

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

## SERVICE

### WORK ORDERS – CREDIT NOTES

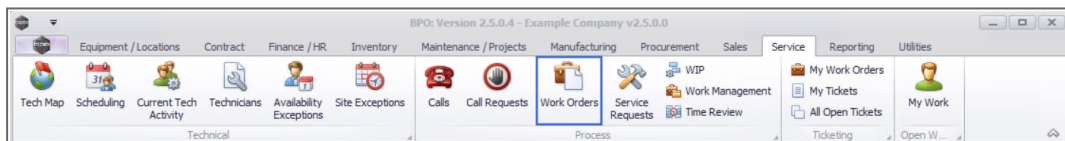
After a Credit Note has been created, it has to go through an approval process which includes:

- Releasing Credit Note for Approval / Removing Credit Note from Approval
- Approving / Rejecting Credit Note
- Print Credit Note (this step will post the transaction to Pastel)

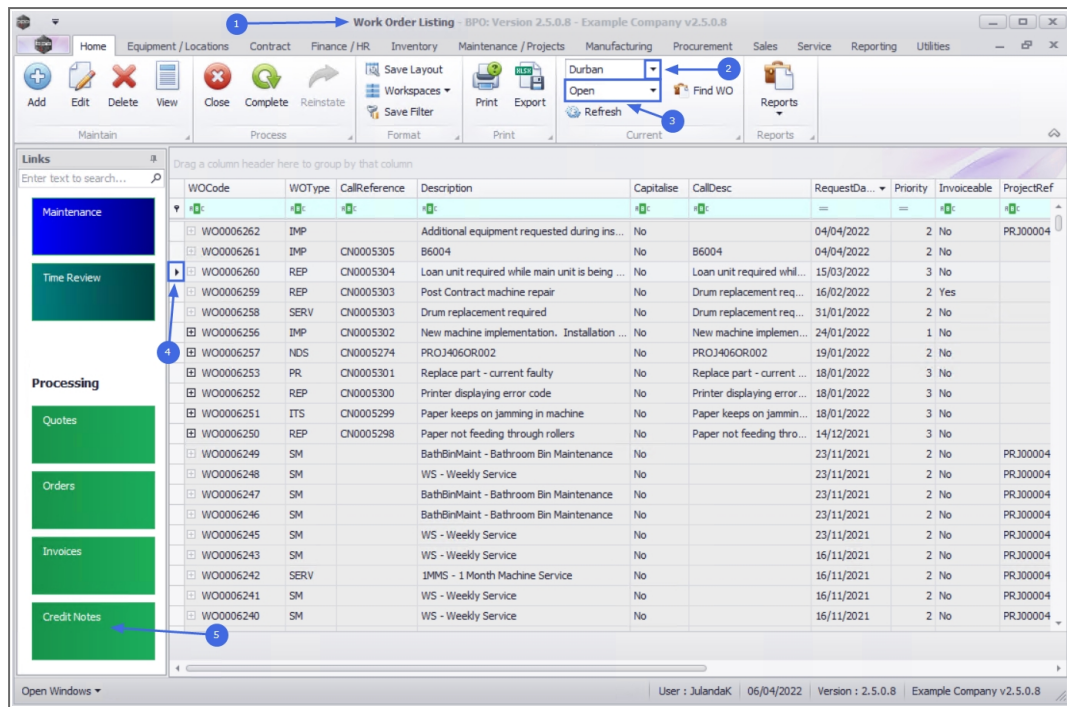
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**Ribbon Access:** Service > Customers

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1. The **Work Order Listing** screen will be displayed.
2. Select the **Site** where the work order was issued.
  - The example has **Durban** selected.
3. Select the work order **Status**.
  - The example has **Active** selected.
4. Select the **row** of the **work order** you wish to issue a credit note for.
5. Click on the **Credit Notes** tile.

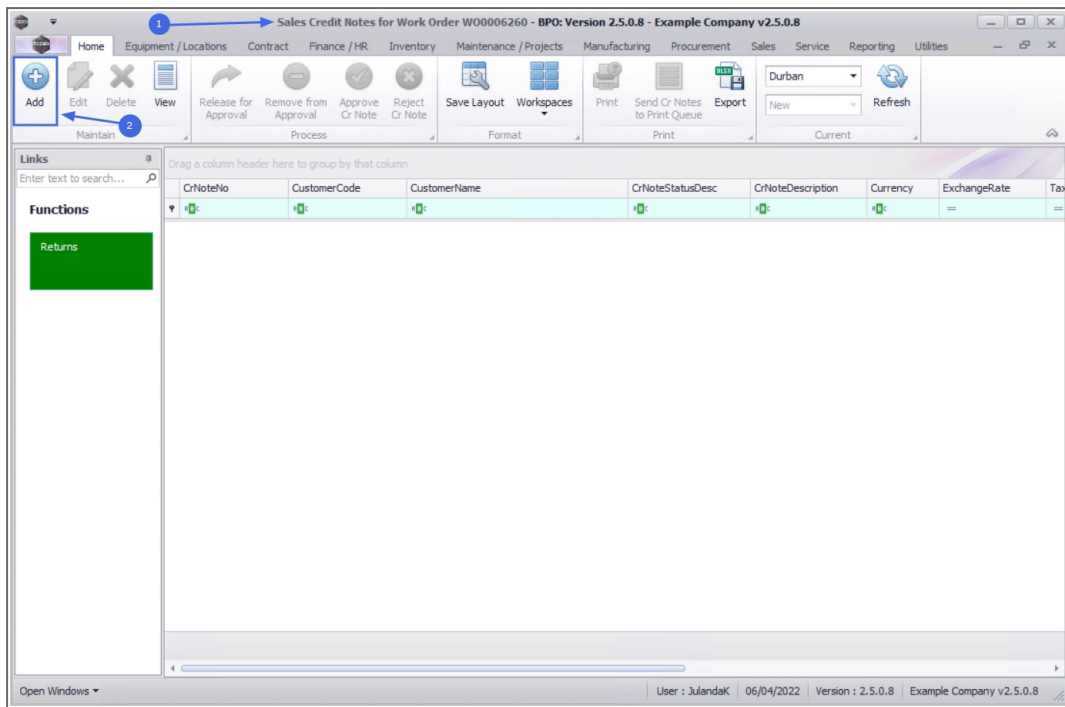


## ADD CREDIT NOTE

1. The **Sales Credit Notes for Work Order** [work order code] screen will display.
2. Click on **Add**.



Short cut key: Right click to display the **Process** menu list. Click on **Add**.



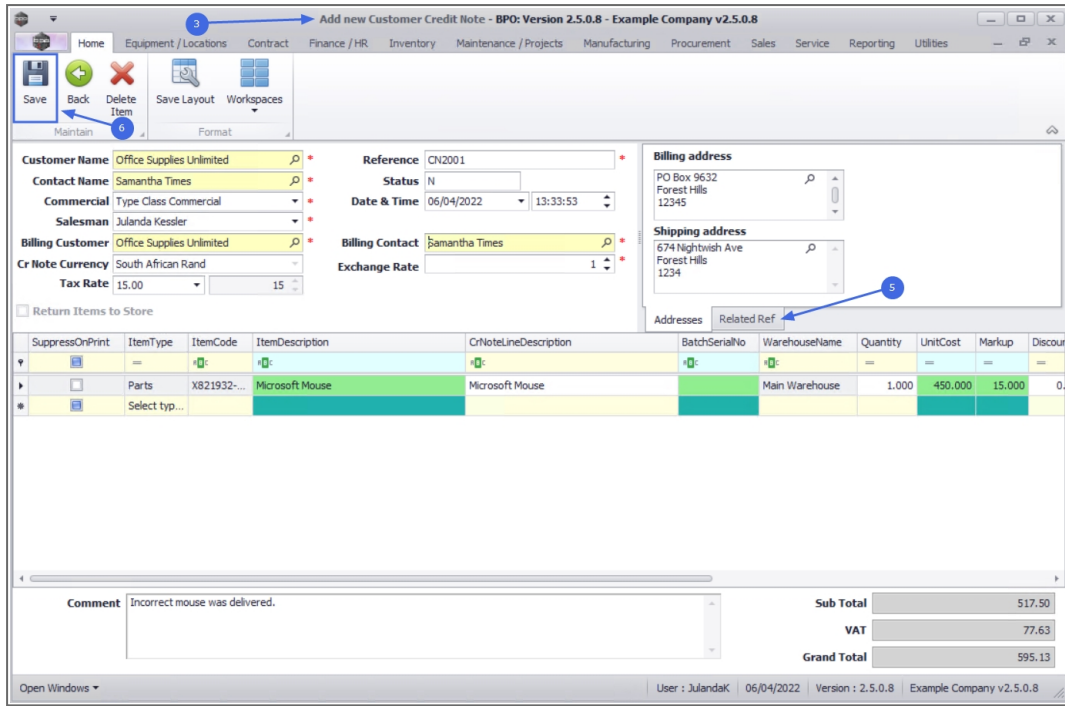
3. " The Add new Customer Credit Note screen will be displayed. " on page 2
4. Complete the Customer Credit Note details as required.
5. Click on **Related Ref** tab to link any reference information related to the Credit Note, e.g. Project Reference, Reason Code, Invoice Number etc.
6. Click on **Save** to save the credit note as a **New** Credit Note and to return to the **Sales Credit Notes for Customer** screen.



A system generated Credit Note Number will be issued for the Credit Note.



For a detailed handling of this topic refer to Credit Notes - Issue a Credit Note



**Add new Customer Credit Note - BPO: Version 2.5.0.8 - Example Company v2.5.0.8**

Customer Name: Office Supplies Unlimited  
 Contact Name: Samantha Times  
 Commercial: Type Class Commercial  
 Salesman: Julanda Kessler  
 Billing Customer: Office Supplies Unlimited  
 Cr Note Currency: South African Rand  
 Tax Rate: 15.00

Reference: CN2001  
 Status: N  
 Date & Time: 06/04/2022 13:33:53  
 Billing Contact: Samantha Times  
 Exchange Rate: 1

Billing address: PO Box 9632, Forest Hills, 12345  
 Shipping address: 674 Nightwish Ave, Forest Hills, 1234

SuppressOnPrint	ItemType	ItemCode	ItemDescription	CrNoteLineDescription	BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discount
	Parts	X821932...	Microsoft Mouse	Microsoft Mouse		Main Warehouse	1.000	450.000	15.000	0.

Comment: Incorrect mouse was delivered.

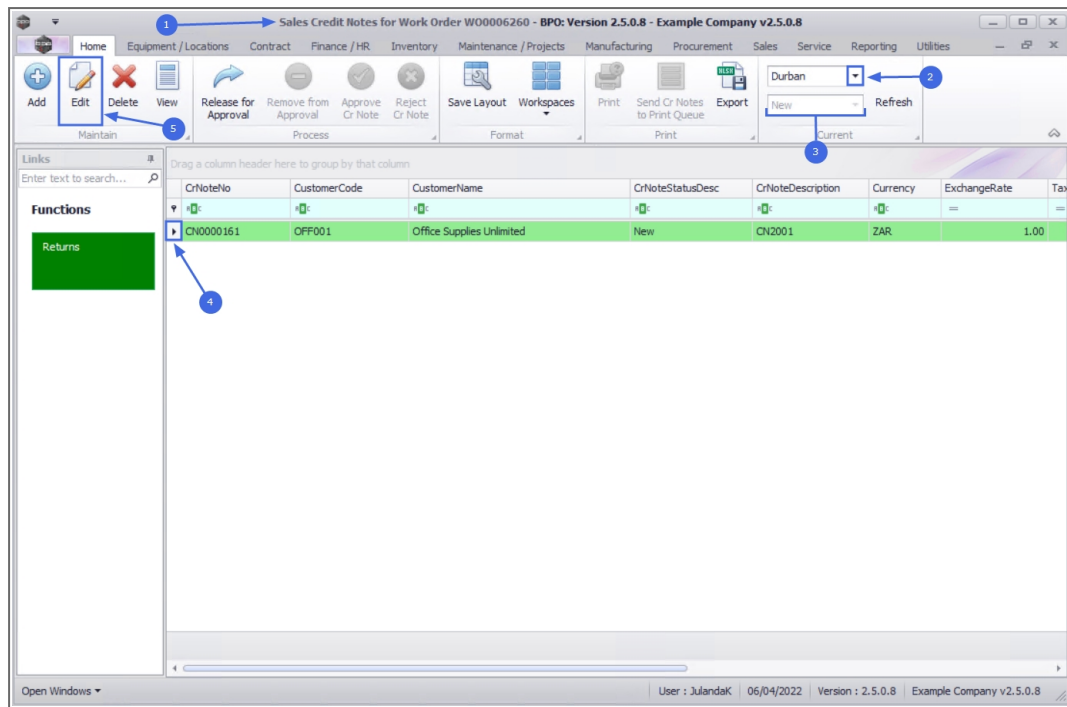
Sub Total: 517.50  
 VAT: 77.63  
 Grand Total: 595.13

## EDIT CREDIT NOTE

1. From the **Sales Credit Notes for Work Order** [*work order code*] screen,
2. Ensure that the correct **Site** has been selected.
  - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Sales Credit Note you wish to edit.
5. Click on **Edit**.



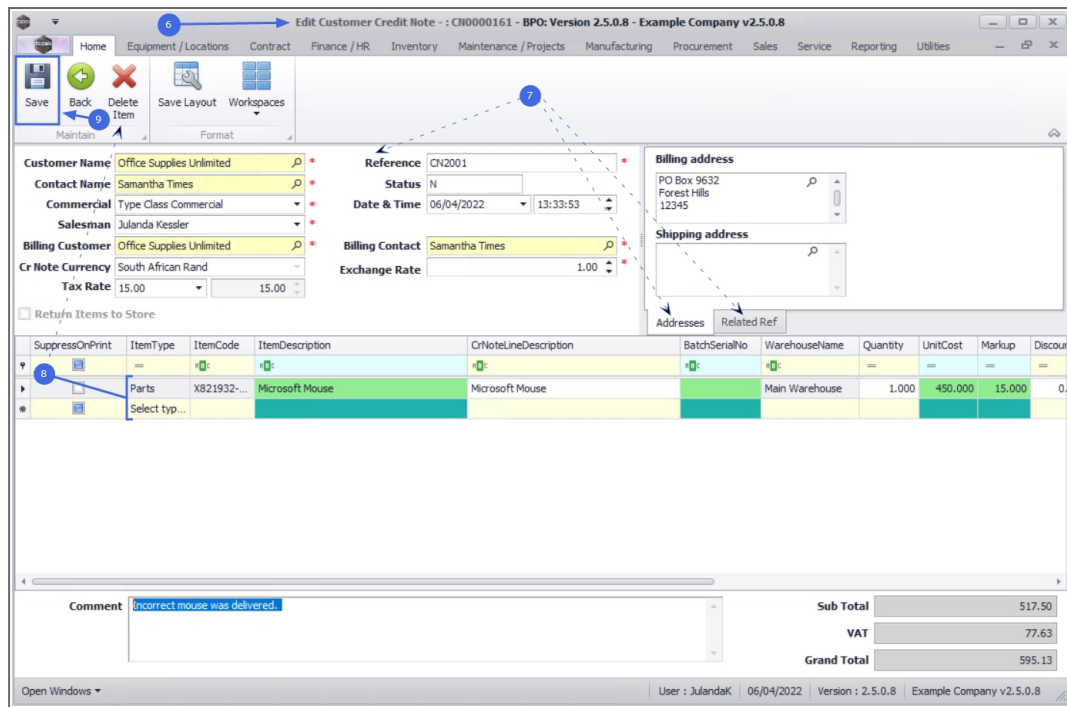
Short cut key: Right click to display the **Process** menu list. Click on **Edit**.



6. " The Edit Customer Credit Note - [credit note number] screen will be displayed. " on page 2
7. You can make changes to the **Heading Information, Addresses** or **Related References** tabs.
  - For the purpose of this manual, a Reason Code has been added to the **Related Ref** details.
8. You can **add** credit note items or **delete** an item from the **Credit Note Items** frame.
9. Click on **Save** to save the changes to the Credit Note and return to the **Sales Credit Notes for Customer** screen.



For a detailed handling of this topic refer to Credit Notes - Edit Credit Note



6. Save

7. Delete

8. Select typ...

9. Return Items to Store

Customer Name: Office Supplies Unlimited  
 Contact Name: Samantha Times  
 Commercial: Type Class Commercial  
 Salesman: Julanda Kessler  
 Billing Customer: Office Supplies Unlimited  
 Cr Note Currency: South African Rand  
 Tax Rate: 15.00

Reference: CN2001  
 Status: N  
 Date & Time: 06/04/2022 13:33:53  
 Billing Contact: Samantha Times  
 Exchange Rate: 1.00

Billing address: PO Box 9632, Forest Hills, 12345  
 Shipping address:

SuppressOnPrint	ItemType	ItemCode	ItemDescription	CrNoteLineDescription	BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discou
	Parts	X821932-	Microsoft Mouse	Microsoft Mouse		Main Warehouse	1.000	450.000	15.000	0.

Comment: Incorrect mouse was delivered.

Sub Total: 517.50  
 VAT: 77.63  
 Grand Total: 595.13

User: JulandaK 06/04/2022 Version: 2.5.0.8 Example Company v2.5.0.8

## CANCEL A CREDIT NOTE

1. From the **Sales Credit Notes for Work Order** [work order code] screen,
2. Ensure that the correct **Site** has been selected.
  - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Credit Note you wish to **cancel**.
5. Click on **Delete**.

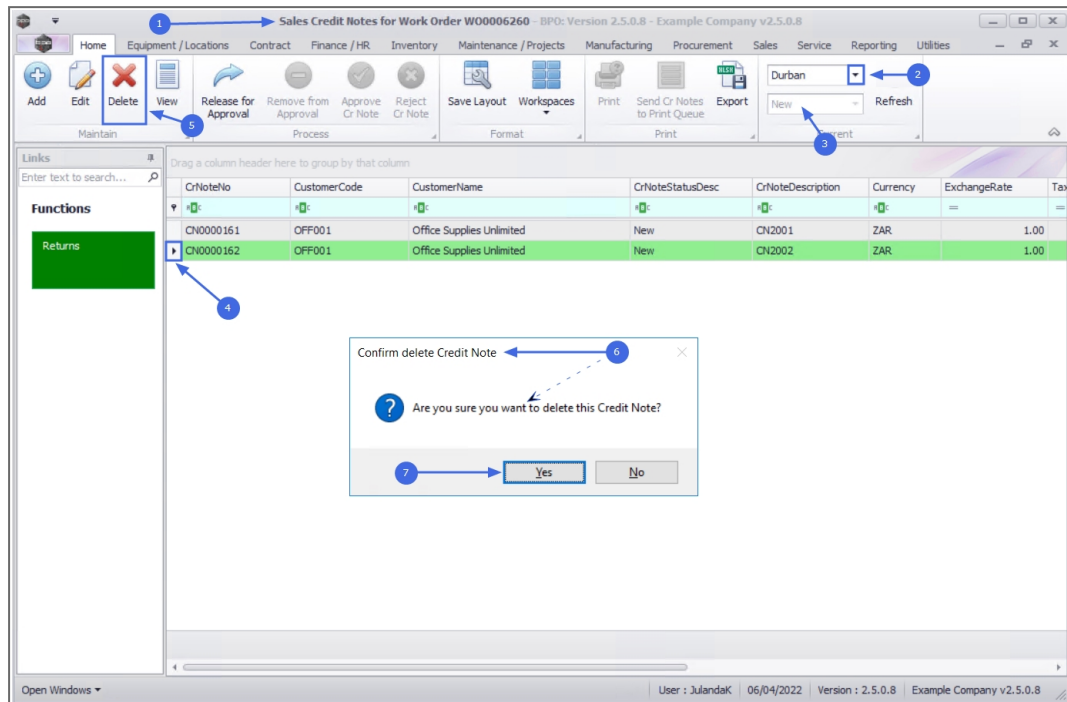


Short cut key: Right click to display the **Process** menu list. Click on **Delete**.

6. When you receive the **Confirm delete Credit Note** message;
  - **Are you sure you want to delete this quote?**
7. Click on **Yes**.



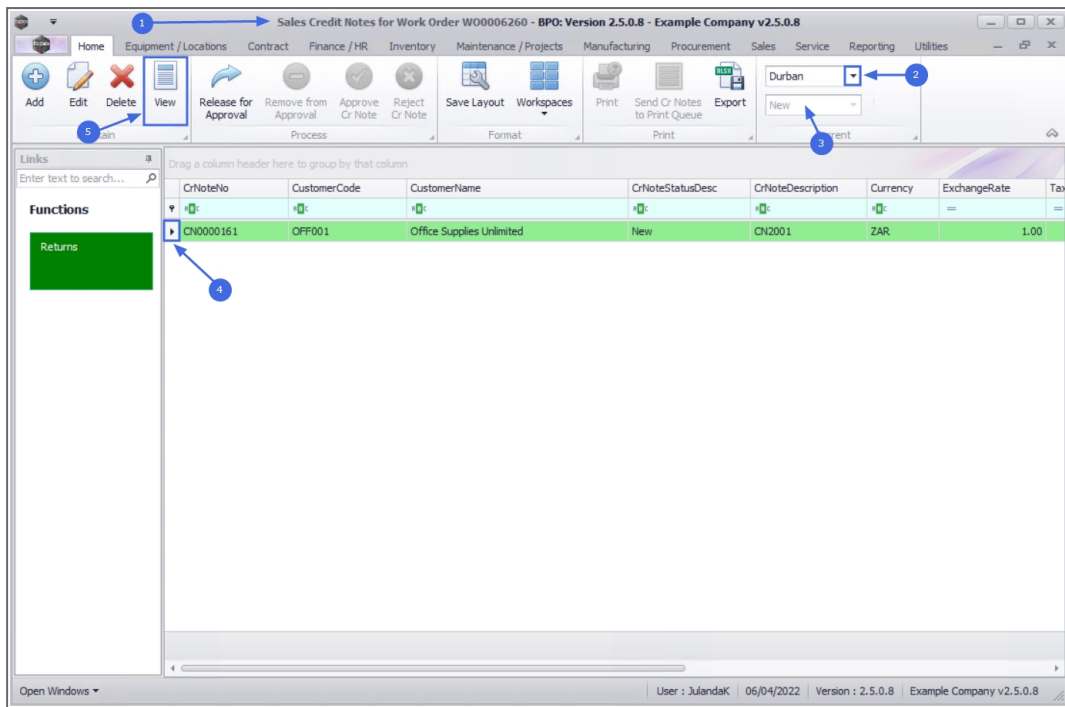
For a detailed handling of this topic refer to Credit Notes - Cancel a Credit Note



The Credit Note will be removed from the **Sales Credit Notes for Customer** screen.

## VIEW CREDIT NOTE

1. From the **Sales Credit Notes for Work Order** [work order code] screen,
2. Ensure that the correct **Site** has been selected.
  - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Credit Note you wish to view.
5. Click on **View**.



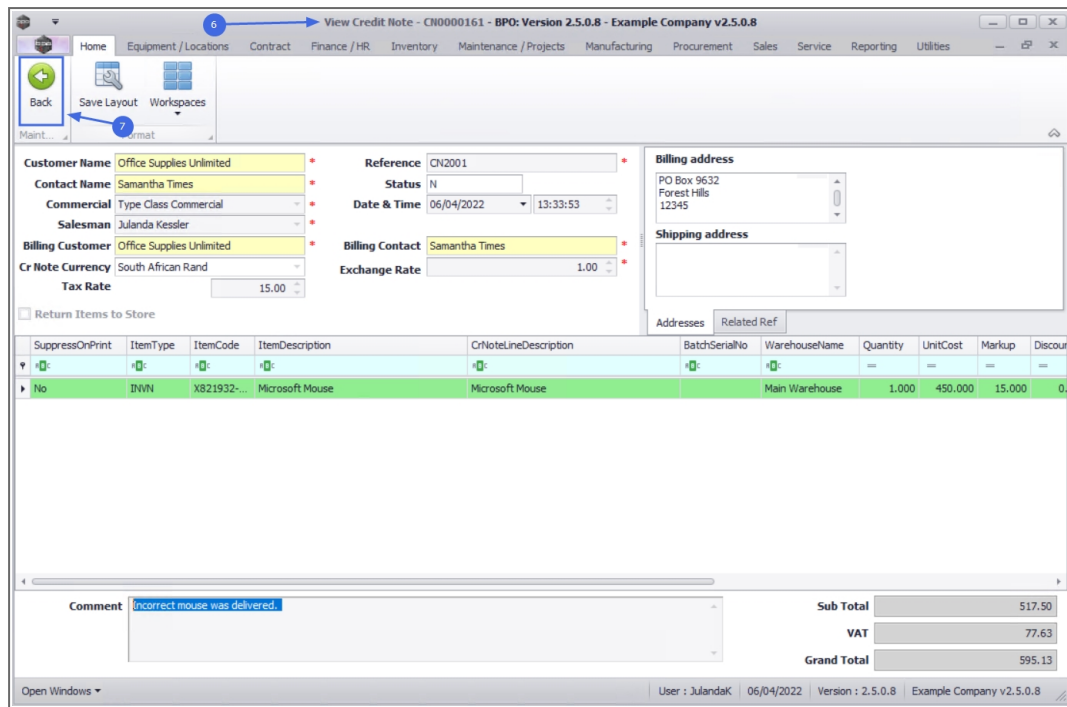
- The **View Credit Note - [credit note number]** screen will display.



No changes can be made to the information on the Credit note as this is a View only screen.

- Click on **Back** to return to the **Sales Quotes for Customer** screen.





View Credit Note - CN0000161 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

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

Back Save Layout Workspaces

Customer Name Office Supplies Unlimited \* Reference CN2001 \*  
 Contact Name Samantha Times \* Status N  
 Commercial Type Class Commercial \* Date & Time 06/04/2022 13:33:53  
 Salesman Julanda Kessler \* Billing Contact Samantha Times \*  
 Billing Customer Office Supplies Unlimited \* Exchange Rate 1.00  
 Cr Note Currency South African Rand  
 Tax Rate 15.00

☐ Return Items to Store

SuppressOnPrint	ItemType	ItemCode	ItemDescription	CrNoteLineDescription	BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discou
No	INVN	X821932-	Microsoft Mouse	Microsoft Mouse		Main Warehouse	1.000	450.000	15.000	0.

Comment incorrect mouse was delivered.

Sub Total 517.50  
 VAT 77.63  
 Grand Total 595.13

Open Windows User: JulandaK 06/04/2022 Version: 2.5.0.8 Example Company v2.5.0.8

## RELEASE FOR APPROVAL

1. From the **Sales Credit Notes for Work Order** [work order code] screen,
2. Ensure that the correct **Site** has been selected.
  - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Credit Note you wish to release for Approval.
5. Click on **Release for Approval**.

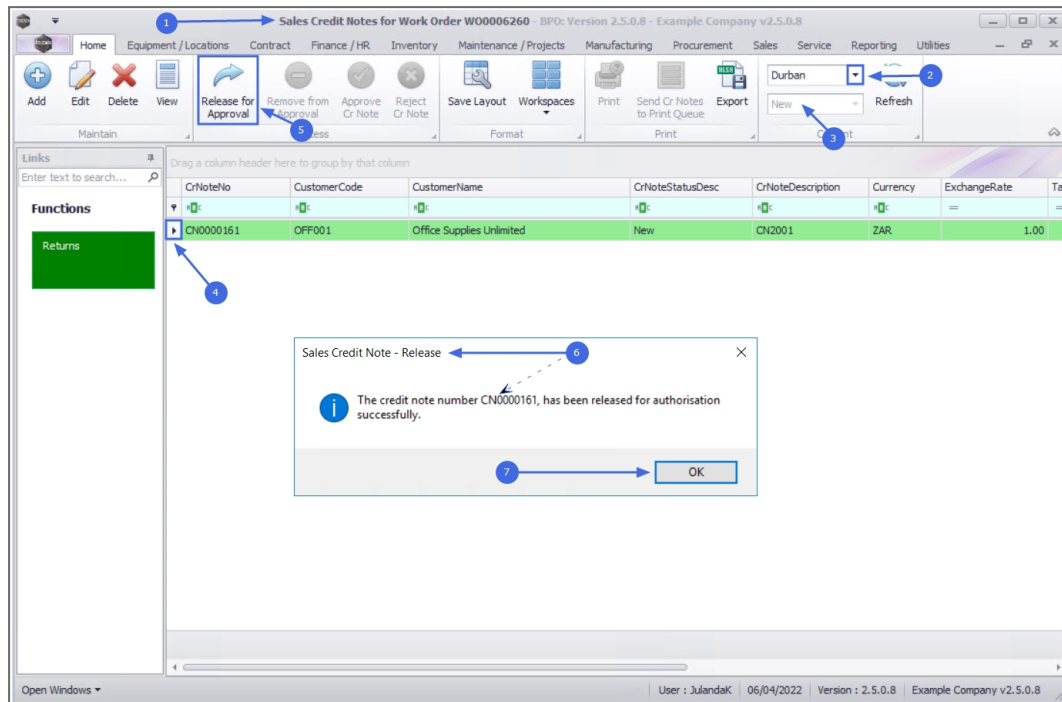


Short cut key: Right click to display the **All groups** menu list. Click on **Release**.

6. When you receive the **Sales Credit Note - Release** message to confirm;
  - **The credit note number** [credit note number], **has been released for authorisation successfully.**
7. Click on **OK**.



For a detailed handling of this topic refer to [Credit Notes - Release for Approval](#)



The Status for the Credit Note has changed to **Released**.

## PLACE ON HOLD

1. From the **Sales Credit Notes for Customer** [customer code] listing screen,
2. Ensure that the correct **Site** has been selected.
  - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Credit Note you wish to remove from approval.
5. Click on **Remove from Approval**.

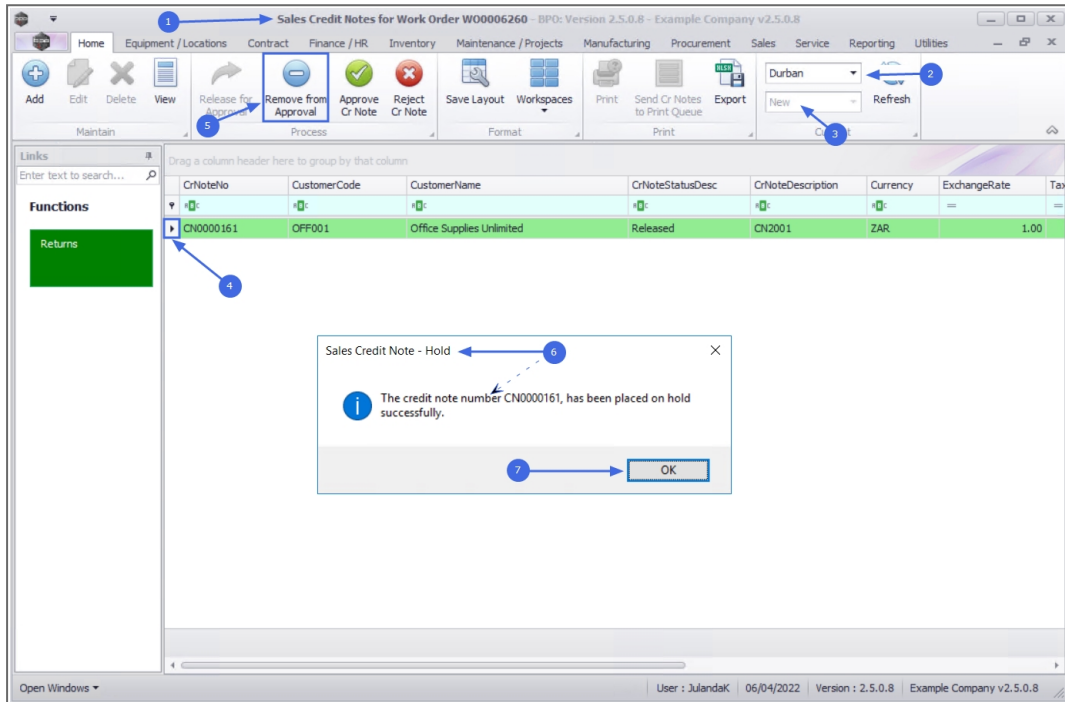


Short cut key: Right click to display the **All groups** menu list. Click on **Remove**.

6. When you receive the **Sales Credit Note - Hold** message to confirm;
  - The credit note number [credit note number], has been placed on hold successfully.
7. Click on **OK**.



For a detailed handling of this topic refer to [Credit Notes - Place on Hold](#)



The Credit Note Status Description has been updated to **New**.

## APPROVE CREDIT NOTE

1. From the **Sales Credit Notes for Customer** [customer code] listing screen,
2. Ensure that the correct **Site** has been selected.
  - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.

4. Click on the **row** of the Credit Note you wish to approve.
5. Click on **Approve Cr Note**.

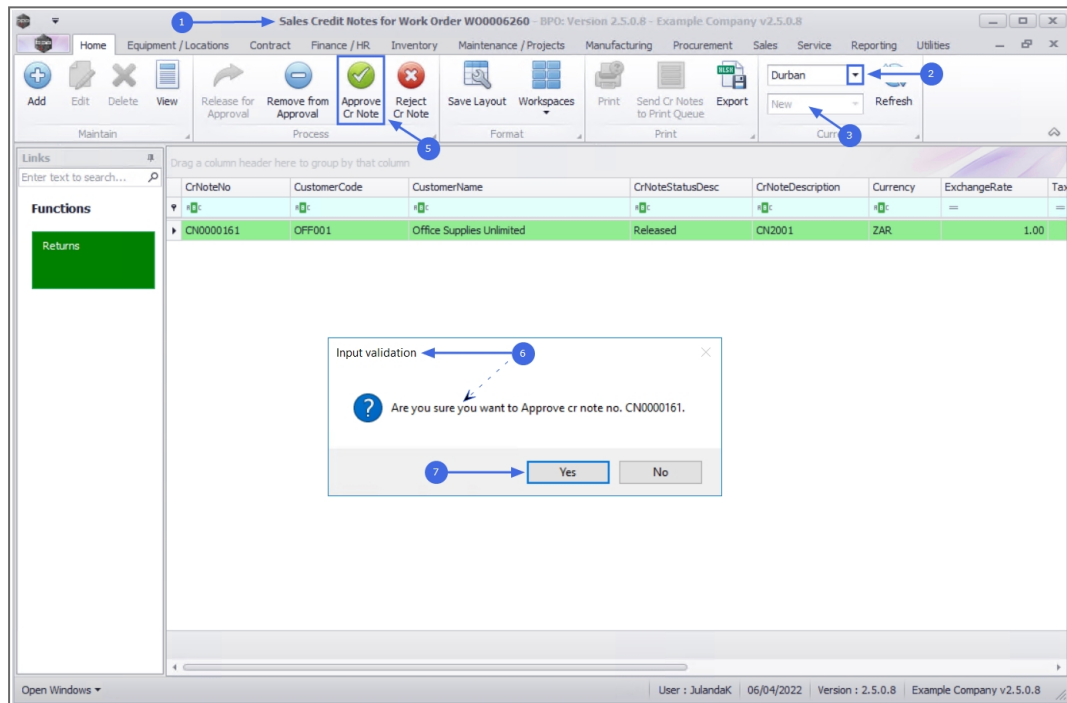


Short cut key: Right click to display the **All groups** menu list. Click on **Approve**.

6. When you receive the **Input Validation** message to confirm;
  - **Are you sure you want to Approve cr note no. [credit note number].**
7. Click on **Yes**.



For a detailed handling of this topic refer to **Credit Notes - Approve Credit Note**



The credit note Status Description has been updated to **Approved**.

## REJECT CREDIT NOTE

1. From the **Sales Credit Notes for Work Orders** [work order code] screen,
2. Ensure that the correct **Site** has been selected.
  - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Credit Note you wish to reject.
5. Click on **Reject Cr Note**.

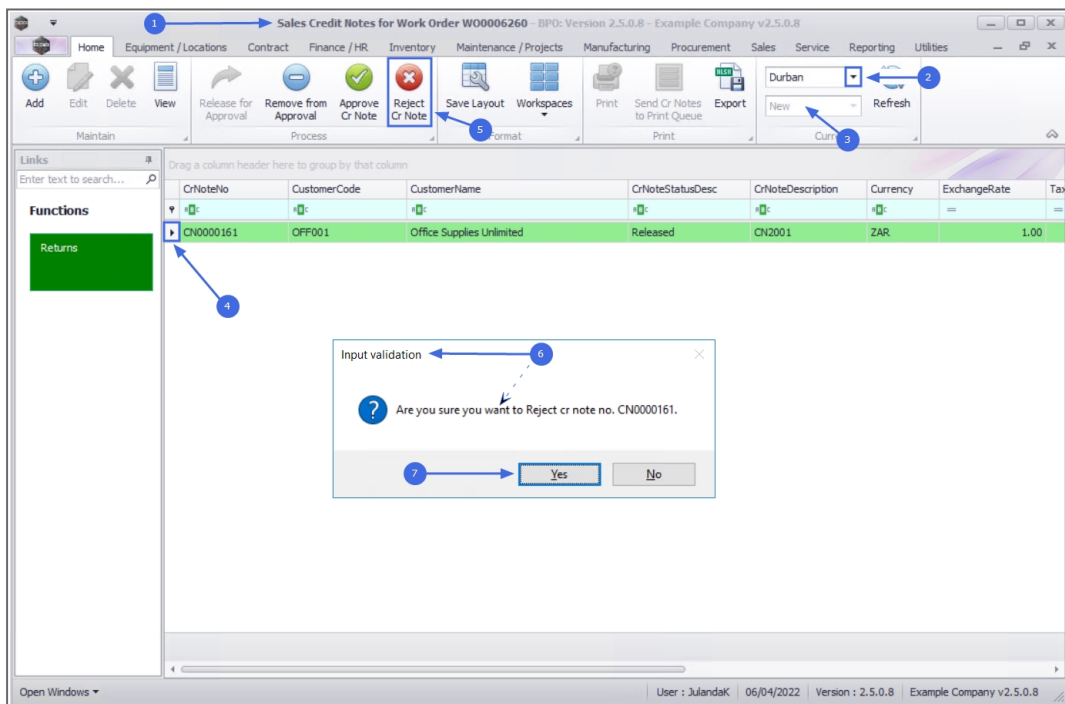


Short cut key: Right click to display the **All groups** menu list. Click on **Reject**.

6. When you receive the **Input Validation** message to confirm;
  - **Are you sure you want to Reject cr note no. [credit note number]**.
7. Click on **Yes**.



For a detailed handling of this topic refer to [Reject Credit Note](#)



## PRINT CREDIT NOTE

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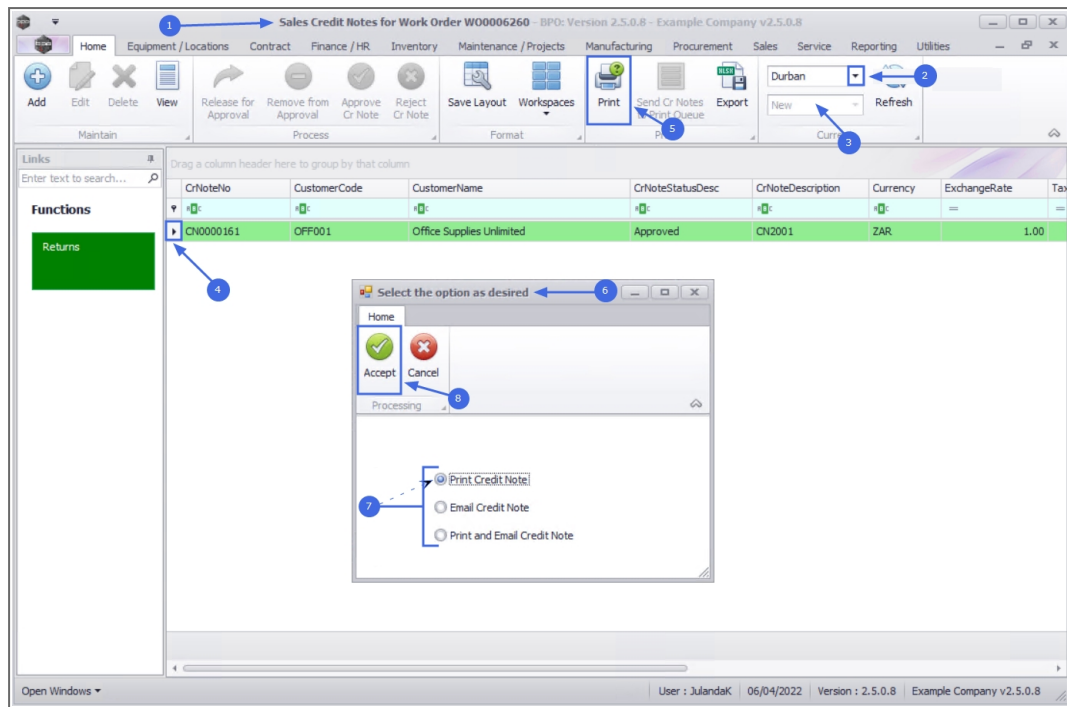
Credit notes that have been **Approved** and have been **Printed** will be available for printing.

1. From the **Sales Credit Notes for Work Order** [work order code] screen,
2. Ensure that the correct **Site** has been selected.
  - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Credit Note you wish to print.
5. Click on **Print**.
6. The **Select the option as desired** screen will display.
7. Select the print option you required.

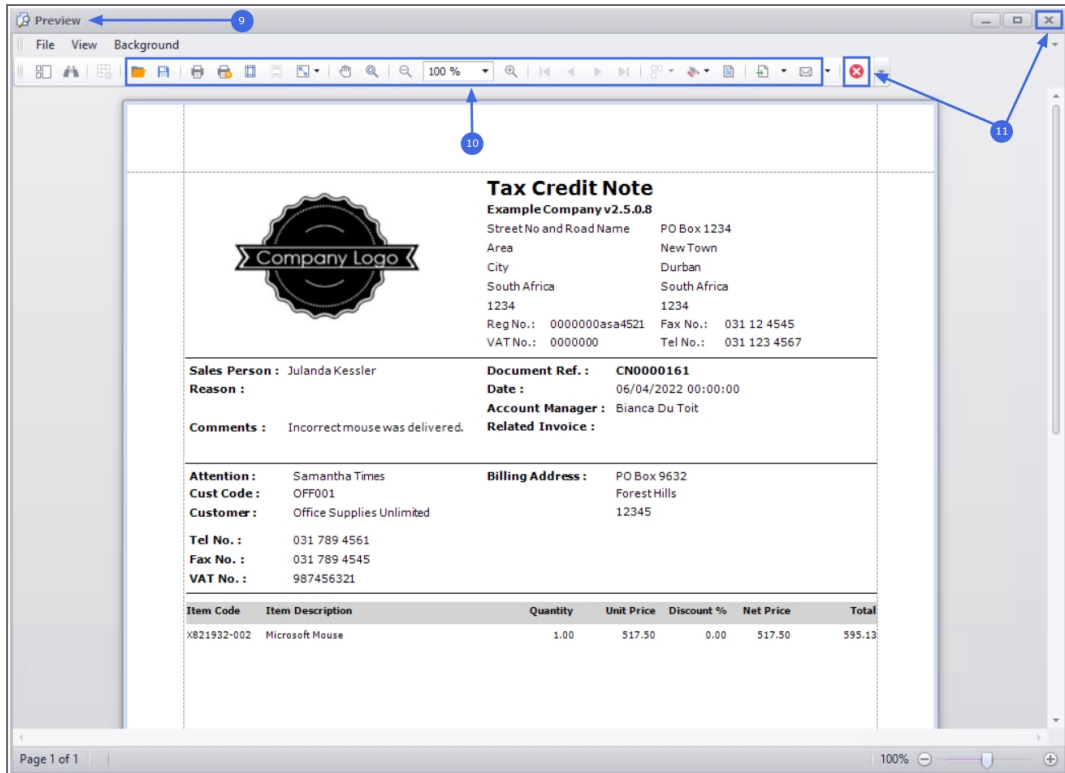


When selecting to **Email Credit Note**, the credit note will be emailed via the **BPO Email Service** on the server (not from MS Outlook).

- The example has **Print Credit Note** selected.
8. Click **Accept** to proceed.



9. The **Tax Credit Note** will display in the Preview screen.
10. From this screen you can make cosmetic changes to the document, as well as **Save, Print, Add a Watermark, Export** or **Email** the Invoice.
11. **Close** this screen to return to the **Sales Credit Notes for Work Order** screen.



**Tax Credit Note**  
Example Company v2.5.0.8

Street No and Road Name PO Box 1234  
Area New Town  
City Durban  
South Africa South Africa  
1234 1234  
Reg No.: 0000000asa4521 Fax No.: 031 12 4545  
VAT No.: 00000000 Tel No.: 031 123 4567

**Sales Person :** Julanda Kessler  
**Reason :**  
**Comments :** Incorrect mouse was delivered.

**Document Ref. :** CN0000161  
**Date :** 06/04/2022 00:00:00  
**Account Manager :** Bianca Du Toit  
**Related Invoice :**


**Attention :** Samantha Times  
**Cust Code :** OFF001  
**Customer :** Office Supplies Unlimited  
**Tel No. :** 031 789 4561  
**Fax No. :** 031 789 4545  
**VAT No. :** 987456321

**Billing Address :** PO Box 9632  
Forest Hills  
12345

Item Code	Item Description	Quantity	Unit Price	Discount %	Net Price	Total
XB21932-002	Microsoft Mouse	1.00	517.50	0.00	517.50	595.13


## SEND CREDIT NOTES TO PRINT QUEUE

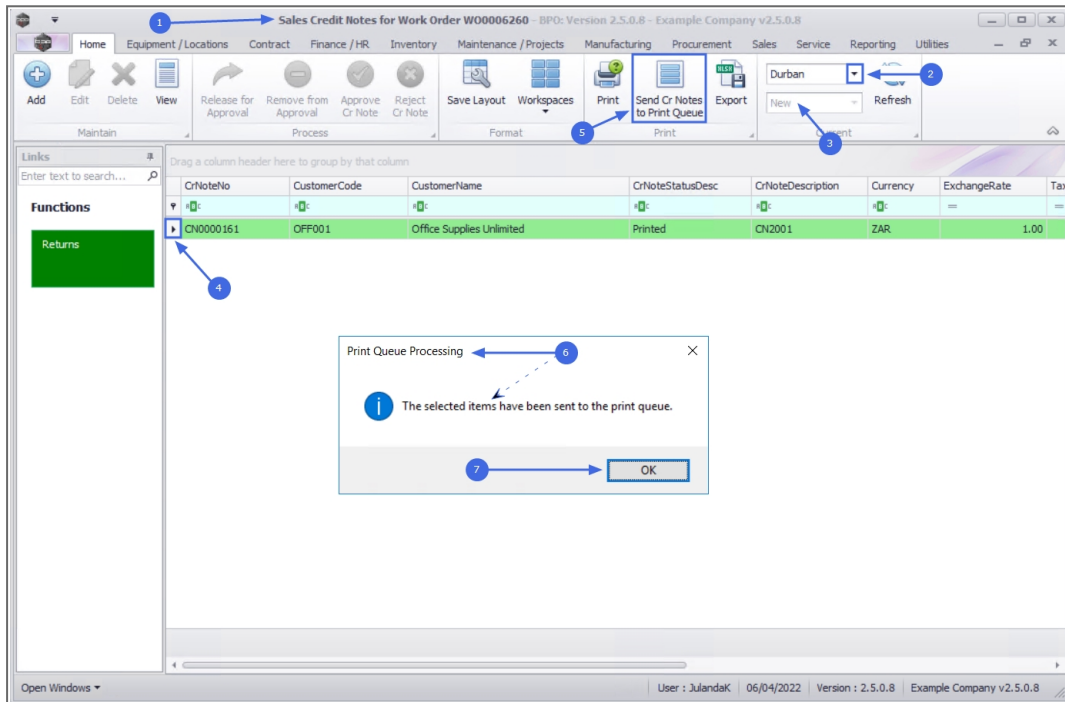
You can send Credit Notes directly from the Print Queue from the Sales Credit Notes for Customer screen, instead of going to the Print Queue Reprint screen. This will enable you to forward a batch of credit notes to the customer.

1. From the **Sales Credit Notes for Work Order** [work order code] screen,
2. Ensure that the correct **Site** has been selected.
  - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the credit note, or select a **batch** of credit notes, you wish to send to the Print Queue.
  -  **Select a Range:** Click in the **row** of the **first credit note**. Hold down the **Shift key** on your keyboard and click



in the **row** of the **last credit note** in your list.

-  **Select alternate Invoices:** Hold down the **Ctrl (Control) key** on your keyboard and click in the **row** of each Credit Note you want to include in the Print Queue.
- 5. Click on **Send Cr Notes to Print Queue**.
- 6. When you receive the **Print Queue Processing** message to confirm;
  - **The selected items have been sent to the print queue.**
- 7. Click on **OK**.



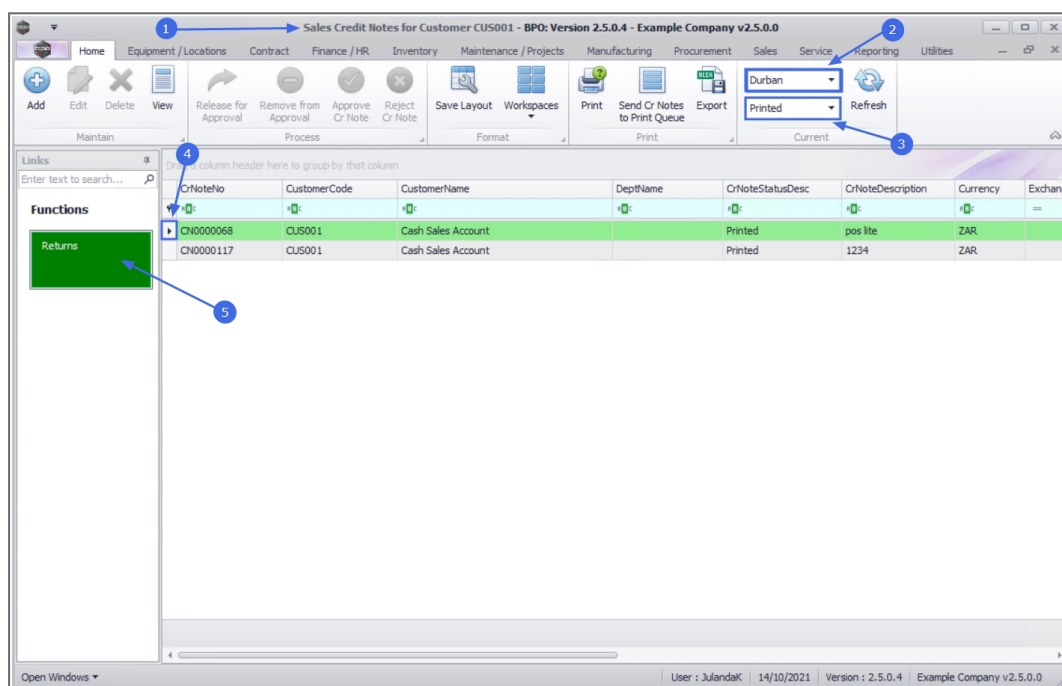
## CREDIT NOTE RETURNS

From the Sales Credit Notes for Customer screen you can view the Credit Note Returns for OTC and POS Invoices.

When the Credit Note is issued from the Call Screen or the Project Screen then the Credit Note Returns needs to be viewed from the Credit Note Returns tab on the [Call Screen](#) or the [Project Screen](#)

Return requests can be raised for a Credit Note to Return Stock to Store for a Customer

1. From the **Sales Credit Notes for Work Order** [work order code] screen,
2. Ensure that the correct **Site** has been selected.
  - The example has **Durban** selected.
3. Change the **Status** to **Printed**.
4. Select the **row** of the credit note you wish to view the returns for.
5. Click on the **Returns** tile.



6. The **Returns for Sales CrNote** : [credit note number] screen will display.
7. From this screen you can view any **return items** linked to the selected credit note.
8. Click on **Print** to print the Parts Issue Note.
9. Click on **Back** to return to the **Sales Notes for Customer** screen.

For a detailed handling of this topic refer to [Credit Notes - Returns](#)

Returns for Sales Credit Note : CN0000068 - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

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

Back Save Layout Workspaces Print Export Refresh

Drag a column header here to group by that column

DocNo	DocType	EventDate	PartCode	PartDesc	WarehouseName	BinLocationName	SerialNo	UnitCost	Quantity	Value
RE00000102	RETURN	21/04/2017	2020-147C	Cyan toner SP2020	OTC_Whse_DBN	OTC_Bin_DBN	147c	448.319	2.000	
RE00000102	RETURN	21/04/2017	2020-147L	SP2020 Clear Toner	OTC_Whse_DBN	OTC_Bin_DBN		400.000	1.000	

Open Windows User : JulandaK 14/10/2021 Version : 2.5.0.4 Example Company v2.5.0.0

MNU.072.030

