

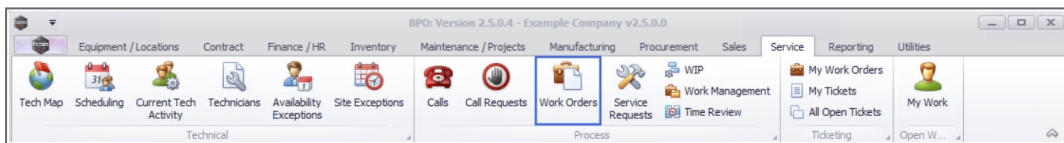
SERVICE

WORK ORDERS – CREDIT NOTES

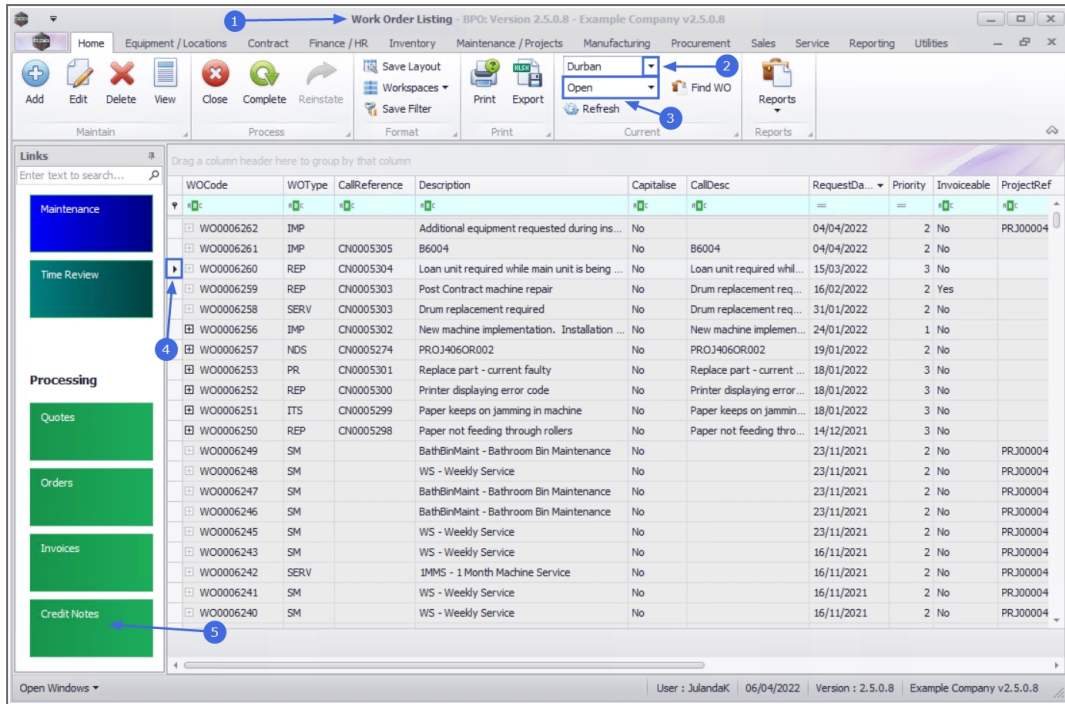
After a Credit Note has been created, it has to go through an approval process which includes:

- 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.

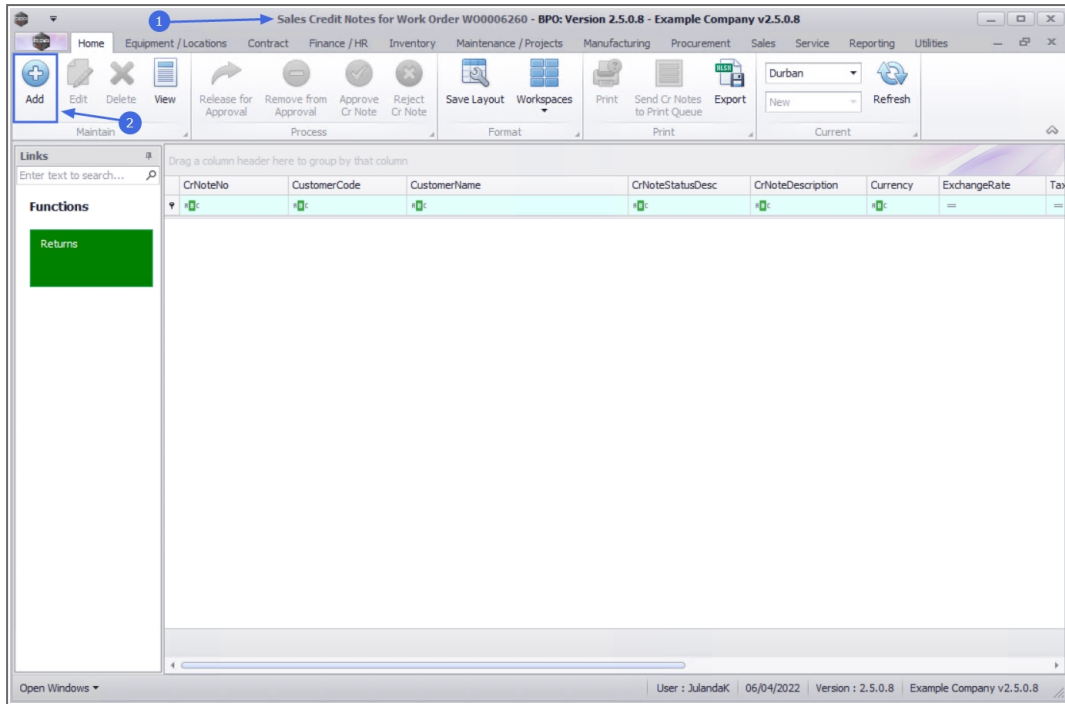


ADD CREDIT NOTE

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**.



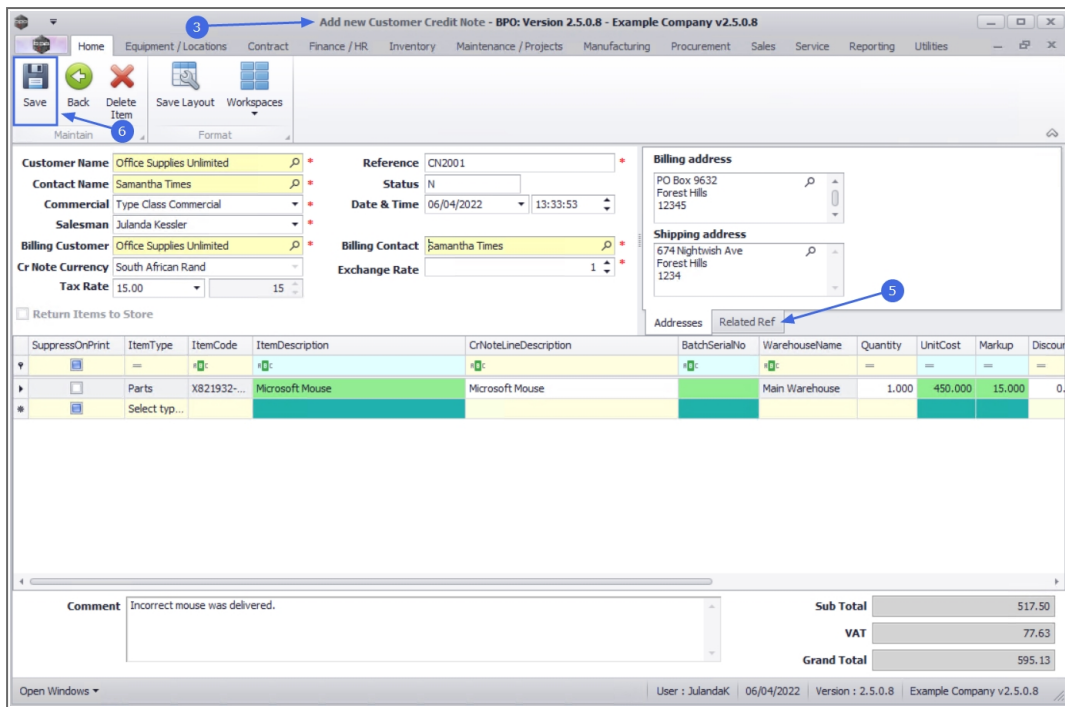
3. " The Add new Customer Credit Note screen will be displayed. " on page 2
4. Complete the Customer Credit Note details as required.
5. Click on **Related Ref** tab to link any reference information related to the Credit Note, e.g. Project Reference, Reason Code, Invoice Number etc.
6. Click on **Save** 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](#)

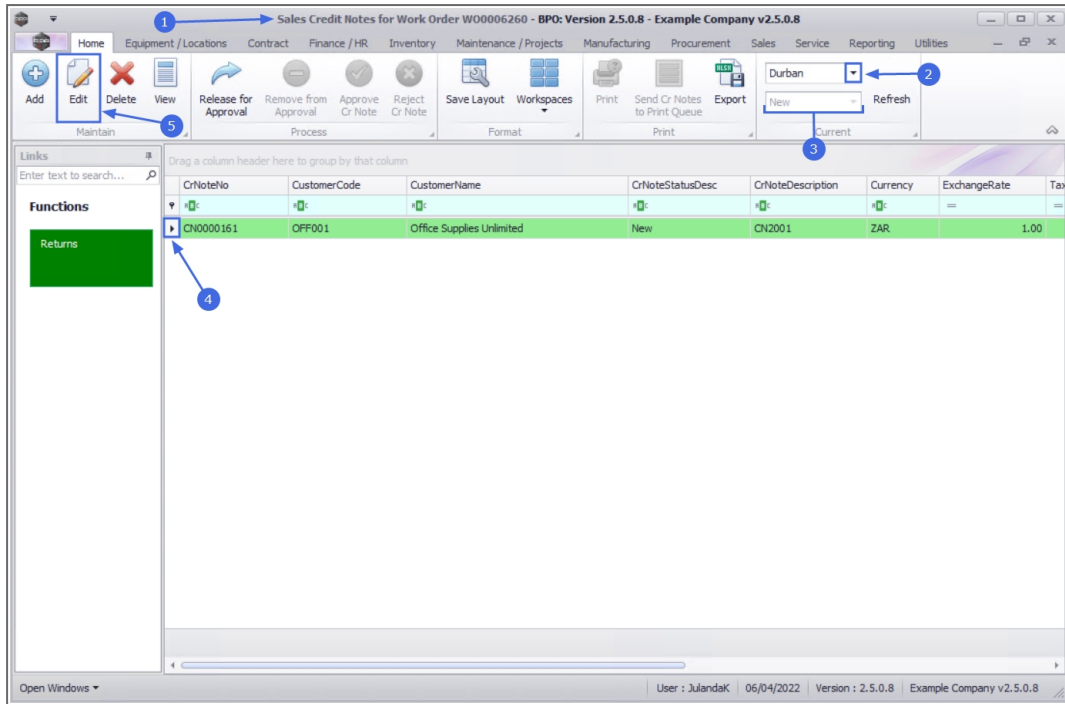


EDIT CREDIT NOTE

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**.



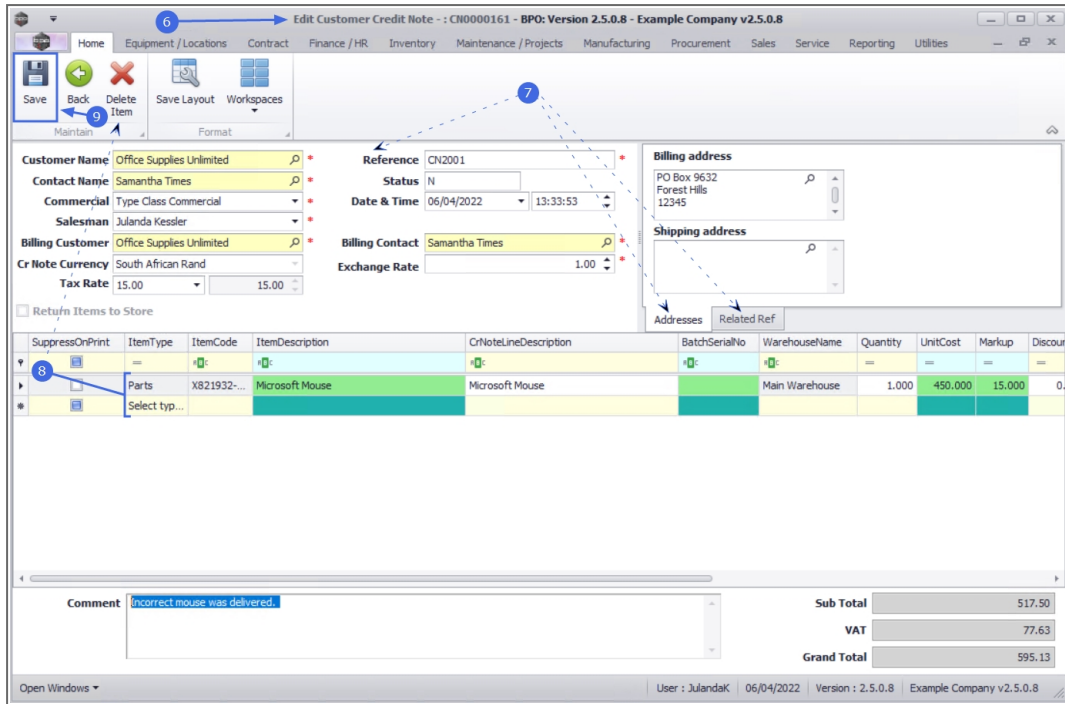
Short cut key: **Right click** to display the **Process** menu list. Click on **Edit**.



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](#)



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**.

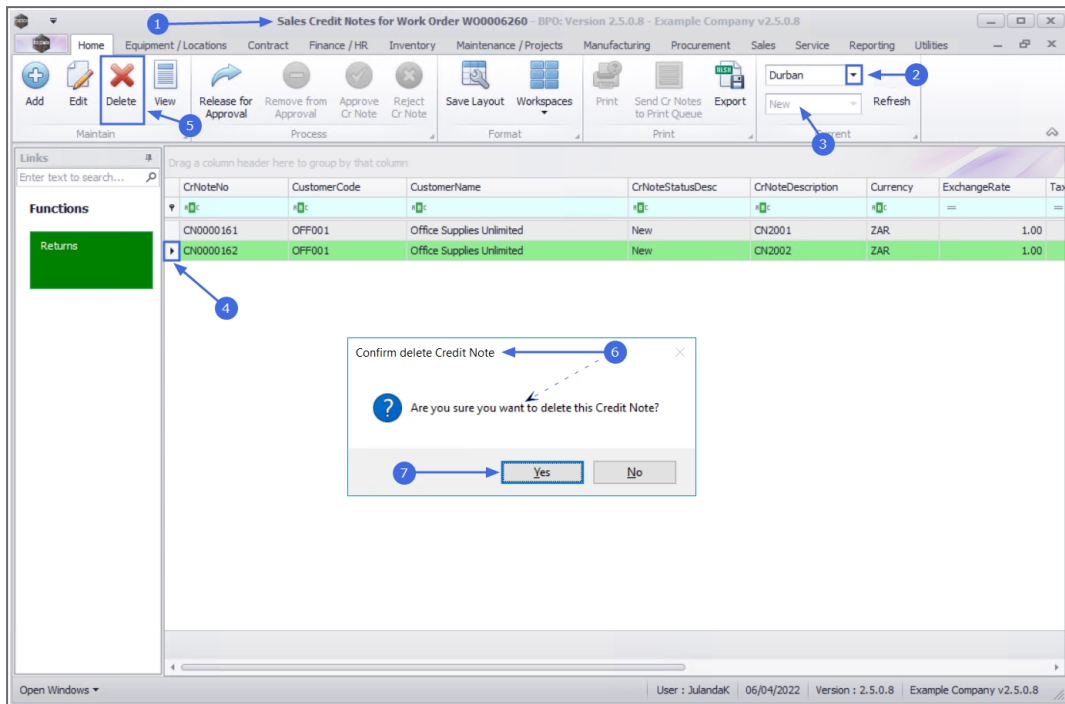


Short cut key: **Right click** to display the **Process** menu list. Click on **Delete**.

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



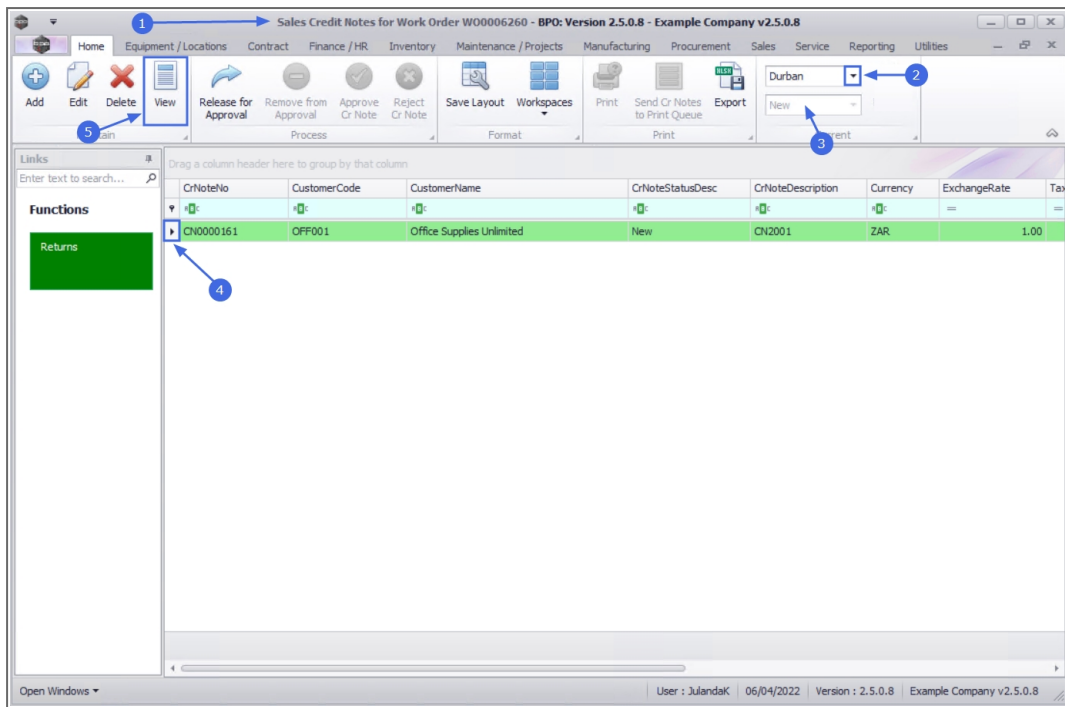
For a detailed handling of this topic refer to [Credit Notes - Cancel a Credit Note](#)



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**.

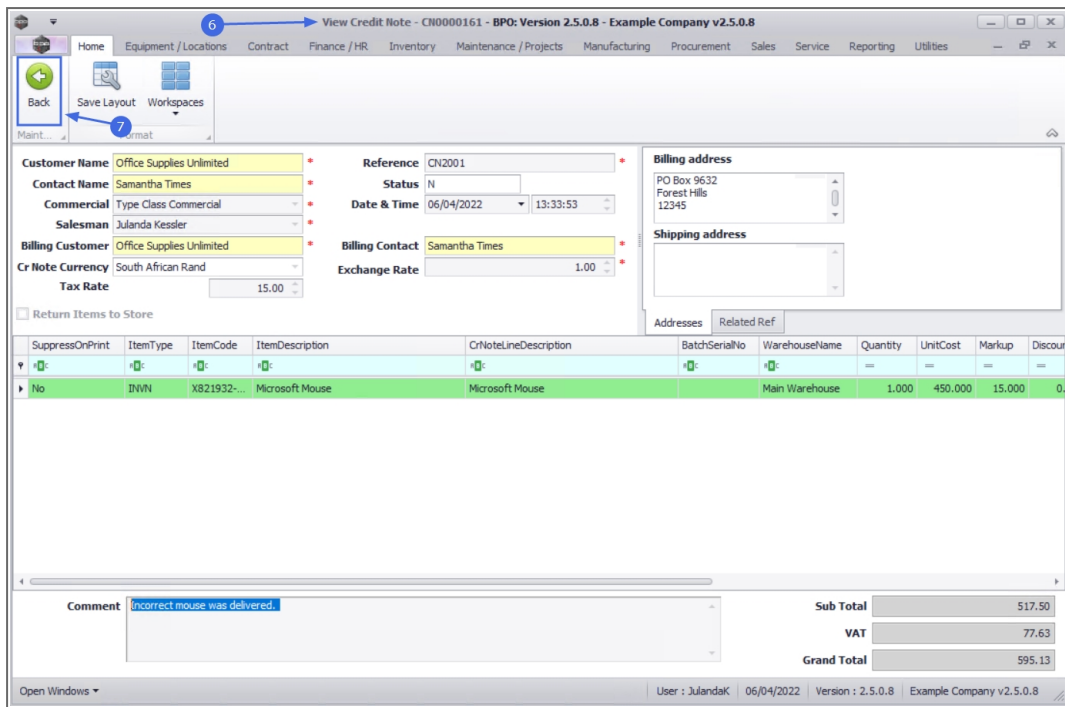


6. The **View Credit Note - [credit note number]** screen will display.



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

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



RELEASE FOR APPROVAL

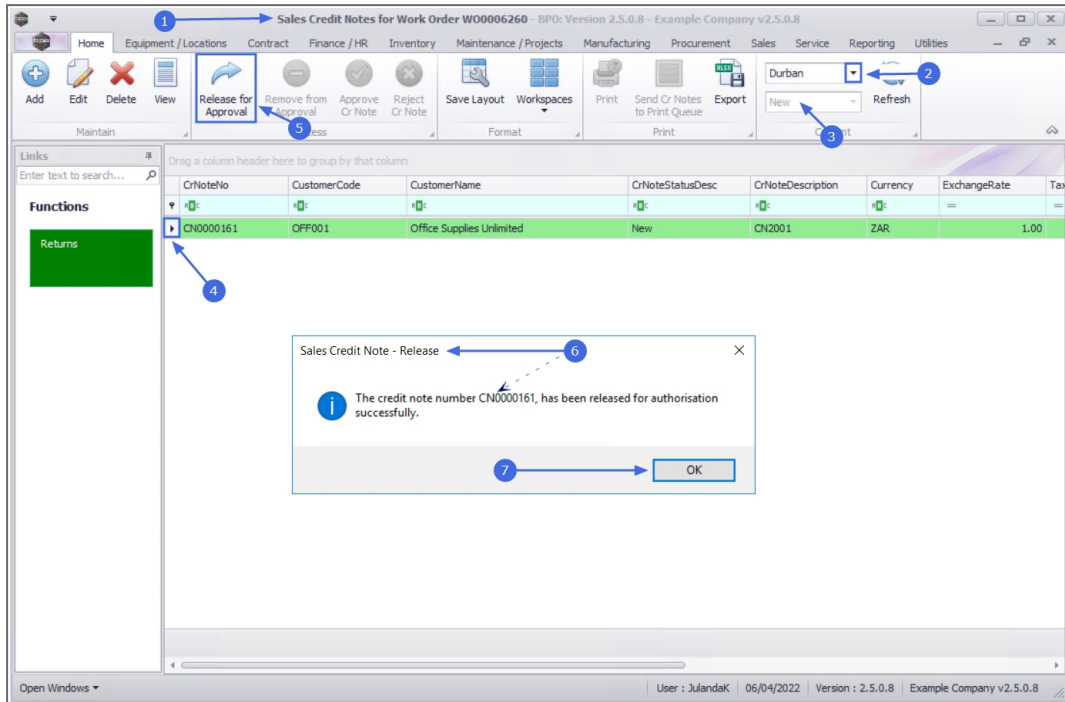
1. From the **Sales Credit Notes for Work Order [work order code]** screen,
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Credit Note you wish to release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

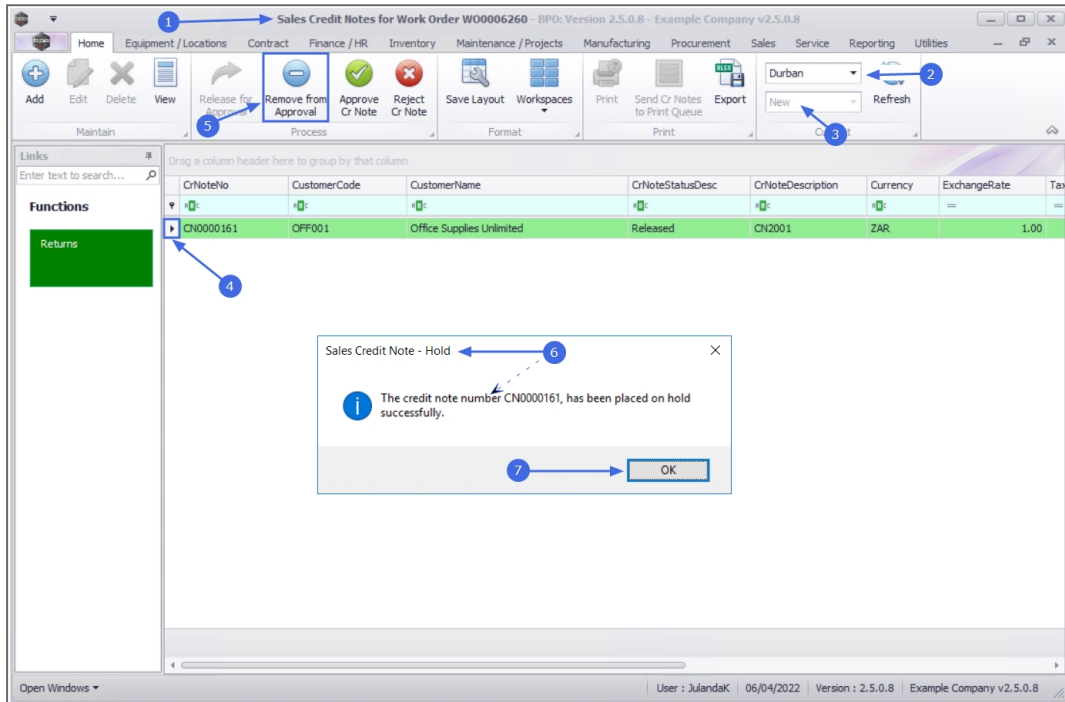
1. From the **Sales Credit Notes for Customer [customer code]** listing screen,
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Credit Note you wish to remove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

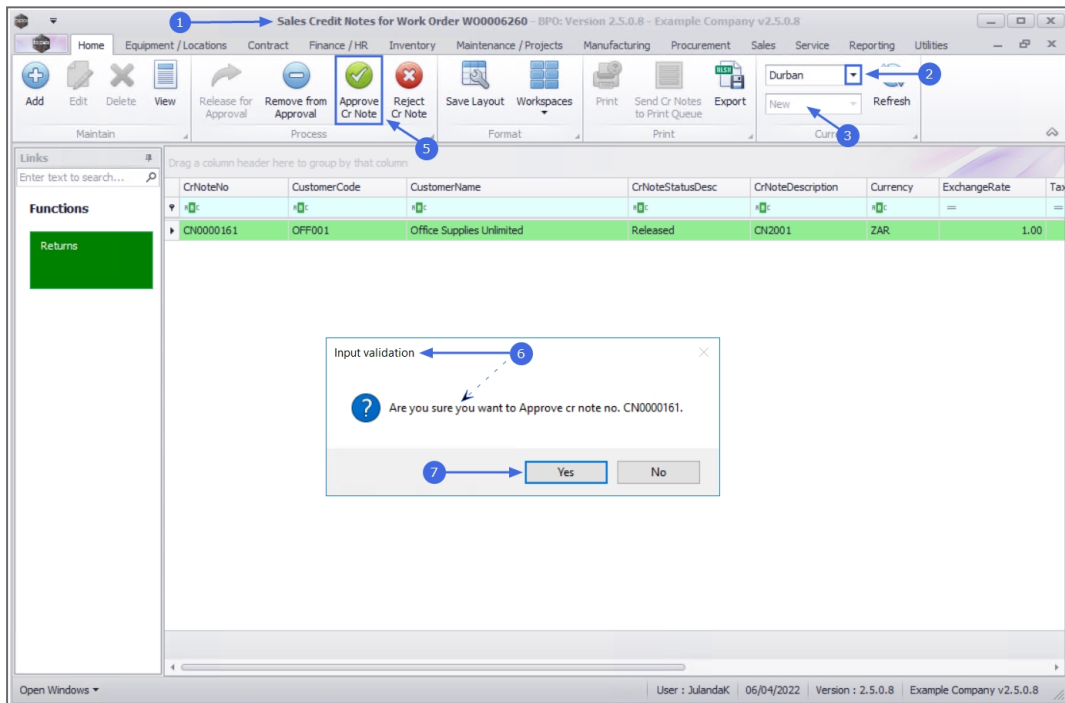
1. From the **Sales Credit Notes for Customer [customer code]** listing screen,
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.

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](#)

The screenshot displays the 'Sales Credit Notes for Work Order' application window. The interface includes a menu bar at the top with options like Home, Equipment / Locations, Contract, Finance / HR, Inventory, Maintenance / Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with various action buttons. A table lists credit notes with columns for CrNoteNo, CustomerCode, CustomerName, CrNoteStatusDesc, CrNoteDescription, Currency, ExchangeRate, and Tax. The row for CrNoteNo 'CN0000161' is highlighted. An 'Input validation' dialog box is open in the foreground, asking for confirmation to reject the credit note. The dialog has a question mark icon and two buttons: 'Yes' and 'No'. Numbered callouts (1-7) are placed on the screenshot to guide the user through the process: 1 points to the menu bar, 2 to the 'Durban' site dropdown, 3 to the 'ZAR' currency dropdown, 4 to the selected row, 5 to the 'Reject Cr Note' button, 6 to the 'Input validation' dialog, and 7 to the 'Yes' button.

PRINT CREDIT NOTE

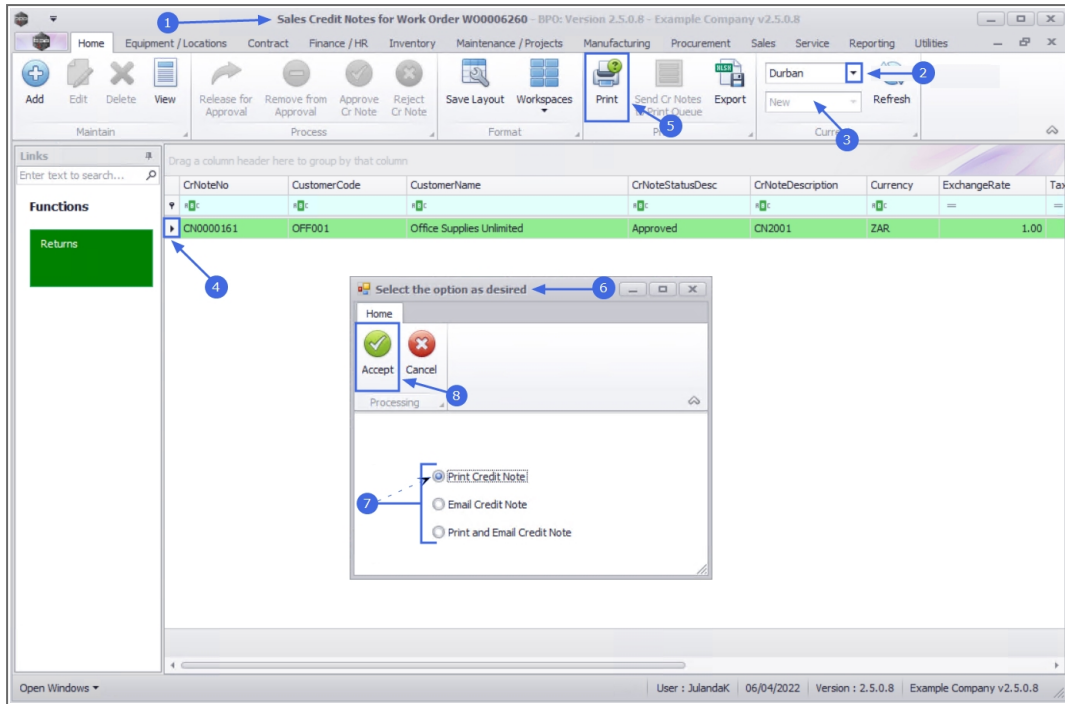
Credit notes that have been *Approved* and have been *Printed* will be available for printing.

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.

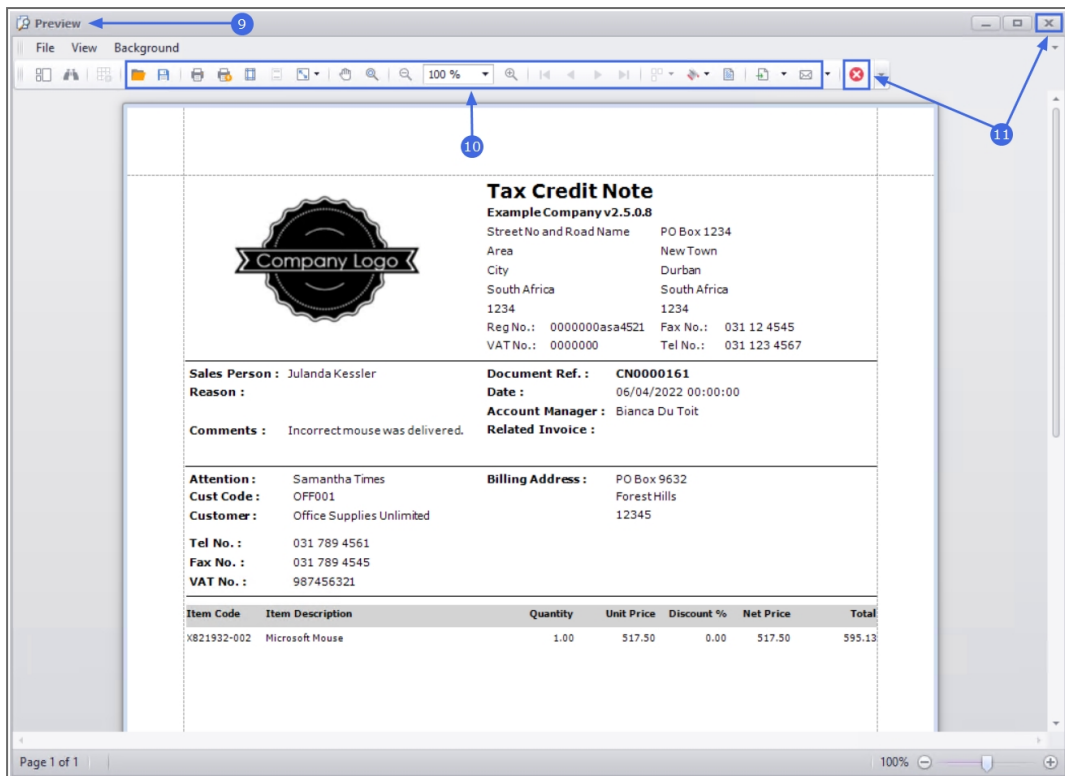


When selecting to *Email Credit Note*, the credit note will be emailed via the *BPO Email Service* on the server (not from MS Outlook).

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




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.



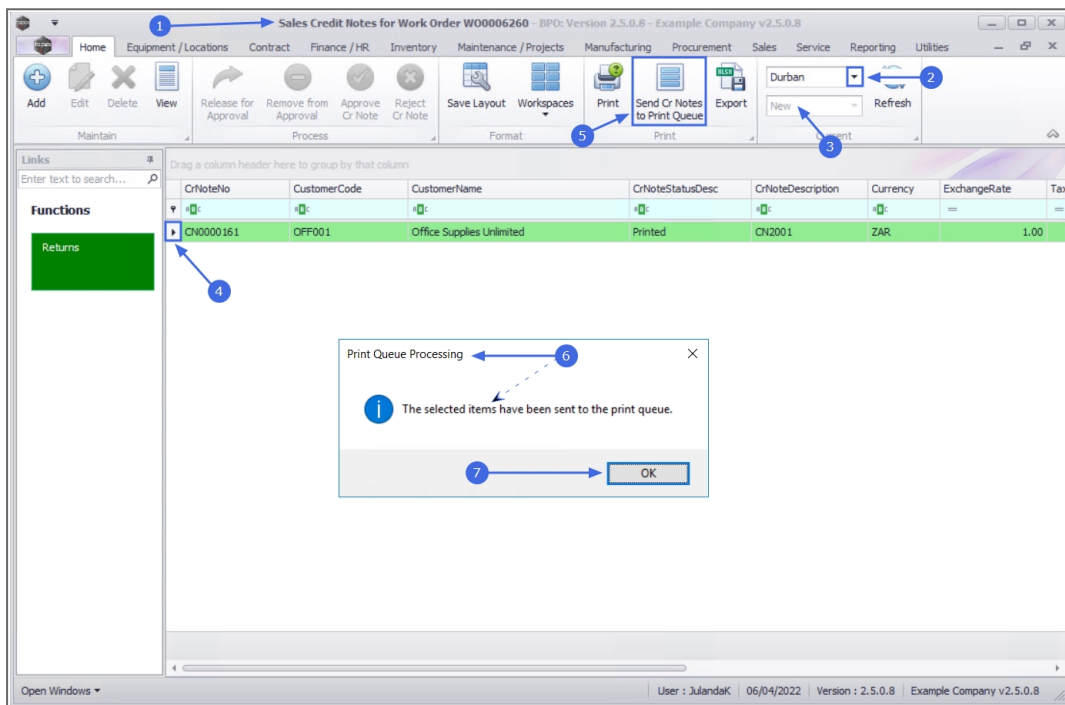
SEND CREDIT NOTES TO PRINT QUEUE

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.
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**.



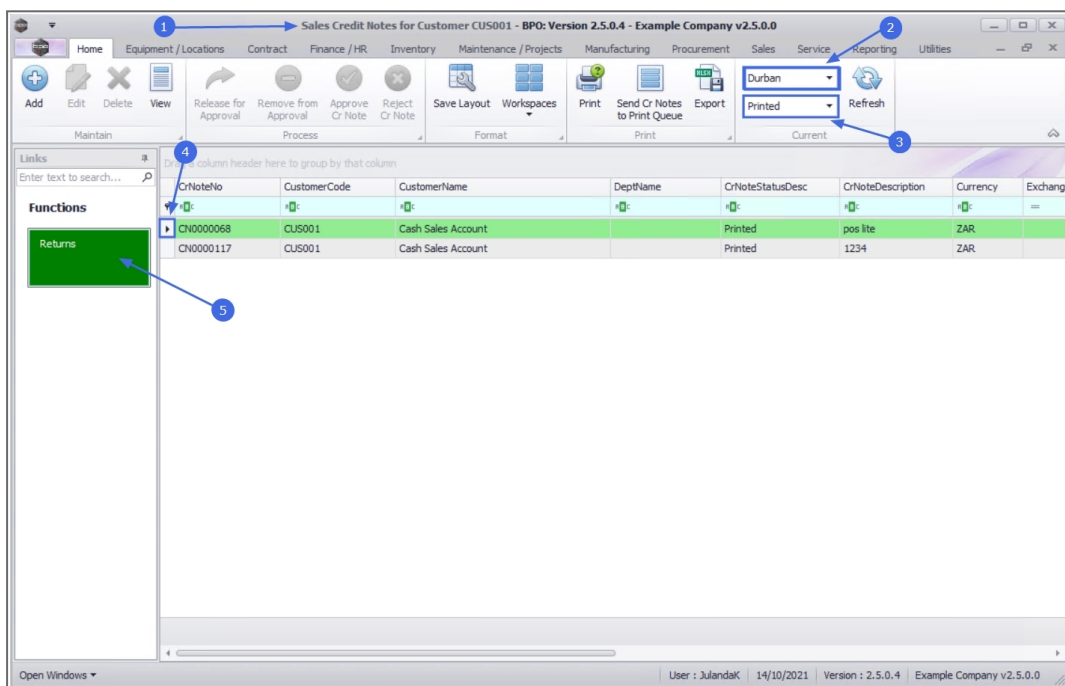
CREDIT NOTE RETURNS

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](#)

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	

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