

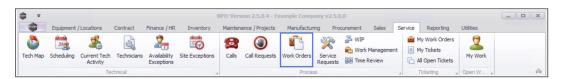
SERVICE

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)

Ribbon Access: Service > Customers



- 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.



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		· WO0006241	SM		WS - Weekly Service	No		16/11/2021	2 No	PR30000
Credit Notes		· WO0006240	SM		WS - Weekly Service	No		16/11/2021	2 No	PRJ0000

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*.



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- 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.
- 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



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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*.



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- 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.
- You can *add* credit note items or *delete* an item from the *Credit Note Items* frame.
- 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



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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
Sales Credit Note
Sales Credit Notes for Work Order W00006260 - BPC: Version 2.5.0.8 - Example Company V2.5.0.8
For a detailed handling of this topic refer to Credit Notes - Cancel a
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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.



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

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

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



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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.



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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

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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.

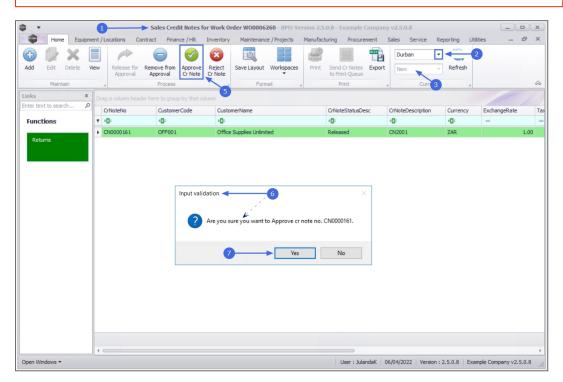


- 4. Click on the **row** of the Credit Note you wish to approve.
- 5. Click on *Approve Cr Note*.

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.



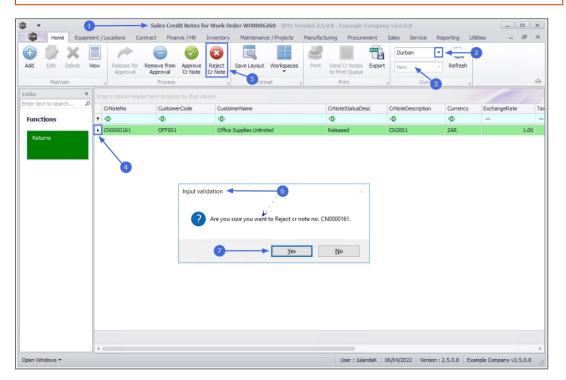
REJECT CREDIT NOTE

- 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

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).

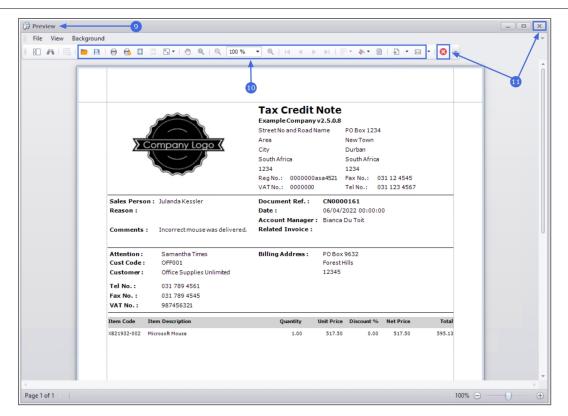
- The example has *Print Credit Note* selected.
- 8. Click *Accept* to proceed.



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- 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.





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.
- 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



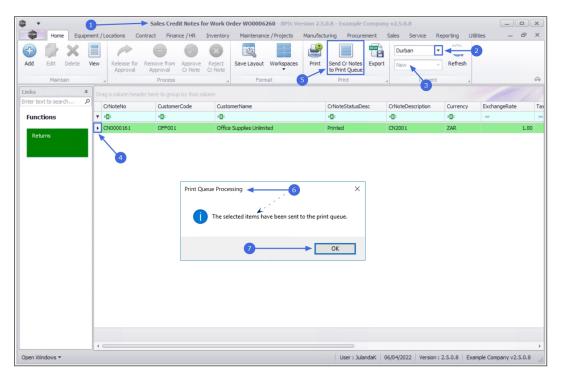
in the *row* of the *last credit note* in your list.

• Select alternate Invoices: Hold down the Ctrl (Con-

trol) 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 <u>Call Screen</u> or the <u>Project Screen</u>



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.

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- 6. The *Returns for Sales CrNote : [credit note number]* screen will display.
- From this screen you can <u>view</u> 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



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