

We are currently updating our site; thank you for your patience.

SALES

CREDIT NOTES - ISSUE A CREDIT NOTE

A Sales Credit Note is the reversal, in part or in full, of a Sales Invoice and should therefore be linked to that invoice.

"Unlinked" Sales Credit Notes should only be created in special circumstances such as crediting an invoice that was created prior the use of BPO, where only the balance against the debtor was brought in.

When linked Credit Notes are raised, remember the following:

- i. Partial credit notes can be raised.
- ii. Select whether or not to return the stock to store, and whether replacement is required.
- iii. If you select to return to store, you must complete a return request in order to move your stock back to the warehouse.
- iv. When a Credit Note is raised to adjust incorrect pricing on an invoice, then there is no need to return the stock to store.

Ribbon Access: Sales > Credit Notes



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

Help v2024.5.0.7/1.0 - Pg 1 - Printed: 21/08/2024



- 3. You can create a Credit Note in any **Status**, but it will display in the **New** status list after it has been saved.
 - The example has **New** selected.
- 4. Click on **Add**.

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

| Home Equipm | ent / Locations Contr | act Finance / HR I | Inventory Maintenance / Projects M | anufacturing Procuren | ment Sales Service | Reporting Utilities | _ & × |
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5. The Add new Customer Credit Note screen will be displayed.

RELATED REFERENCES TAB

- 6. Click on the **Related Ref** tab to display the Related References panel.
- 7. Scroll down until you can view the Invoice No reference type.
- 8. Click in the **Reference No** text box to display the **ellipsis** button.



| ⇔ = Home | Equipment | 5 /Locations | Contract | Add new Cust Finance / HR Inver | | ote - BPO: Vers | | Example Company | | es Servio | e Report | ing Utilit | | _ D X |
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LINK AN INVOICE

- Click on the ellipsis button to display the Select the related invoice for this order screen.
- 10. Click on the **row** of the **invoice** you wish to **link** to this credit note.
- 11. Click on OK.



| | | | | | Ad | d new Cu | stomer Credit | Note - BPO: Ver | sion 2.4.0.1 | 11 - 1 | Example Co | mpany | | | | | | _ 0 | x |
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| Customer Name | | | م | + | R | eference | | | + | | Reference | | rencel | No | 1 ⁻¹ - | / | | | |
| Contact Name | | | م | • | | Status | Ν | | | | Project Ref | | | 15 | | / | | | î |
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| Salesman | Julanda Kessle | ar . | - | • | | | | | | - | Serial No Call Refere | | | | | | | | - 11 |
| Billing Customer | | | Q | • | Billing | Contact | | | • م | - | Call Refere | nce | | | | | | | U |
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| Tax Rate | 15.00 | • | 15 🌻 | | | | elated involce | e for this order | 2 | | | | | | - | | | | - |
| Return Items t | o Store | | | | Home | | | | | | | | | | | | | | |
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| Open Windows 🔻 | | | | | | | | | | | | User : Jula | andaK | 14/04/2 | 2021 Ver | sion : 2.4.0. | 11 Examp | le Compa | ny // |

- 12. When you receive the **Parts Processing** message to confirm;
 - Do you wish to return the items to the store?
- 13. 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.

14. Select No if:

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





| Home Equipment / Locations Contract | | |
|--|---|--|
| Save Back Delete Item Maintain | Finance / HR Inventory Maintenance / Projects Manufact | uring Procurement Sales Service Reporting Utilities — 49 X |
| Contact Name Jane. Alrich. A Commercial Type Class Commercial Julanda Kessler | Reference Status N Date & Time Idynamic Arich. Billing Contact Jane, Arich. D Exchange Rate 1 ↓ | ReferenceType ReferenceNo Contract No CO0000042 Serial No Coll Reference Ø Invoice No Invoice No INV0000544 Work Order Re Location |
| SuppressOrPrint ItemType ItemCode ItemDesson P - • Cr • Cr Parts 500-147K \$P500 Bit Parts SP1-147Y Yellow To Select typ - - | | Addresses Related Ref BathSerialNo WarehouseName Quantity UnitCost Markup Discount Op: op: <thop:< th=""> op:</thop:<> |
| < Comment | 13 | Sub Total 837.54 VAT 125.63 Grand Total 963.17 User : JulandaK 14/04/2021 Version : 2.4.0.11 Example Company |

ITEMS DATA GRID

- 15. The **Items** data grid will be populated with the selected invoice details.
- 16. You may now proceed to "Delete Line Item" on page 8(s) or "Add Additional Line Item" on page 9(s) to the document.
- If you have selected to return items to store, then 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 on <u>all</u> items with **Item Type** -**Parts**. (We will be explaining how to return individual items further down the manual.)

 If you have selected to Return the Items to Store, then the Return Processing message will prompt:



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

For POS or OTC Credit Notes, you will always select NO. If a replacement is required, a <u>new</u> POS Invoice must be raised. The Item / Part can be viewed from the <u>Credit Note Returns Tab</u>.

19. Click on Yes.

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| Billing Custome | Hope Works (F | Pty) Ltd | Q | * Billing Contact | Jane. A | lrich. | * م | | | | | | | |
| Cr Note Currence | South African | Rand | | Exchange Rate | | | 1 🗘 * | | | | | | | |
| Tax Rate | | | 15 Ĵ | | | 15 | | | | | | | | |
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| • | Parts | 500-147K | SP500 Bla | ck Toner | | SP500 Black Toner | | | Main Warehouse | 1.000 | 0.000 | 0.000 | 10.0 | 000 |
| | Parts | SP19-147Y | Yellow Tor | ner - SP1919 | | Yellow Toner - SP1919 | | | Main Warehouse | 1.000 | 351.541 | 0.000 | 0.0 | 000 |
| * | Select typ | | | | | | | | | | | | | |
| | | | | Return Processing ◀ | | 18 | | × | | | | | | |
| | | | | ? Do the iten | ns being | returned to the store ne | ed to be replaced? | | | | | | | |
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Add Reason Code

- 20. On the **Related References** panel, scroll down until you can view the **Reason Code** reference type.
- 21. Click in the **Reference No** text box in the Reason Code row to display the **ellipsis** button.
- 22. Click on the ellipsis 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 Sales

Credit Note Reason

- You can also do a partial credit note.

- 23. Click on the **row** of the reason for this credit note.
- 24. Click on OK.
 - The Reason Code will be recorded in the Related References panel.

| \$ ₽ | Add new Customer Credit Note - BPO: Version 2 | .5.0.0 - Example Company v2.5.0.0 | _ – × |
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| Home Equipment / Locations Contract | Finance / HR Inventory Maintenance / Projects | Manufacturing Procurement Sales Se | ervice Reporting Utilities 🗕 🗗 🗙 |
| Save Back Delete Item | | | |
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| | P Reference P Status | Contract No CO00000 | · · · · · · · · · · · · · · · · · · · |
| | D Status N * Date & Time 16/04/2021 • 09:41: | 24 🗘 Serial No | |
| | • Date & Time 16/04/2021 • 09:41: | Call Reference | 21 |
| | Billing Contact Jane. Alrich. | Invoice No 🖌 INV00005 | 44 |
| Cr Note Currency South African Rand | Exchange Rate | 1 🛊 🔸 Reason Code | |
| Tax Rate | Select the reason code for this credit note < | | |
| Return Items to Store | lome | - | |
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| | 4 Within service contract | | |
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| | | - | Grand Total 0.00 |
| Open Windows 🔻 | | User : JulandaK 16/04/2021 | Version : 2.5.0.0 Example Company v2.5.0.0 |

Return an individual item

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



- 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 on the text box of the item that needs to be returned to store.
- 3. Click on the down **arrow** to select the relevant option from the dropdown **menu**.

| Add new Customer Credit Note - BPO: Version 2.4.0.11 - Example Company | |
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| Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities - | ₽ X |
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| Save Back Delete Save Layout Workspaces Item | |
| Maintain Format | \diamond |
| Customer Name Hope Works (Pty) Ltd | |
| Contact Name Jane, Akidh. P * Status N PO Box 7452 P * | |
| Commercial Type Class Commercial • Date & Time 14/04/2021 • 15:40:58 • Reset Hills | |
| Salesman Manda Kessler • • Shipping address | |
| Billing Customer Hope Works (Pty) Ltd ρ * Billing Contact Jane. Alrich. ρ * Plot 91 Leaf Road ρ (2) | |
| Cr Note Currency South African Rand * Exchange Rate 1 \$ | |
| Tax Rate 15 | |
| Return Items to Store Addresses Related Ref | |
| ineDescription BatchSerialNo WarehouseName Quantity UnitCost Markup Discou + ItemPrice BaseCcyPrice TaxRate Department ReturnToStore Replace | Status |
| | R C |
| ∦ oner - SP1919 Main Warehouse 1.000 351.541 0.000 0.000 351.540 351.540 15.000 Sales Department Yes V 💌 👘 | A |
| Idad Toner Main Warehouse 1.000 0.000 10.000 540.000 15.000 Sales Department Yes Yes Mode 1.000 0.000 10.000 540.000 15.000 Sales Department Yes Yes | A |
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| Comment Sub Total | 837.54 |
| VAT | 125.63 |
| Grand Total | 963.17 |
| Open Windows - User : JulandaK 14/04/2021 Version : 2.4.0.11 Example Con | pany / |

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 apply to the selected item only.

- 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 in the text box of the item that needs to be replaced.



3. Click on the down **arrow** to select the relevant option from the dropdown **menu**.

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| Maintain | | Format | | | | | | | | | | | | | | | \Diamond |
| Customer Name | Hope Works (Ptv | | • م | Ref | erence | | | | • | Billi | ing addr | ess | | | | | |
| Contact Name | | | | | Status | N | | | | | Box 7452 | 2 | ۶ | A (| | | |
| Commercial | Type Class Comm | nercial | • • | Date | & Time | 14/04/2021 | · 15: | :40:58 | 1 | | est Hills w Town | | | 0 | <u> </u> | | |
| Salesman | Julanda Kessler | | • | | | | | | | chie | pping ad | | | Ŧ | | <u>۱</u> | |
| Billing Customer | Hope Works (Pty |) Ltd | • م | Billing C | ontact | Jane. Alrich. | | ۶ | • | | t 91 Leaf | | 2 | A (| | \ | E |
| Cr Note Currency | South African Ra | nd | Ŧ | Exchang | e Rate | | | 1 | • | | af Hills k Town | | | 0 | | \ | 1 |
| Tax Rate | | 1 | 5 🌐 | | | | | | | | rban Sout | th | | * | | | ; |
| 🗹 Return Items t | o Store | | | | | | | | | Add | resses | Related | Ref | | _/ | | |
| ineDescription | | BatchSerialNo | Wareho | useName | Quantity | UnitCost | Markup | Discou 🔺 | ItemP | | BaseCcy | | TaxRate | Department | ReturnToStore | Replace | Status |
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| lack Toner | | | Main Wa | arehouse | 1.00 | 000.000 | 0.000 | 10.000 | 54 | 10.000 | | 540.000 | 15.000 | Sales Depart | ent Yes | Yes | A |
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| Open Windows 🔻 | | | | | | | | | | | | User : | JulandaK | 14/04/2021 | Version : 2.4.0.11 | Example Co | mpany // |

ch line item will show whether;
a return request will be raised to stores for <u>return</u> of the part and / or
whether a <u>replacement</u> 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.

| \$ | Ŧ | | | | Add new Cus | tomer C | redit Note - BPO: Versi | on 2.4.0.11 | - Exam | ple Co | mpany | | | | | _ | |
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| | Home | Equipment / | Locations | Contract | Finance / HR Inve | ntory | Maintenance / Projects | Manufact | uring | Procu | rement | Sales | Service | Reporting | Utilities | | . 윤 X |
| Sa | | - | Layout Work | kspaces | | | | | | | | | | | | | \$ |
| Cu | stomer Name | Hope Works (P | ۲ty) Ltd | Q | * Reference | HW001 | 111 | • | Billin | g addr | ess | | | | | | |
| | ontact Name | Jane. Alrich. | | Q | * Status | N | | | | ox 7452 st Hills | 2 | ۶ | | | | | |
| | Commercial | Type Class Cor | mmercial | - | Date & Time | 15/04/2 | •021 • 10:10:06 | ¢ | | Town | | | 0 | | | | |
| | Salesman | Julanda Kessle | r | - | • | | | | China | ping ad | dross | | * | | | | |
| Bil | ing Customer | Hope Works (P | rty) Ltd | Q | * Billing Contact | Jane. A | lrich. | * ٩ | Plot | 91Leaf | | ۶ | D ▲ | | | | |
| Crl | ote Currency | South African P | Rand | Ť | Exchange Rate | | | 1 🗘 🍍 | Leaf Pink | Hills Town | | | 0 | | | | |
| | Tax Rate | | | 15 🗘 | | | | | Durb | an Sout | h | | - | | | | |
| Z 1 | eturn Items t | o Store | | | | | | | Addre | | Related | Def | | | | | |
| | uppressOnPrint | ItemType | ItemCode | ItemDescr | ription | | CrNoteLineDescription | _ | | BatchS | | Warehous | eName | Quantity | UnitCost | Markup | Discount |
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| | | Parts | 500-147K | SP500 Bla | ack Toner | | SP500 Black Toner | | | | | Main Ware | house | 1.000 | 0.000 | 0.000 | 10.000 |
| | | Parts | SP19-147Y | Yellow Tor | ner - SP 19 19 | | Yellow Toner - SP1919 | | | | | Main Ware | house | 1.000 | 351.541 | 0.000 | 0.000 |
| * | 8 | Select typ | | | | | | | | | | | | | | | |
| 4 0 | | | | | | | | | | | | | | | | | Þ |
| | Commer | t Incorrect to | oner cartridges | were order | ered - Replaced with correc | t toner c | artridges | | | | * | | Su | b Total | | | 837.54 |
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| | | | | | | | | | | | Ŧ | | Gran | d Total | | | 963.17 |
| Оре | n Windows 🔻 | | | | | | | | | | User : 1 | JulandaK | 15/04/202 | 21 Version | : 2.4.0.11 | Example C | ompany |

ADD REFERENCE AND COMMENT

1. Click on the **Reference number** text box to type a reference number for the Credit Note.

^U 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 a comment relating to the reason for the Credit Note. The comment will display on the Credit Note.



SAVE CREDIT NOTE

3. When you have completed all the required information for the Credit Note, click on **Save**.

| - | Ŧ | | | | | | Add new Cust | omer C | redit Note - BPO: Vers | sion 2.4.0.11 | - Exar | nple Com | pany | | | | | _ | | × |
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| 0 | pen Windows • | | | | | | | | | | | L | User : J | ulandaK | 15/04/202 | 21 Version | : 2.4.0.11 | Example C | ompan) | 1 10 |

- 4. You will return to the Sales Credit Notes listing screen.
- The screen will be updated with the new Credit Note you have created in the New status list.

^U The Credit Note Number has automatically been issued by the system.



| \$ = | | | 4 | | Sales Crea | lit Notes - BPO: Version 2.4 | 4.0.11 - Exar | mple Company | | | | |
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| Add | Edit Delet | e View | Release for Approval | Remove from Approval | Approve Reject Cr Note Cr Note | Save Layout Workspaces | | end Cr Notes Print Queue | Durban • | Refresh | | |
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| | | • | CN0000147 | HOP001 | Hope | Vorks (Pty) Ltd | | N | iew | HW001111 | ZAR | |
| | | | The Credit N | lote Number v the system | was issued by | 5 | | | | | | |
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Related Topics

- Raise a Credit Note from a Project
- Raise a Credit Note from a Call

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