

CALLS

NEW DEAL / SERVICE CALL CREDIT NOTES

1. [Credit a Cancelled Order](#)
2. [Credit Incorrect Stock & Re-Invoice Correct Stock](#)
3. [Credit Over-Supply](#)
4. [Credit and Re-Invoice Correct Selling Price](#)

1. CREDIT CANCELLED ORDER

1. [Re-instate Work Order](#) (if closed)
2. [Create Credit Note](#)
3. [Credit Note Approval](#)
4. [Return Stock to Stores](#)
5. [Close Work Order](#)

2. CREDIT INCORRECT STOCK & RE-INVOICE CORRECT STOCK

1. [Re-instate Work Order](#) (if closed)
2. [Create Credit Note](#)
3. [Credit Note Approval](#)
4. [Return Stock to Stores](#)
5. [Raise Request for Correct Stock](#)
6. [Part Request Authorisation](#)
7. [Issue Stock](#)
8. [Raise Invoice](#)
9. [Close Work Order](#)

3. CREDIT OVER SUPPLY

1. [Re-instate Work Order](#) (if closed)
2. [Create Credit Note](#)
3. [Credit Note Approval](#)
4. [Return Stock to Stores](#)
5. [Edit Part Request Quantity](#)
6. [Close Work Order](#)

4. CREDIT AND RE-INVOICE CORRECT SELLING PRICE

1. [Re-instate Work Order](#) (if closed)
2. [Create Credit Note](#) (do not select option to return stock to store)
3. [Credit Note Approval](#)
4. [Raise Invoice](#) (ensure selling price is correct)
5. [Close Work Order](#)

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