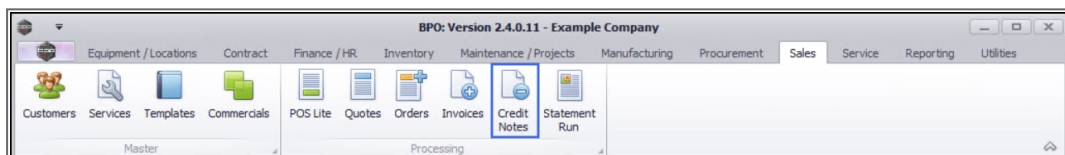We are currently updating our site; thank you for your patience.

SALES

CREDIT NOTES – CANCEL A CREDIT NOTE

Deleting a Sales Credit Note will not remove it from the system, but the Status will changed to Cancelled.

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 cancelled when it appears in the **New** status.
4. Click on the **row** of the credit note you wish to cancel.
5. Click on **Delete**.

Short cut key: Right click to display the **All groups** menu list. Click on **Delete**.
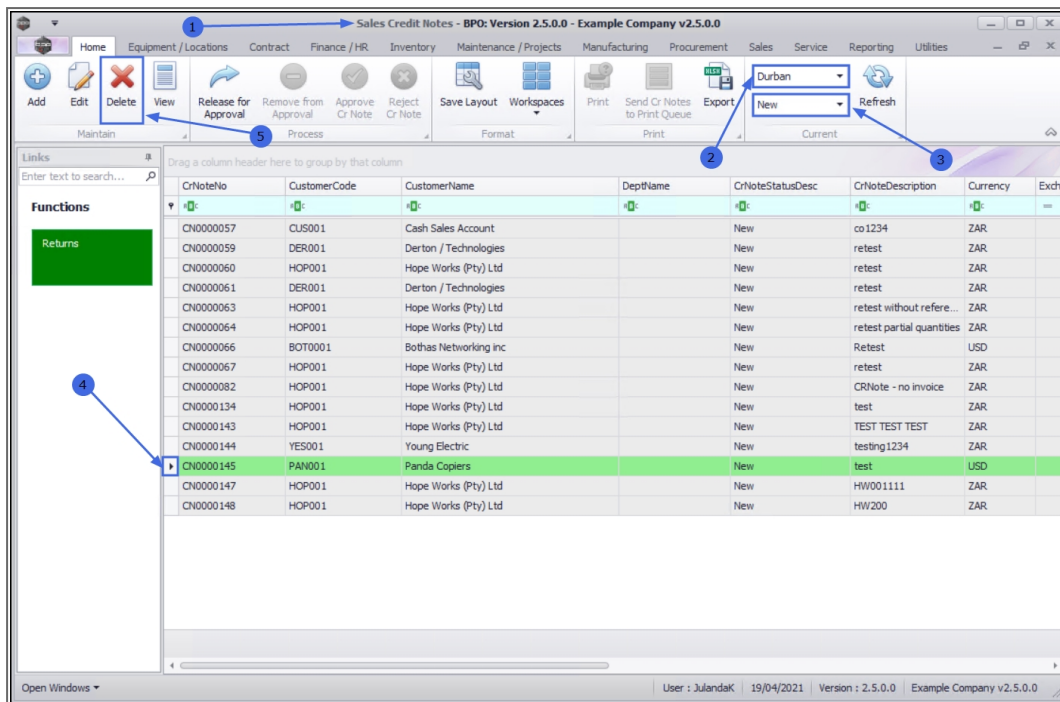
6. When you receive the **Confirm delete Credit Note** message to confirm;
   - **Are you sure you want to delete this Credit Note?**
7. Click on **Yes** if you a certain about your selection.
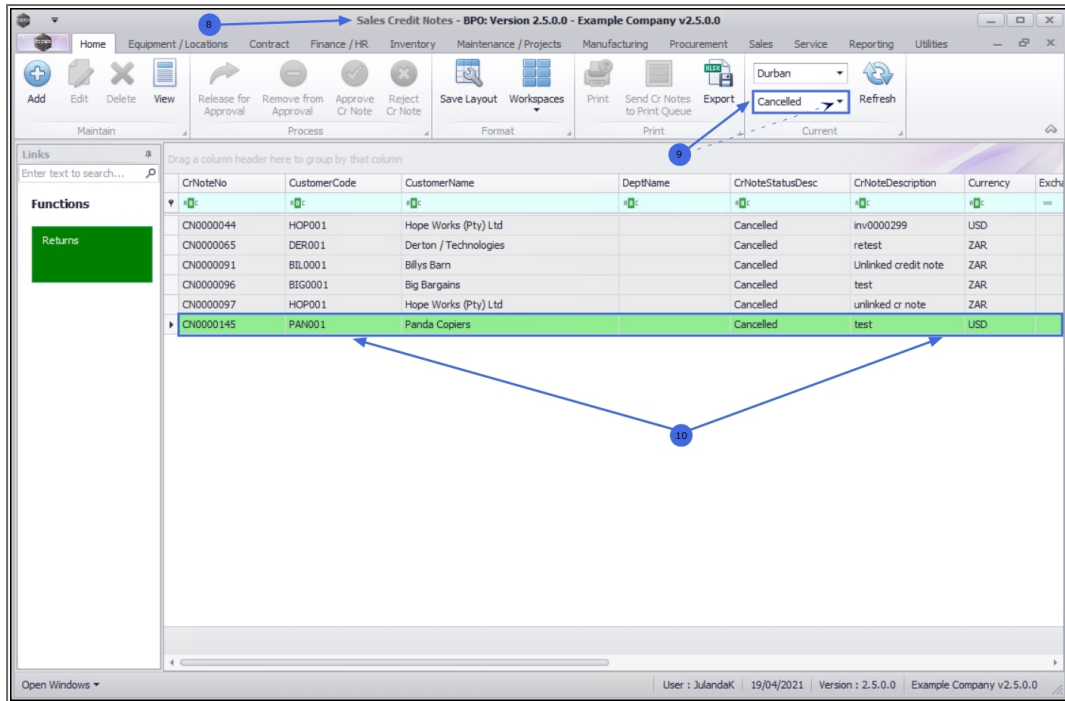   - Click on **No**, to ignore the request and to leave the Credit Note in the **New** status.
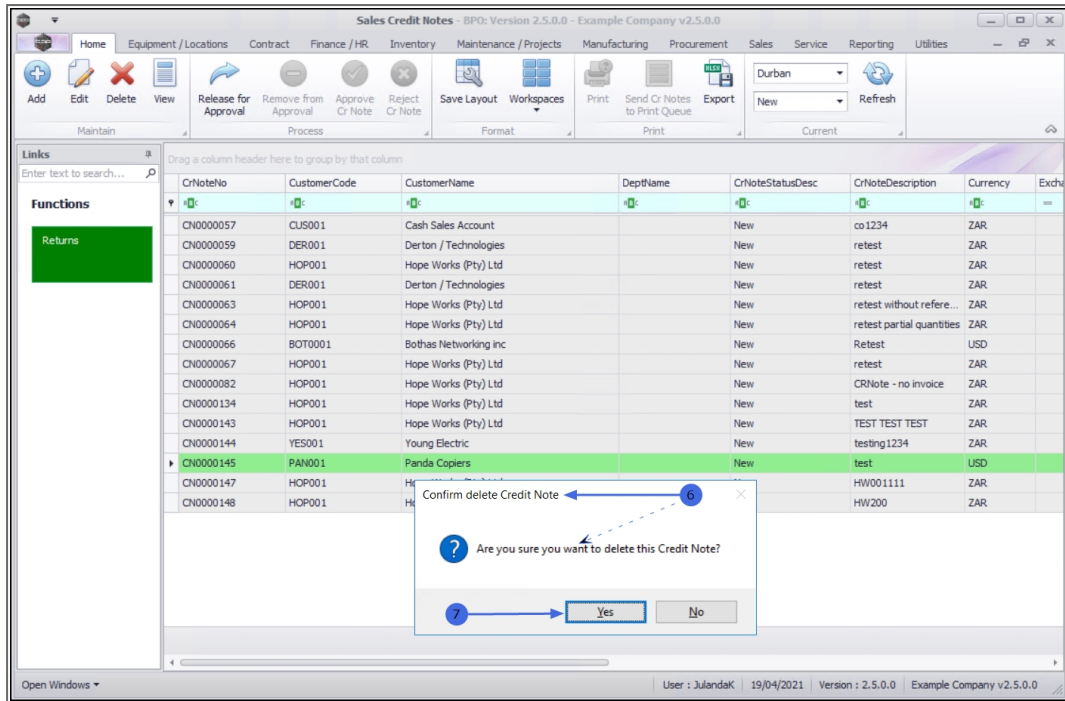
8. You will return to the **Sales Credit Notes** listing screen.

> The Credit Note is no longer available in the New Status.

9. Change the **Status** to **Cancelled**,

10. To view the **Cancelled** Credit Note in the data grid list.

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