rand
 Tax Rate: 15.00

Reference: HW200
 Status: N
 Date & Time: 16/04/2021 15:51:36
 Billing Contact: Mandy Jefferson
 Exchange Rate: 1.00

☒ Return Items to Store

SuppressOnPrint	ItemType	ItemCode	ItemDescription	CrNoteLineDescription	BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discount	ItemPrice
	Parts	SP1717MFC	SP1717 Multi Functional Copier	SP1717 Multi Functional Copier		Main Warehouse	1.000	0.000	0.000	0.000	14,000.00
	Parts	1717-147K	Black Toner SP			Main Warehouse	2.000	0.000	0.000	0.000	800.00
	Labour	ITTECH	IT Technician				1.000	0.000	0.000	0.000	177.00

Return Processing: Do the items being returned to the store need to be replaced?
 Yes No

Comment: Labour incorrectly invoiced

Sub Total: 15,777.00
 VAT: 2,366.55
 Grand Total: 18,143.55

Not returning items to store

For *POS* or *OTC* Credit Notes, you will always select **NO**. If a replacement is required, a new POS Invoice must be raised

20. When you receive the **Parts Processing** message to confirm;

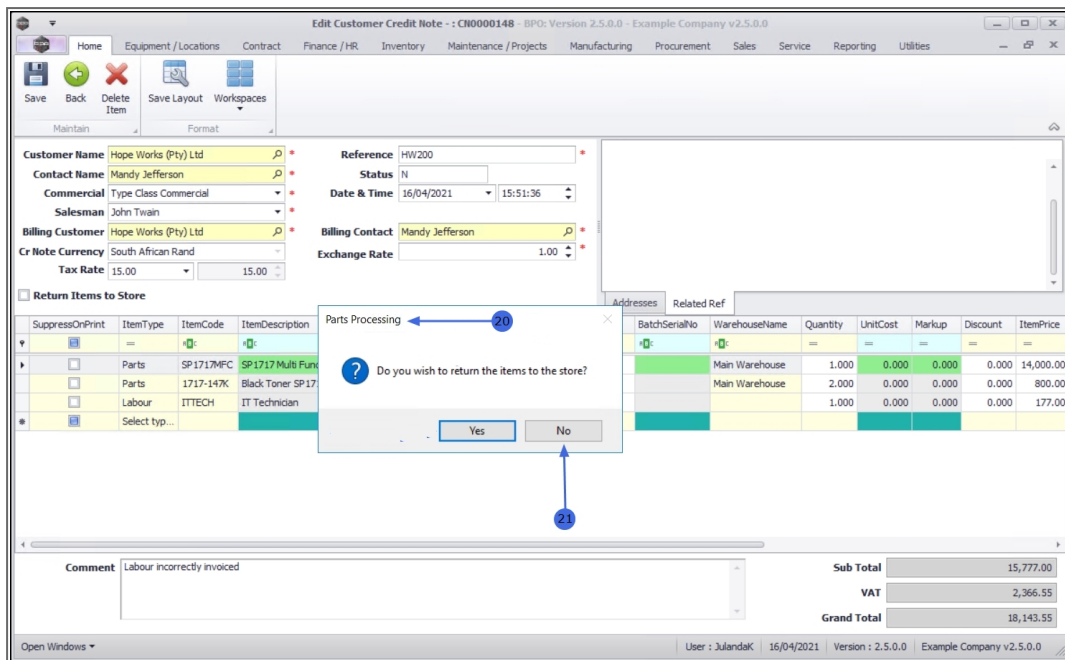
- **Do you wish to return the items to the store?**

21. Select **No** if:

- You are crediting the selling price or to re-invoice the correct selling price.



The option you choose will be applied on all items with *Item Type - Parts*.



Customer Name: Hope Works (Pty) Ltd
 Contact Name: Mandy Jefferson
 Commercial: Type Class Commercial
 Salesman: John Twain
 Billing Customer: Hope Works (Pty) Ltd
 Cr Note Currency: South African Rand
 Tax Rate: 15.00

Reference: HW200
 Status: N
 Date & Time: 16/04/2021 15:51:36
 Billing Contact: Mandy Jefferson
 Exchange Rate: 1.00

Return Items to Store: ☐

Parts Processing: Do you wish to return the items to the store?

BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discount	ItemPrice
	Main Warehouse	1,000	0.000	0.000	0.000	14,000.00
	Main Warehouse	2,000	0.000	0.000	0.000	800.00
		1,000	0.000	0.000	0.000	177.00

Comment: Labour incorrectly invoiced

Sub Total: 15,777.00
 VAT: 2,366.55
 Grand Total: 18,143.55

Add Reason Code

Still on the **Related References** panel;

22. Scroll down until you can view the **Reason Code** reference type.
23. Click in the **Reference No** text box of the Reason Code to display the **ellipsis** button.
24. Click on the button to display the **Select the reason for this credit note** screen.



If the codes have not yet been configured, or the code you need to use has not yet been set up, then it needs to be added in **Static Data: Sales Credit Note Reason**.

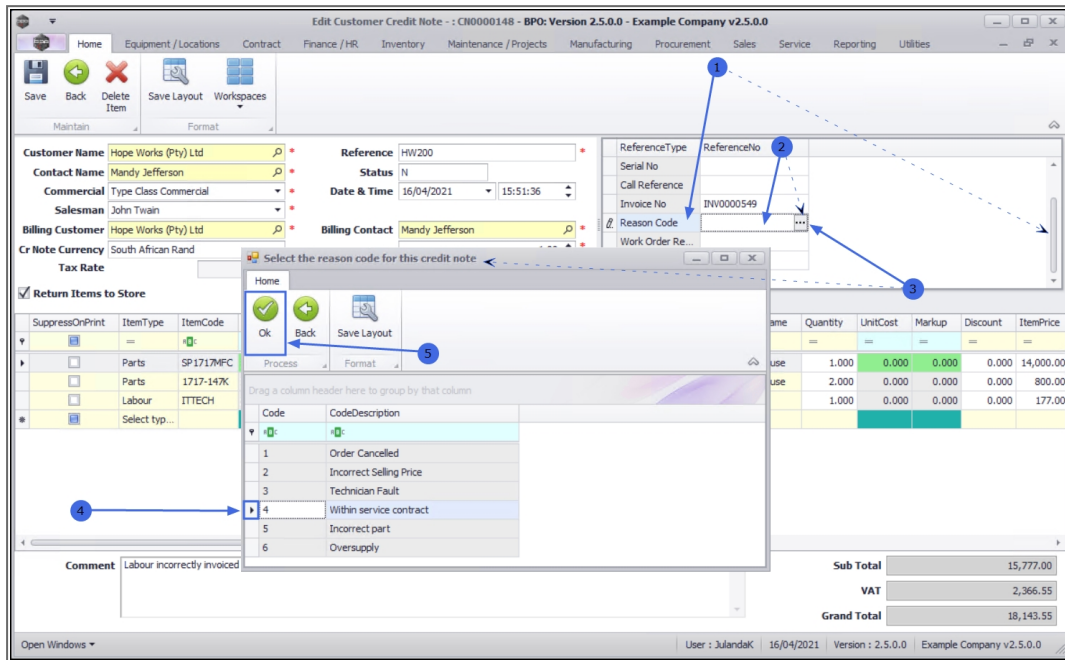


You can also do a **Credit Notes - Partial Credit Note**.

25. Click on the **row** to select the reason for this credit note.

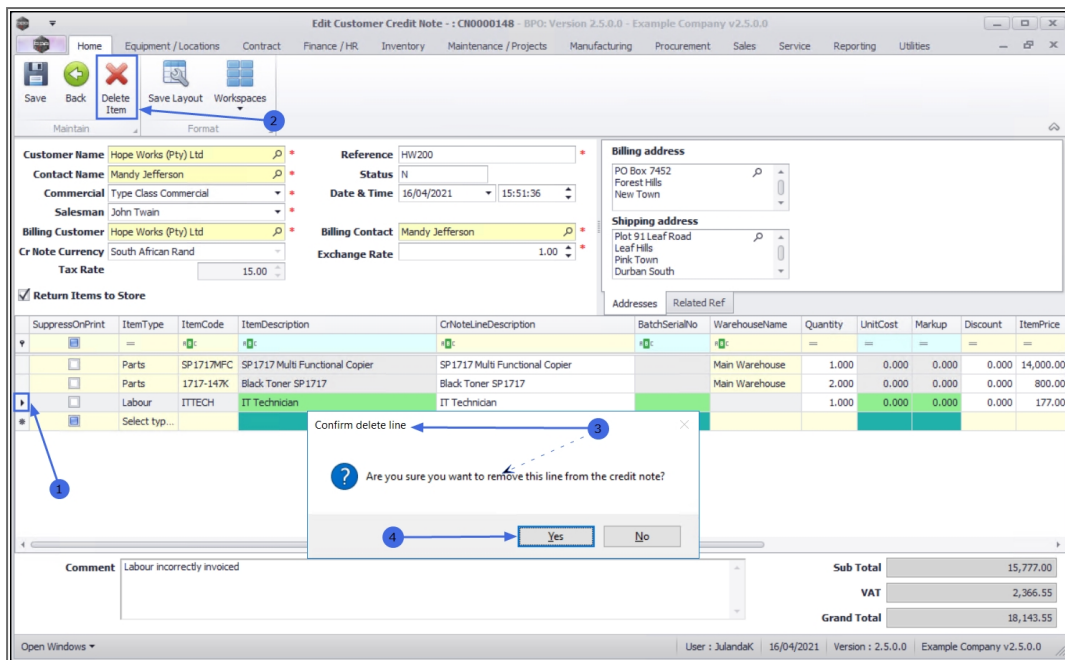
26. Click on **OK**.

- The Reason Code will be recorded in the Related References panel.



DELETE LINE ITEM

- To remove a line item, click in the **row** of the item you wish to remove.
- Click on **Delete Item**.
- When you receive the **Confirm delete line** message to confirm;
 - Are you sure you want to remove this line from the credit note?**
- Click on **OK** if you are certain about your selection.



The screenshot shows the 'Edit Customer Credit Note' window for credit note CN000148. A confirmation dialog box is open, asking 'Are you sure you want to remove this line from the credit note?'. The dialog has 'Yes' and 'No' buttons. A blue arrow points from the 'Delete Item' button in the top toolbar to the dialog. Another blue arrow points from the 'Confirm delete line' text in the dialog to the 'Yes' button. A third blue arrow points from the 'Delete Item' button to the 'Labour' line item in the table below.

SuppressOnPrint	ItemType	ItemCode	ItemDescription	CrNoteLineDescription	BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discount	ItemPrice
	Parts	SP1717MFC	SP1717 Multi Functional Copier	SP1717 Multi Functional Copier		Main Warehouse	1.000	0.000	0.000	0.000	14,000.00
	Parts	1717-147K	Black Toner SP1717	Black Toner SP1717		Main Warehouse	2.000	0.000	0.000	0.000	800.00
	Labour	ITTECH	IT Technician	IT Technician			1.000	0.000	0.000	0.000	177.00
	Select typ...										

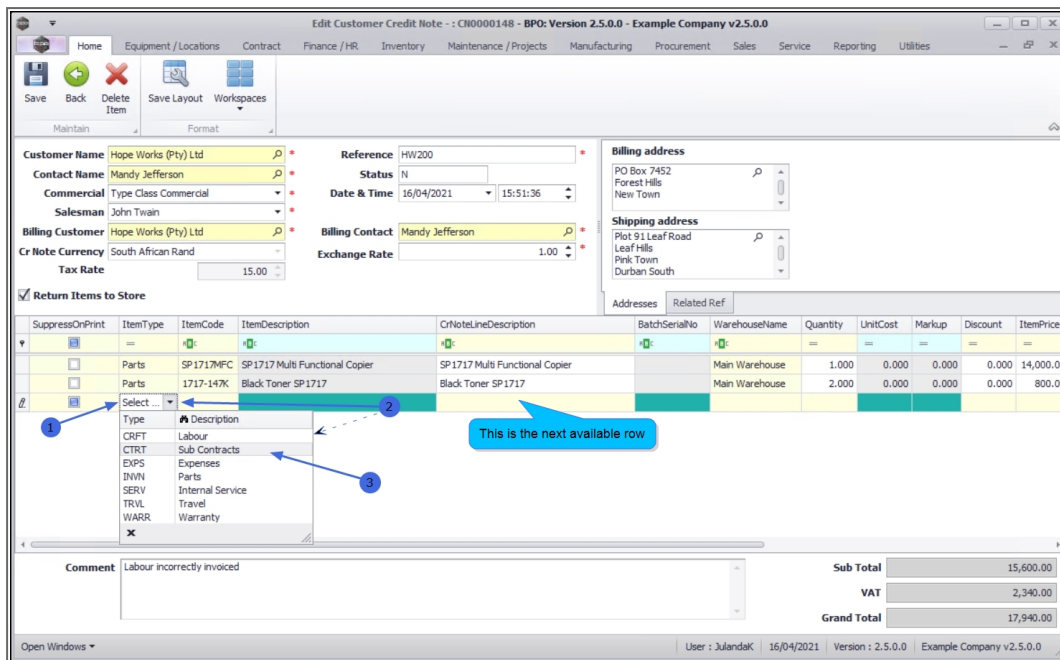
Sub Total: 15,777.00
VAT: 2,366.55
Grand Total: 18,143.55

The Item Line has been removed from the Credit Note.

ADD ADDITIONAL LINE ITEM

To add an additional Line Item to the Credit Note,

1. Click in the **Item Type** text box of the next available row, to display the down **arrow**.
2. Click on the **arrow** to display the drop-down menu list.
3. Select the **Item Type** that you wish to add to the Credit Note.

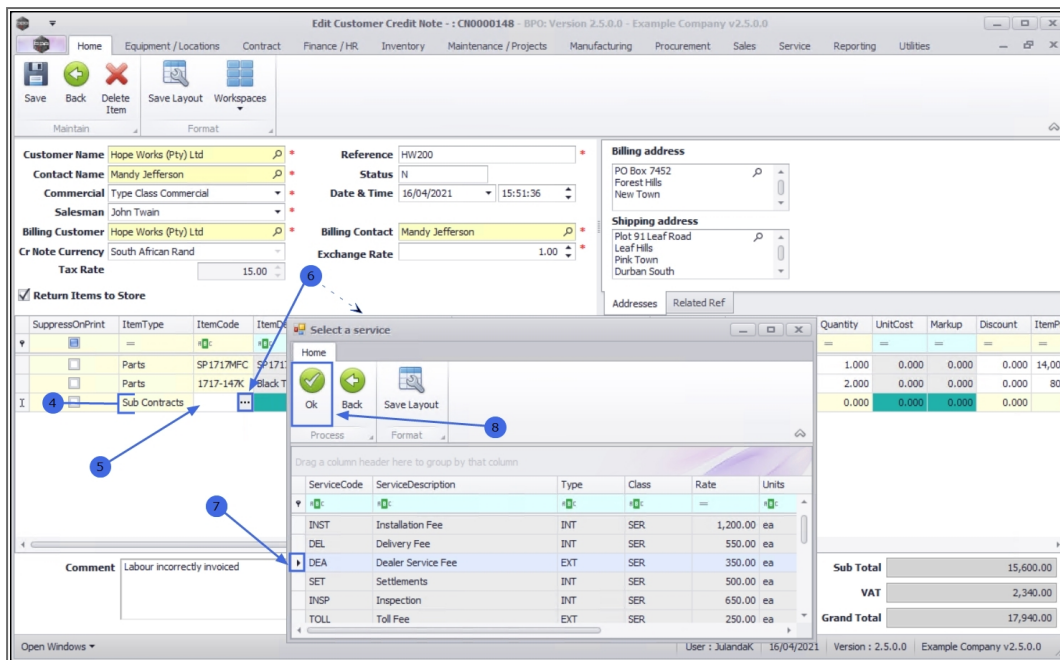


4. The Item Type field will be updated with your selection.
5. Click in the **Item Code** text box to display the **ellipsis** button.
6. Click on the **ellipsis** button to display the **Select a []** screen.



The **Select a []** screen that is displayed, will be according to the **Item Type** you have selected, i.e. if **Labour** had been selected, then the **Select a craft** screen would display.

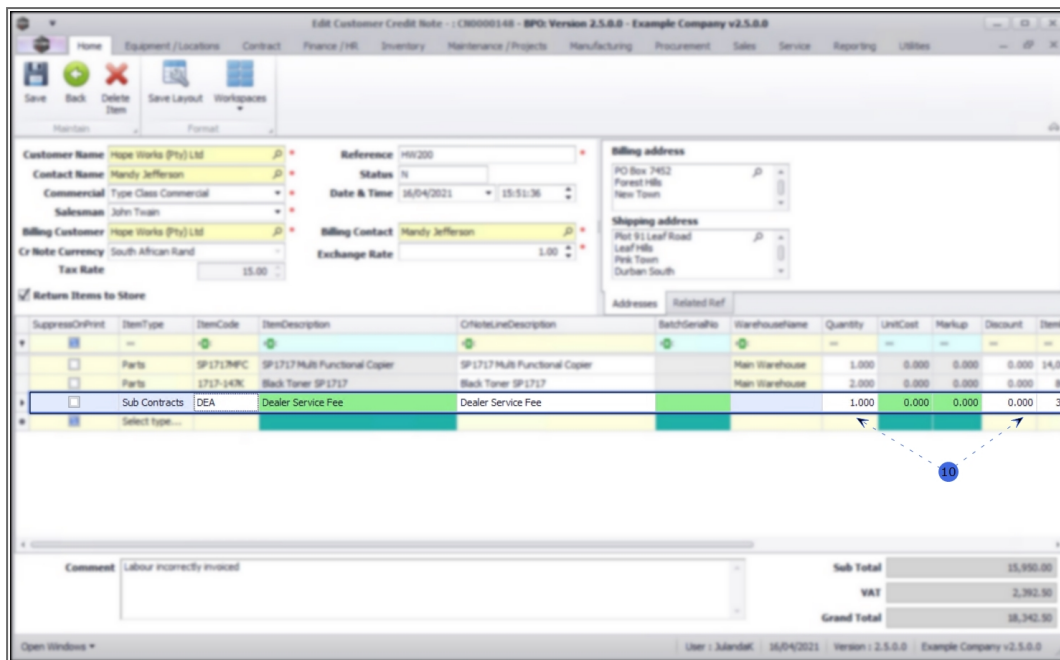
- The example has **Sub Contracts** selected as the Item Type and therefore the **Select a service** screen.
7. Click in the **row** of the Item Code you wish to add.
 8. Click on **OK**.



9. The Line Item will auto-populate once the Item Code has been selected.

Quantity, Discount and Item Price

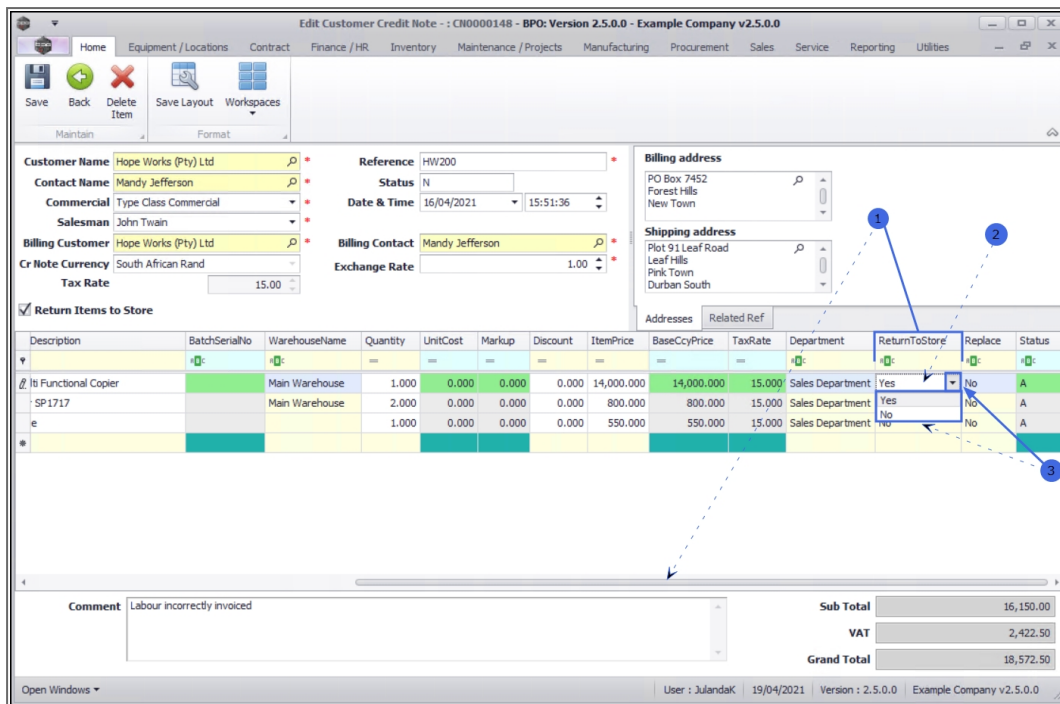
9. To make changes to the **Quantity**, **Discount** or **Item Price**, click in the text box to type in or use the directional **arrows** to enter the correct amount.



RETURN AN INDIVIDUAL ITEM

From the Item Data Grid, you have an option to choose whether to return an individual item to store and replace it or not. The choice you make will apply to the selected item only.

1. Use the scroll bar at the bottom of the screen to scroll until the **Return To Store** column is visible on the screen.
2. Click in the **Return To Store** column of the item that needs to be returned to store.
3. Click on the down **arrow** to select the relevant option from the drop-down **menu**.



Edit Customer Credit Note - : CR0000148 - BPO: Version 2.5.0.0 - Example Company v2.5.0.0

Customer Name: Hope Works (Pty) Ltd
 Contact Name: Mandy Jefferson
 Commercial: Type Class Commercial
 Salesman: John Twain
 Billing Customer: Hope Works (Pty) Ltd
 Cr Note Currency: South African Rand
 Tax Rate: 15.00

Reference: HW200
 Status: N
 Date & Time: 16/04/2021 15:51:36
 Billing Contact: Mandy Jefferson
 Exchange Rate: 1.00

Billing address: PO Box 7452, Forest Hills, New Town
 Shipping address: Plot 91 Leaf Road, Leaf Hills, Pink Town, Durban South

☒ Return Items to Store

Description	BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discount	ItemPrice	BaseCcyPrice	TaxRate	Department	ReturnToStore	Replace	Status
16 Functional Copier		Main Warehouse	1.000	0.000	0.000	0.000	14,000.000	14,000.000	15.000	Sales Department	Yes	No	A
SP1717		Main Warehouse	2.000	0.000	0.000	0.000	800.000	800.000	15.000	Sales Department	Yes	No	A
e			1.000	0.000	0.000	0.000	550.000	550.000	15.000	Sales Department	No	No	A

Comment: Labour incorrectly invoiced

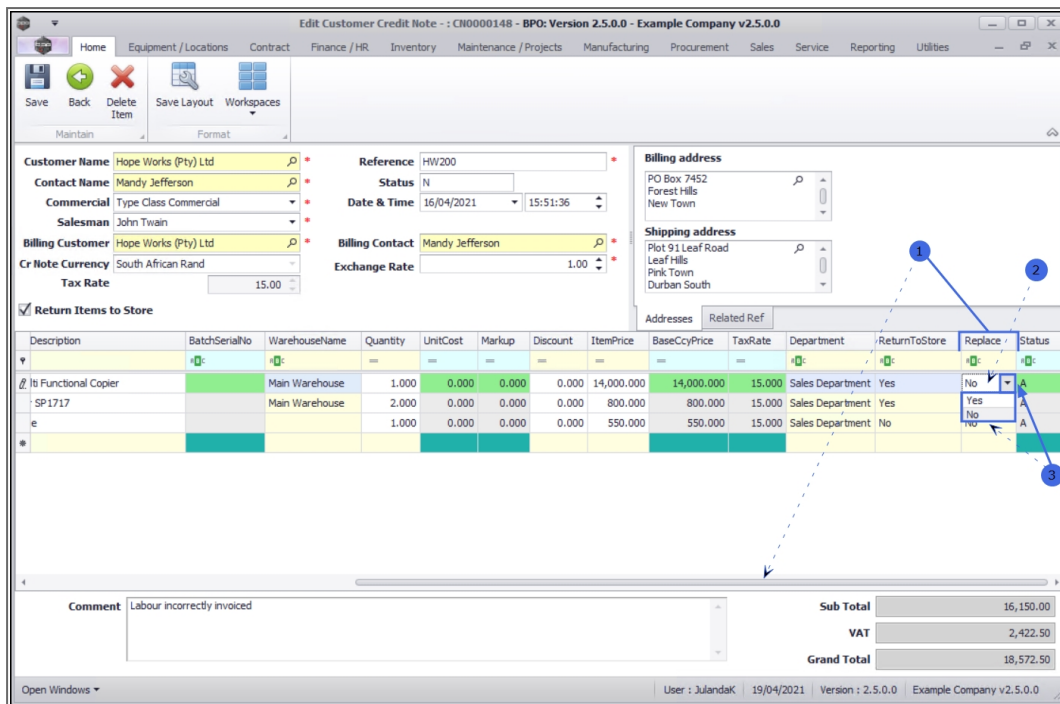
Sub Total: 16,150.00
 VAT: 2,422.50
 Grand Total: 18,572.50

User: JulandaK 19/04/2021 Version: 2.5.0.0 Example Company v2.5.0.0

REPLACE AN ITEM

After choosing to return an item to store, you can choose whether to replace the item or not. The choice you make will only apply to that selected item.

1. Use the scroll bar at the bottom of the screen to scroll until the **Return To Store** column is visible on the screen.
2. Click in the **Replace** column of the item that needs to be replaced.
3. Click on the down **arrow** to select the relevant option from the drop-down **menu**.



Each line item will show whether;

- a **return request** will be raised to stores for return of the part and/or
- whether a replacement part is required.

SUPPRESS ON PRINT

- You have an option to suppress items on print by clicking on the **Suppress On Print** check box.
- Only click on this check box in the row of the items that you do not want visible on the printed credit note.



The Sub/Grand Total will not be affected, but the selling prices that are visible will not match up with the credit note total.

Edit Customer Credit Note - : CR0000148 - BPO: Version 2.5.0.0 - Example Company v2.5.0.0

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

Save Back Delete Item Save Layout Workspaces

Maintain Format

Customer Name Hope Works (Pty) Ltd * Reference HW200 * Billing address PO Box 7452 Forest Hills New Town

Contact Name Mandy Jefferson * Status N * Date & Time 16/04/2021 15:51:36 * Shipping address Plot 91 Leaf Road Leaf Hills Pink Town Durban South

Commercial Type Class Commercial * Salesman John Twain * Billing Contact Mandy Jefferson * Exchange Rate 1.00 *

Billing Customer Hope Works (Pty) Ltd * Cr Note Currency South African Rand * Tax Rate 15.00 *

☒ Return Items to Store

SuppressOnPrint	ItemType	ItemCode	ItemDescription	CrNoteLineDescription	BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discount
<input type="checkbox"/>	Parts	SP1717MFC	SP1717 Multi Functional Copier	SP1717 Multi Functional Copier		Main Warehouse	1.000	0.000	0.000	0.000
<input type="checkbox"/>	Parts	1717-147K	Black Toner SP1717	Black Toner SP1717		Main Warehouse	2.000	0.000	0.000	0.000
<input type="checkbox"/>	Sub Contr...	DEL	Delivery Fee	Delivery Fee			1.000	0.000	0.000	0.000
<input type="checkbox"/>	Select typ...									

Comment Labour incorrectly invoiced

Sub Total 16,150.00
VAT 2,422.50
Grand Total 18,572.50

Open Windows User : JulandaK 19/04/2021 Version : 2.5.0.0 Example Company v2.5.0.0

REFERENCE AND COMMENT

1. Click on the **Reference number** text box to type in a reference number or to make a change to the existing reference number.



Note that the reference number is a **compulsory** field and you will not be able to save the Credit Note without a reference number.

2. Click in the **Comments** text box to type in a comment stating the reason for issuing the Credit Note or to make a change to the existing comment. The comment will display on the Credit Note.

SAVE CREDIT NOTE

3. When you have completed making the required changes, click on **Save**.

Edit Customer Credit Note - : CR0000148 - BPO: Version 2.5.0.0 - Example Company v2.5.0.0

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

Save Back Delete Item Save Layout Workspaces

Customer Name: Hope Works (Pty) Ltd
 Contact Name: Mandy Jefferson
 Commercial: Type Class Commercial
 Salesman: John Twain
 Billing Customer: Hope Works (Pty) Ltd
 Cr Note Currency: South African Rand
 Tax Rate: 15.00

Reference: HW200
 Status: N
 Date & Time: 16/04/2021 15:51:36
 Billing Contact: Mandy Jefferson
 Exchange Rate: 1.00

Billing address: PO Box 7452, Forest Hills, New Town
 Shipping address: Plot 91 Leaf Road, Leaf Hills, Pink Town, Durban South

☒ Return Items to Store

SuppressOnPrint	ItemType	ItemCode	ItemDescription	CrNoteLineDescription	BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discount
	Parts	SP1717MFC	SP1717 Multi Functional Copier	SP1717 Multi Functional Copier		Main Warehouse	1.000	0.000	0.000	0.000
	Parts	1717-147K	Black Toner SP1717	Black Toner SP1717		Main Warehouse	2.000	0.000	0.000	0.000
	Sub Contr...	DEL	Delivery Fee	Delivery Fee			1.000	0.000	0.000	0.000

Select typ...

Comment: Labour incorrectly invoiced

Sub Total: 16,150.00
 VAT: 2,422.50
 Grand Total: 18,572.50

Open Windows User: JulandaK 19/04/2021 Version: 2.5.0.0 Example Company v2.5.0.0

You will return to the **Sales Credit Notes** listing screen.

Related Topics

- [Create a Linked Credit Note](#)
- [Cancel or View a Credit Note](#)
- [Partial Credit Note](#)
- [Credit Note Print Process](#)

MNU.064.003