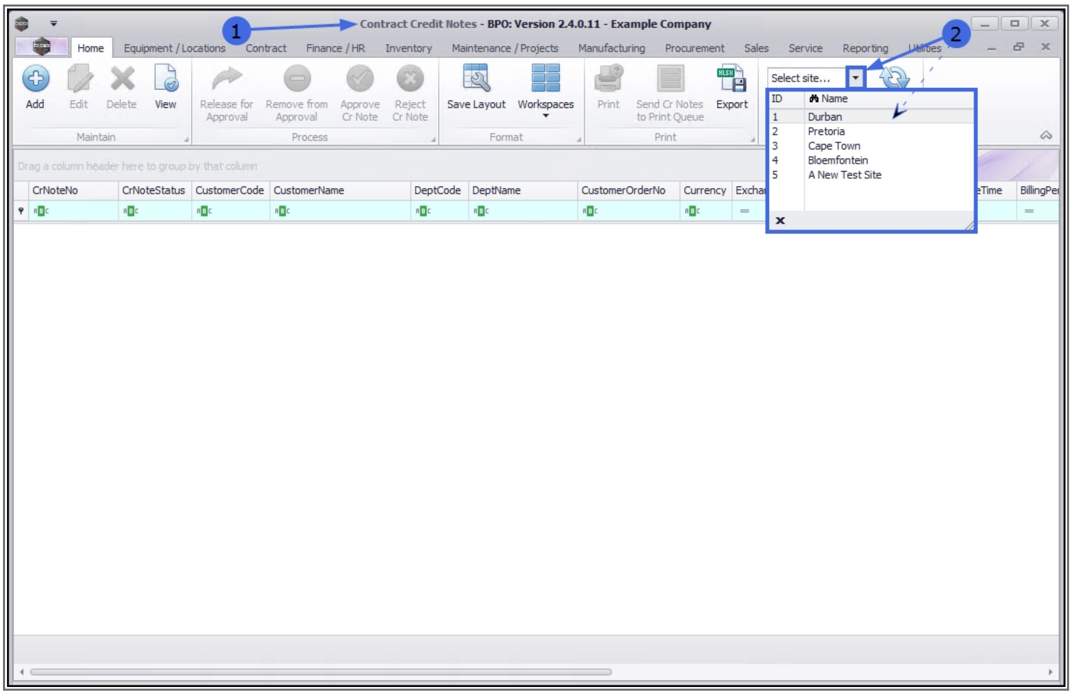
CONTRACT

CONTRACT CREDIT NOTES WITHOUT RE-INVOICE

This process will not generate a contract invoice once the credit note has gone through approval.

Ribbon Access: *Contract > Contract Credit Notes*

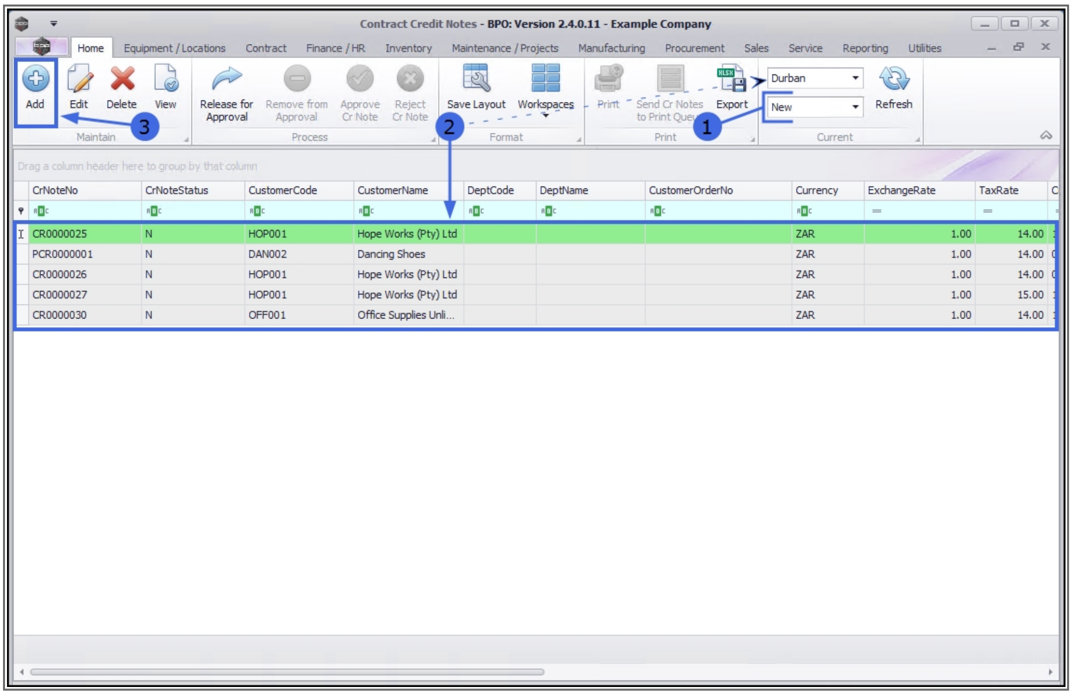
1. The ***Contract Credit Notes*** screen will be displayed.
2. Click on the drop-down ***arrow*** in the ***Site*** field and select from the list, the Site in which you wish to work.
    - In this example, ***Durban*** is selected.



1. This screen will open by default with the ***Status*** set to ***New***. This does not need to be changed, in order to add a Contract Credit Note.
2. Once the ***Site*** is selected, as explained above, the screen will populate with all of the ***New*** Contract Credit Notes linked to that specific Site.

ADD CONTRACT CREDIT NOTE

3. Click on ***Add***.



1. The ***Add new Contract Credit Note*** screen will be displayed.

SEARCH BY CUSTOMER / SEARCH BY INVOICE NUMBER

There are **2** methods for bringing up the customer and invoice details:

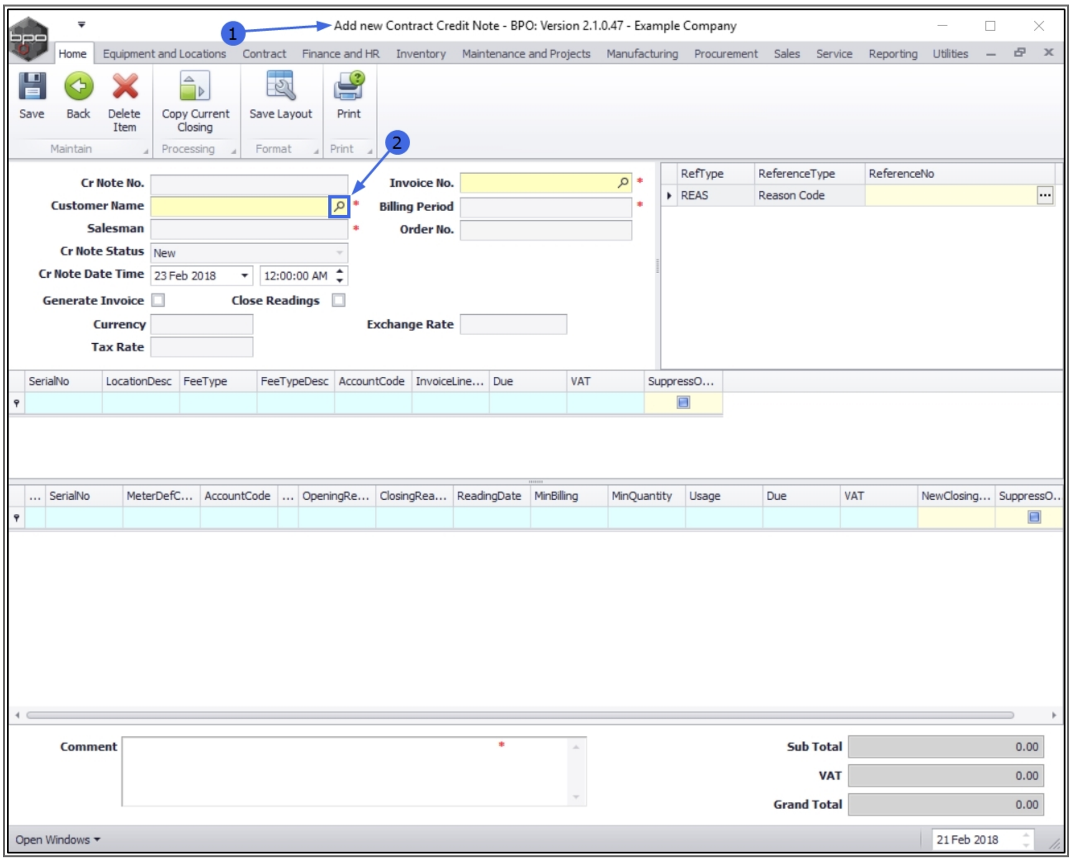
i. ***Either***, You can search for and select the customer first and then search and select the correct invoice number linked to that customer.

ii. ***Or***, you can search for and select the invoice number first, which will auto populate the customer details.

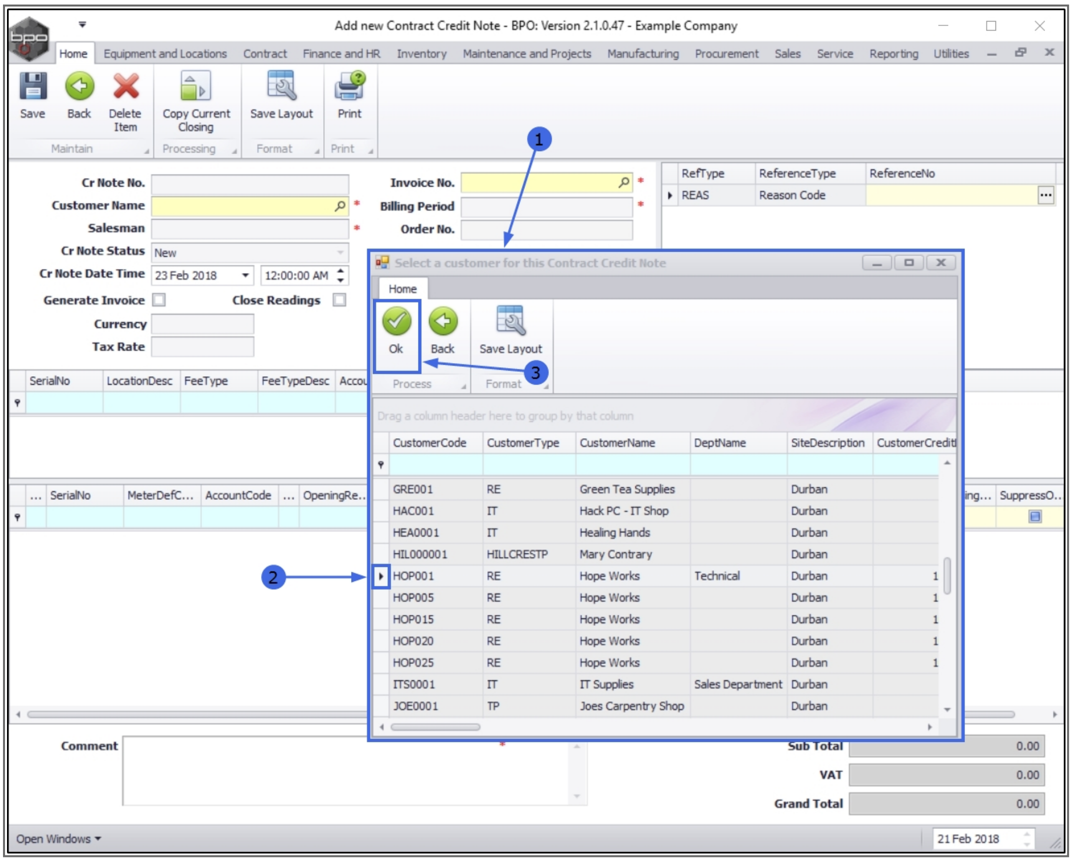
For the purpose of this manual, we will document the first process.

CUSTOMER DETAILS

2. **Customer Name**: Click on the ***search*** button in this field.



1. The ***Select a customer for this Contract Credit Note*** pop up screen will appear.
2. Select the ***row*** of the ***customer*** who you wish to raise a ***credit note*** for.
3. Click on ***Ok***.

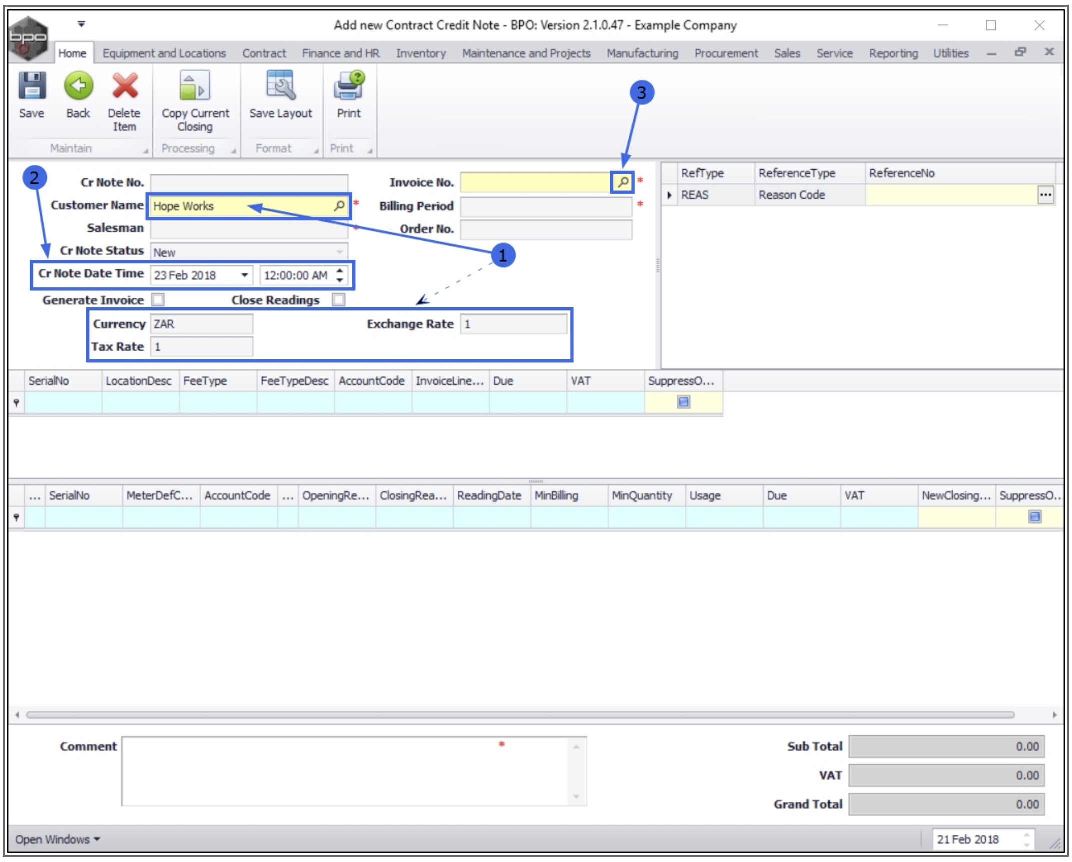


FINANCIAL DETAILS

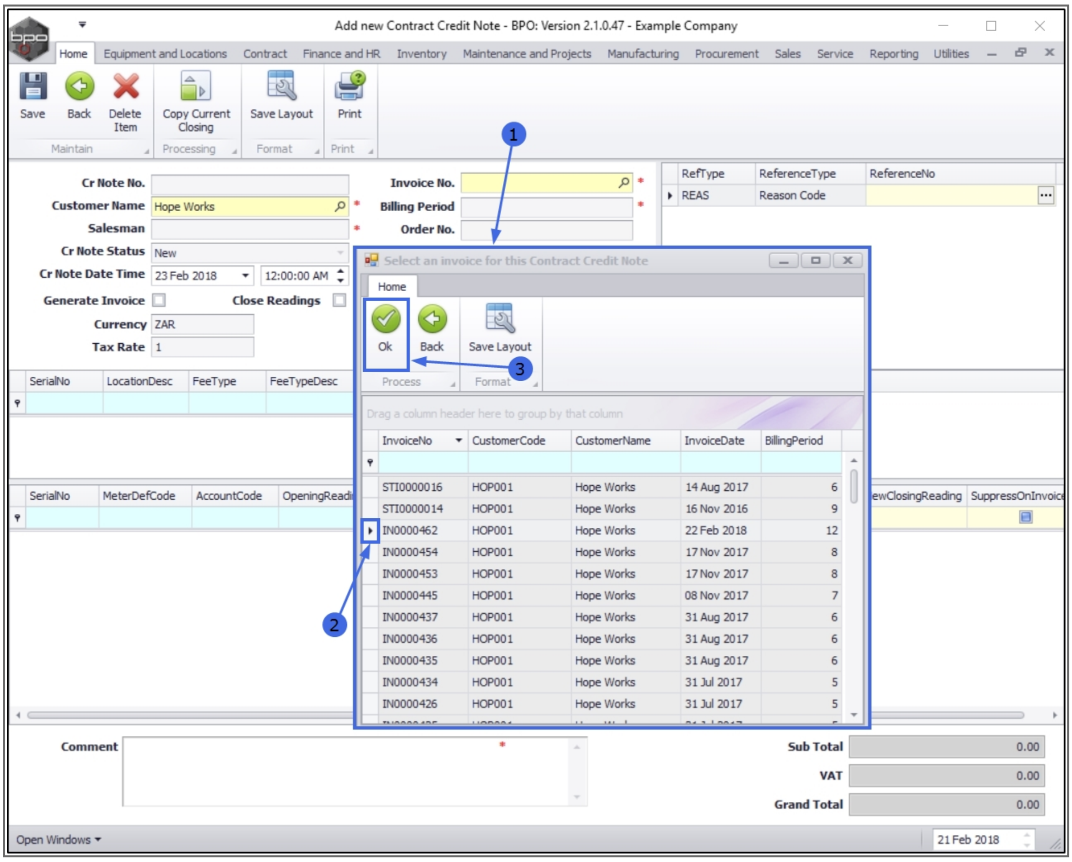
1. As you select the customer name , the ***Currency***, ***Tax Rate*** and ***Exchange Rate*** fields will auto populate based on the contract billing information already set up on the customer when the contract was created.
2. **Credit Note Date Time:** At this point in the process, these fields will auto populate with the current date and time.

SELECT INVOICE NO.

3. **Invoice No**: Click on the ***search*** button in the Invoice No. field.



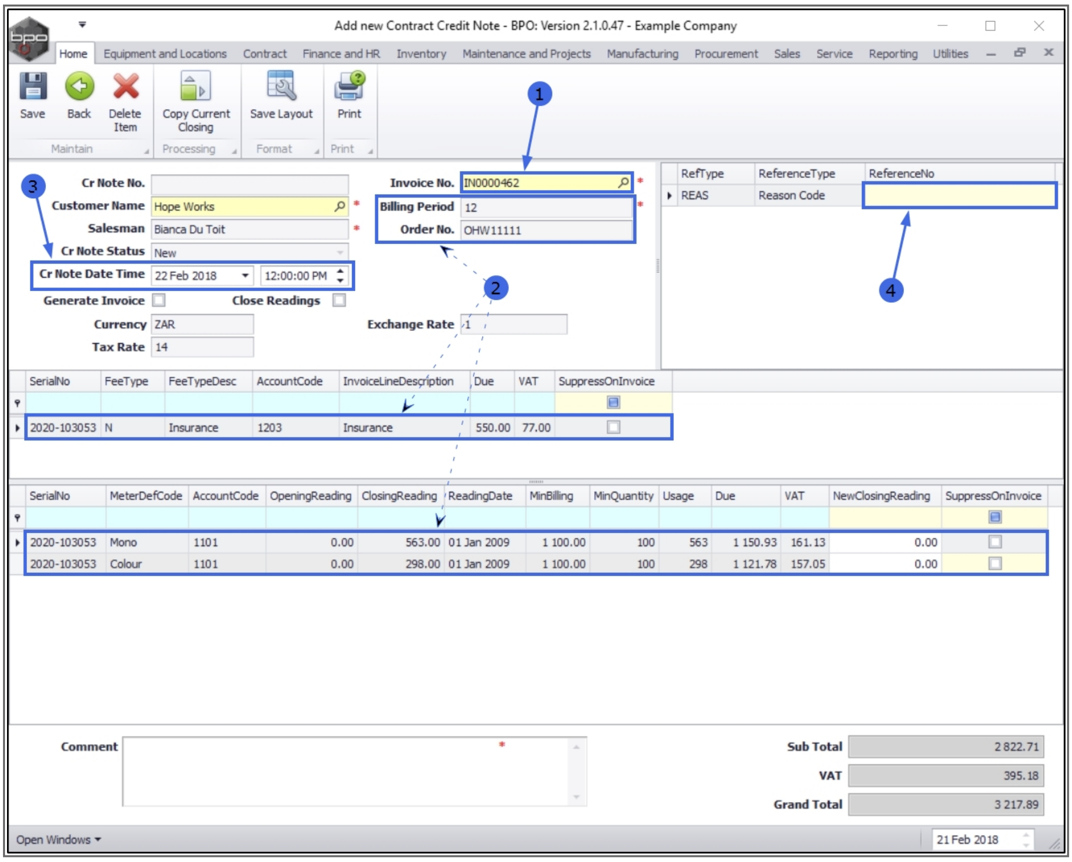
1. The ***Select an invoice for this Contract Credit Note*** pop up screen appear.
2. Select the ***row*** of the ***contract invoice*** where you wish to raise a ***credit note***.
3. Click on ***Ok***.



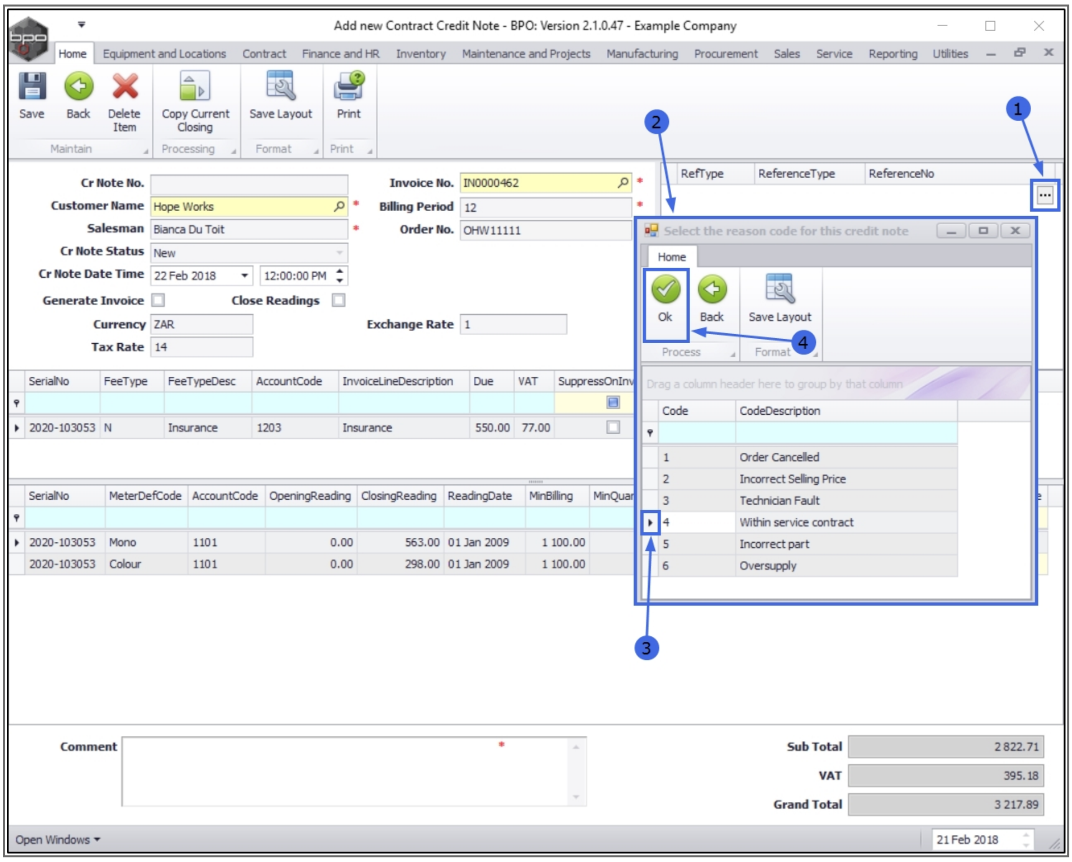
1. As you select the ***Invoice No.***,
2. the ***Billing Period***, ***Order No.***, ***Fee*** and ***Item*** fields will auto populate based on the details linked to this contract invoice.
3. At this point, the credit note ***Date*** and ***Time*** will change to the ***original date*** of the contract invoice selected.

SELECT REFERENCE NO. (REASON CODE)

4. Click in the ***Reference No*** field.



1. An ***ellipsis*** button will be revealed.
2. Click on this button to display the ***Select the reason code for this credit note*** pop up screen.
3. Select the ***row*** of the ***reason code*** that you wish to allocate to this credit note.
4. Click on ***Ok***.



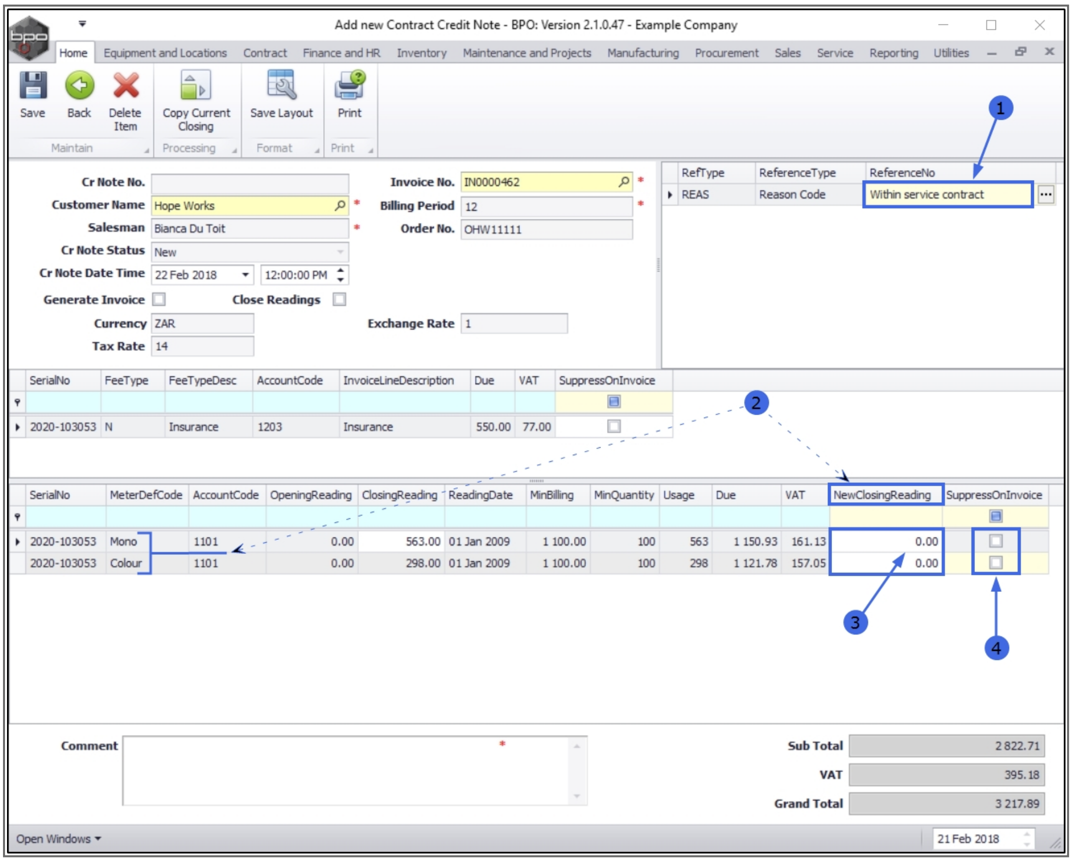
1. The selected reason will populate the ***Reference No.*** field.

NEW CLOSING READING

2. If there are any meters linked to the selected invoice to be credited, then you can manually edit the ***closing reading***. You may wish to do this if, for example, the closing reading on the original invoice was recorded incorrectly
3. Click in the **New Closing Reading** field of the meter type that you wish to edit. Directional arrows will appear. Either type in, or use these arrows to select the correct current machine meter reading.

Suppress on Invoice Check Box

4. You can click on the ***Suppress On Invoice*** check box at the end of any selected meter fee line.
   - This will ***hide*** the meter fee line amount on the contract invoice although the ***total*** contract invoice amount will include this.



COPY CURRENT CLOSING BUTTON

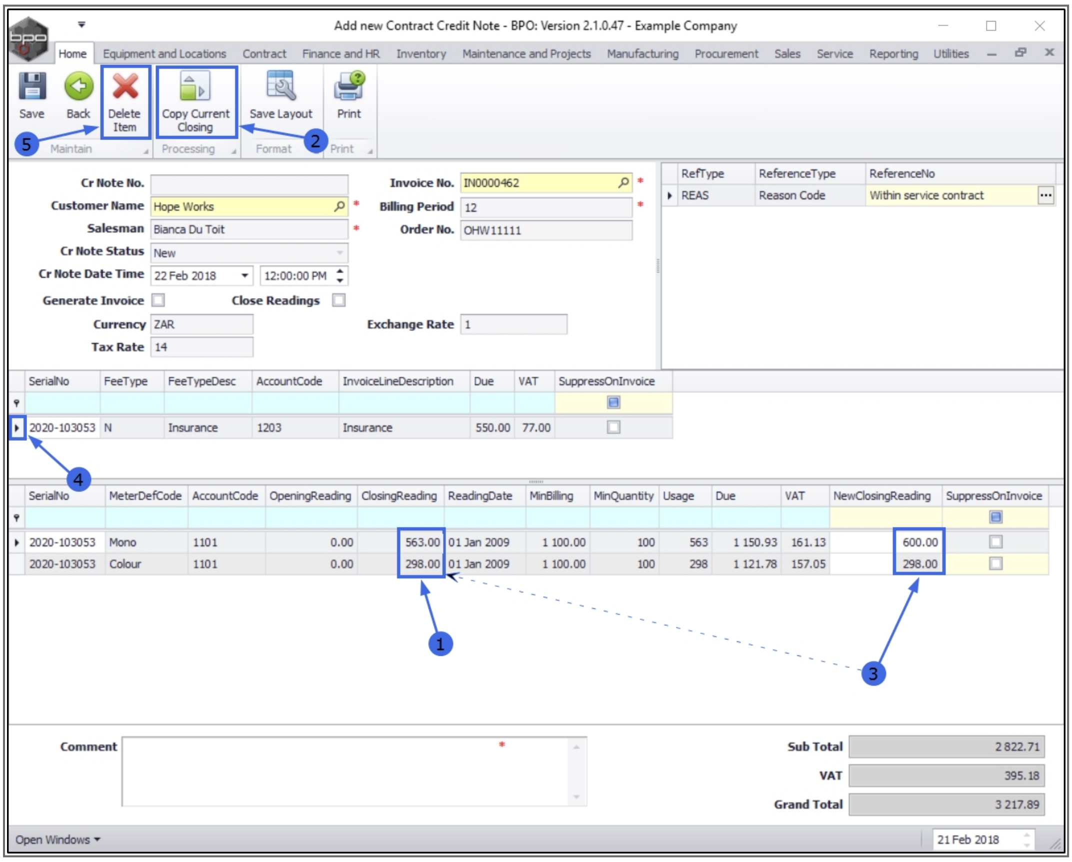
1. If the ***closing readings*** on the original invoice were recorded correctly,
2. You can click on the ***Copy Current Closing*** button.
3. This will cause the ***New Closing Reading*** fields to populate with the same figures as the ***Closing Reading*** fields.
   - **Note**: This is useful, for example, if there are ***several*** lines of meter readings linked to the invoice and ***only one*** needs to be

changed for the purpose of the credit note being created. The system will populate ***all*** the meter rows then you can search and edit manually, the one reading that was captured incorrectly.

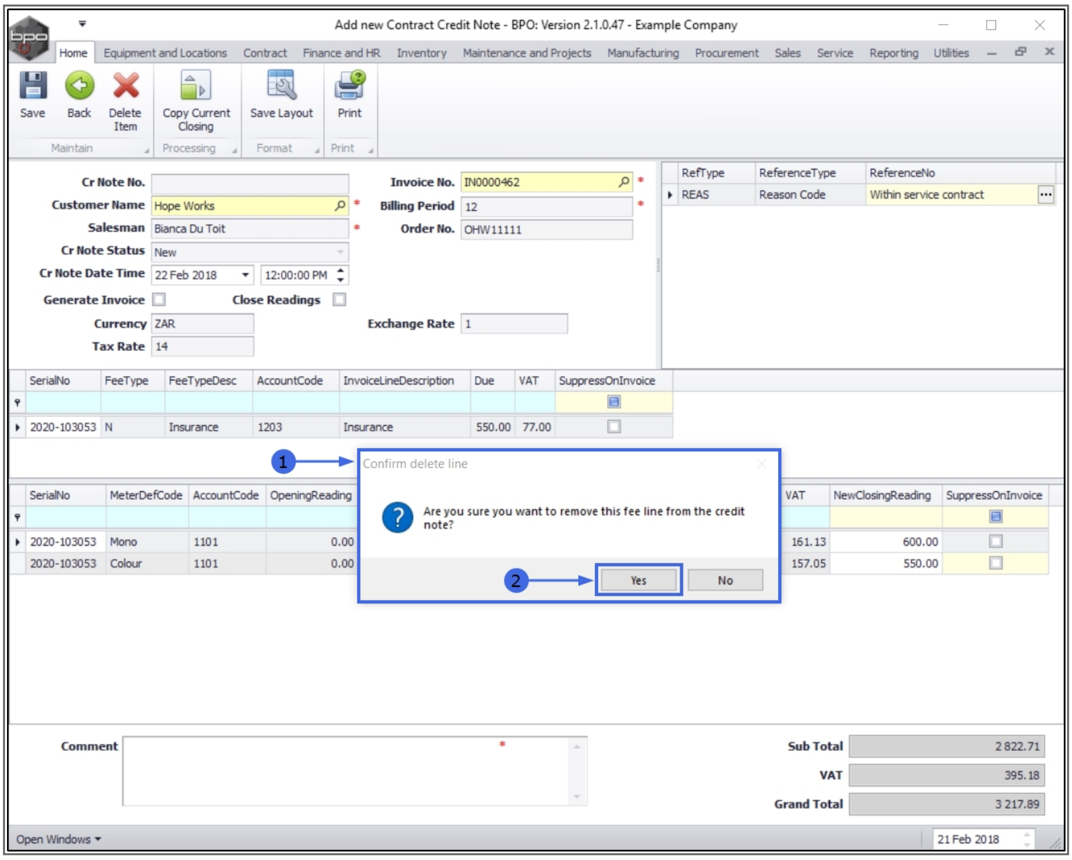
DELETE AN ITEM LINE

You can ***delete*** an item line on the credit note;

4. Select the ***row*** of the ***item*** that you ***wish*** to delete.
5. Click on ***Delete Item***.



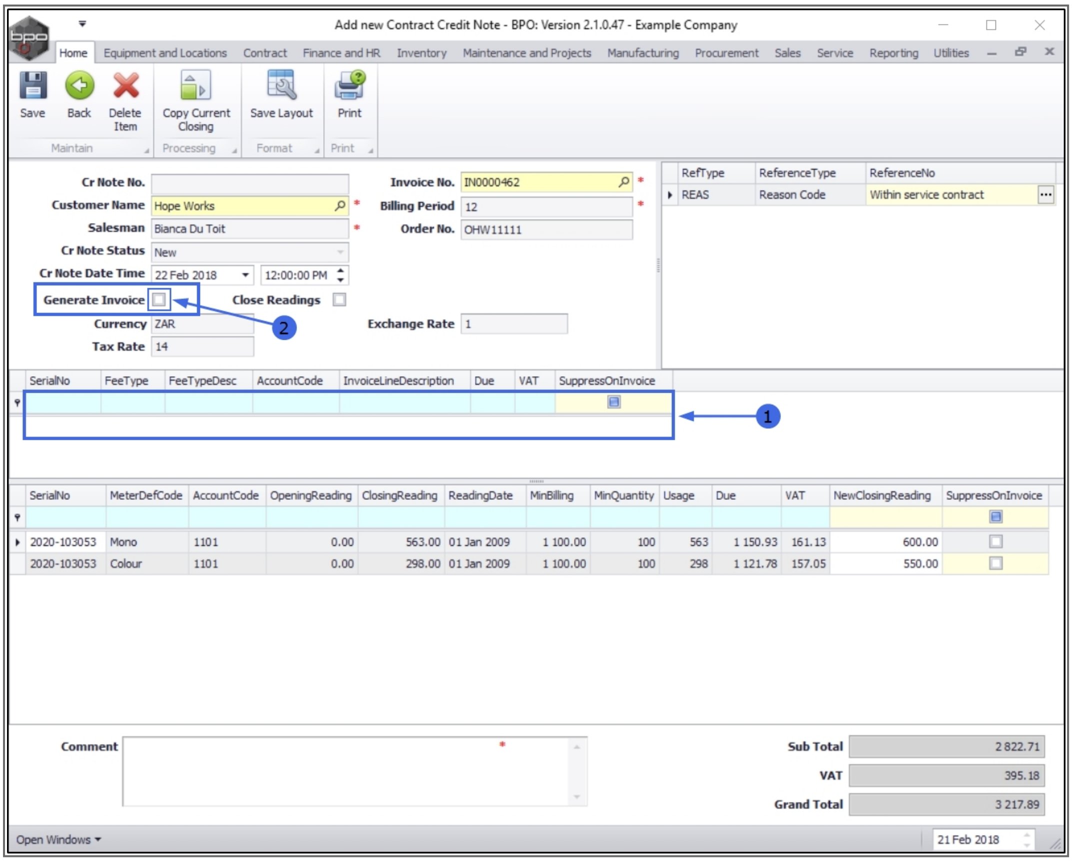
1. A ***Confirm delete line*** message box will pop up asking;
   - ***Are you sure you want to remove this fee line from the credit note?***
2. Click on ***Yes***.



1. The selected fee line has now been ***deleted*** from the ***Contract Credit Note*** screen.

GENERATE INVOICE CHECK BOX – UNSELECTED

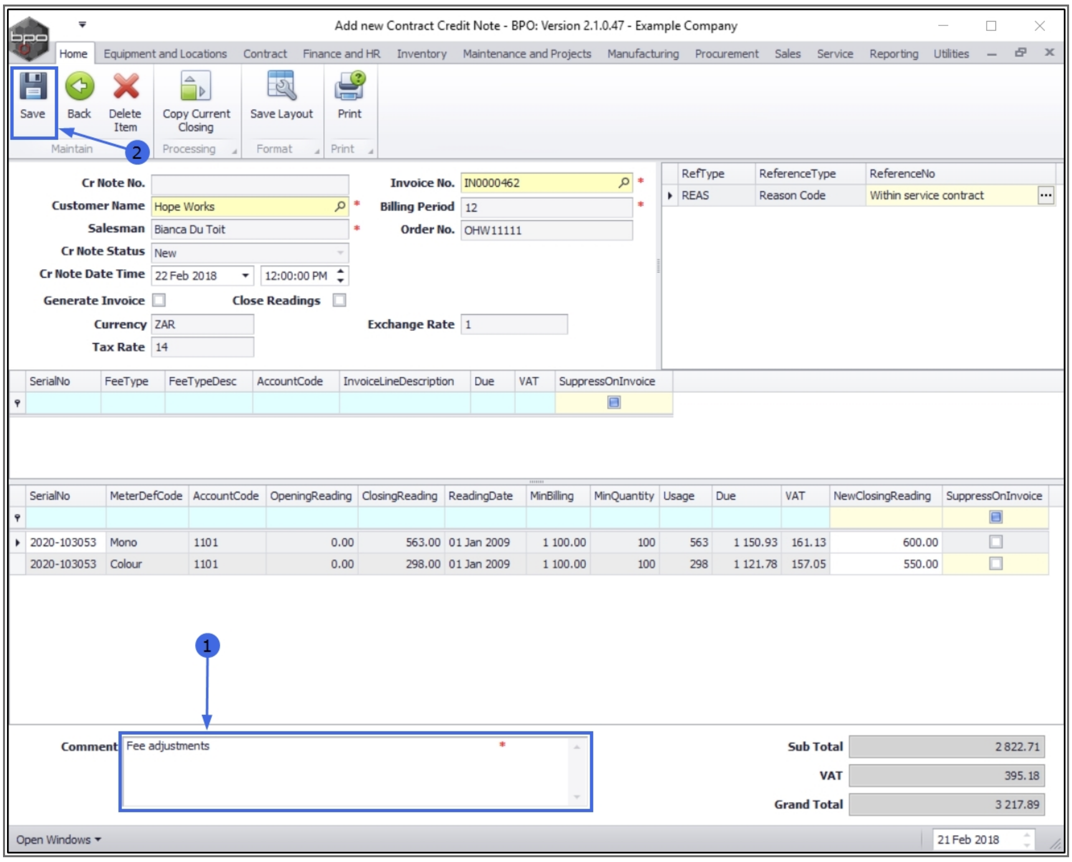
2. Make sure that the ***Generate Invoice*** option is ***un***selected as this process is for raising a credit note without a re-invoice.



1. In the **Comments** field, type in a reason for this contract credit note.

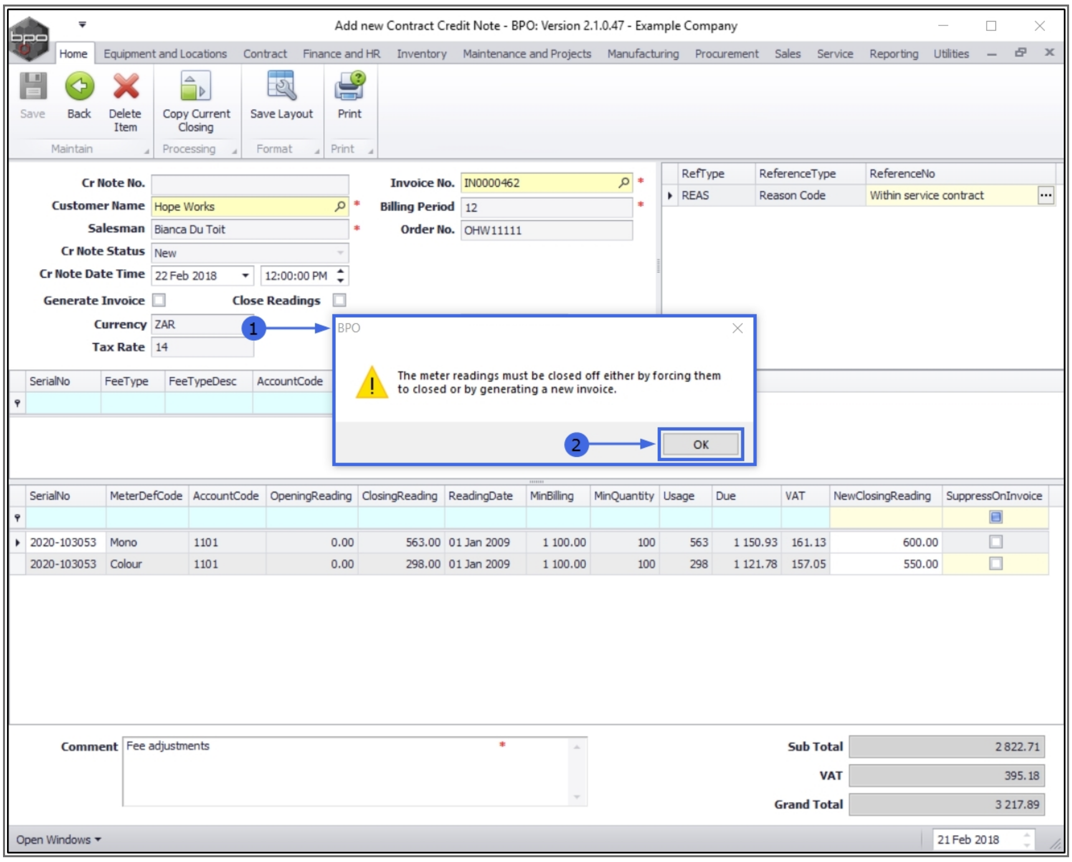
SAVE CONTRACT CREDIT NOTE

2. When you have finished editing the details in this screen, click on ***Save***.

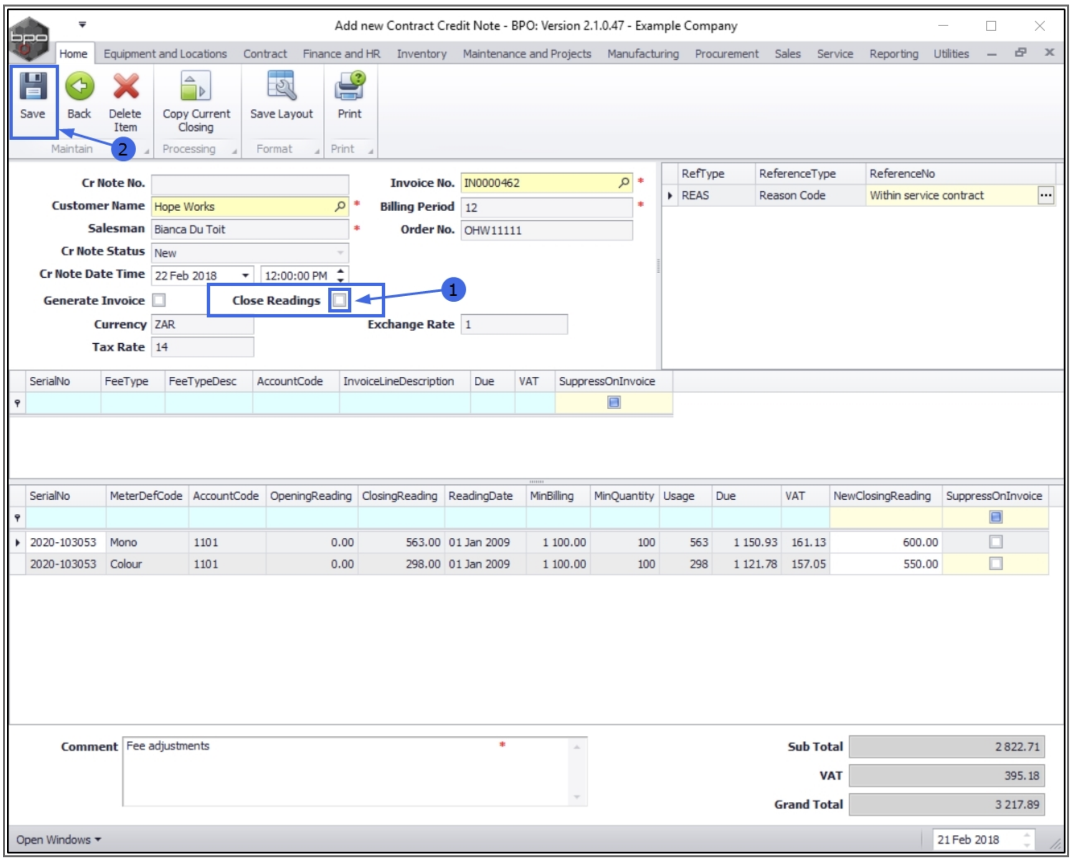


CLOSE READINGS WARNING

1. If you haven't already done so, then a **BPO** message box will pop up informing you that;
    - ***The meter readings must be closed off either by forcing them to close or by generating a new invoice.***
2. Click on ***Ok***.

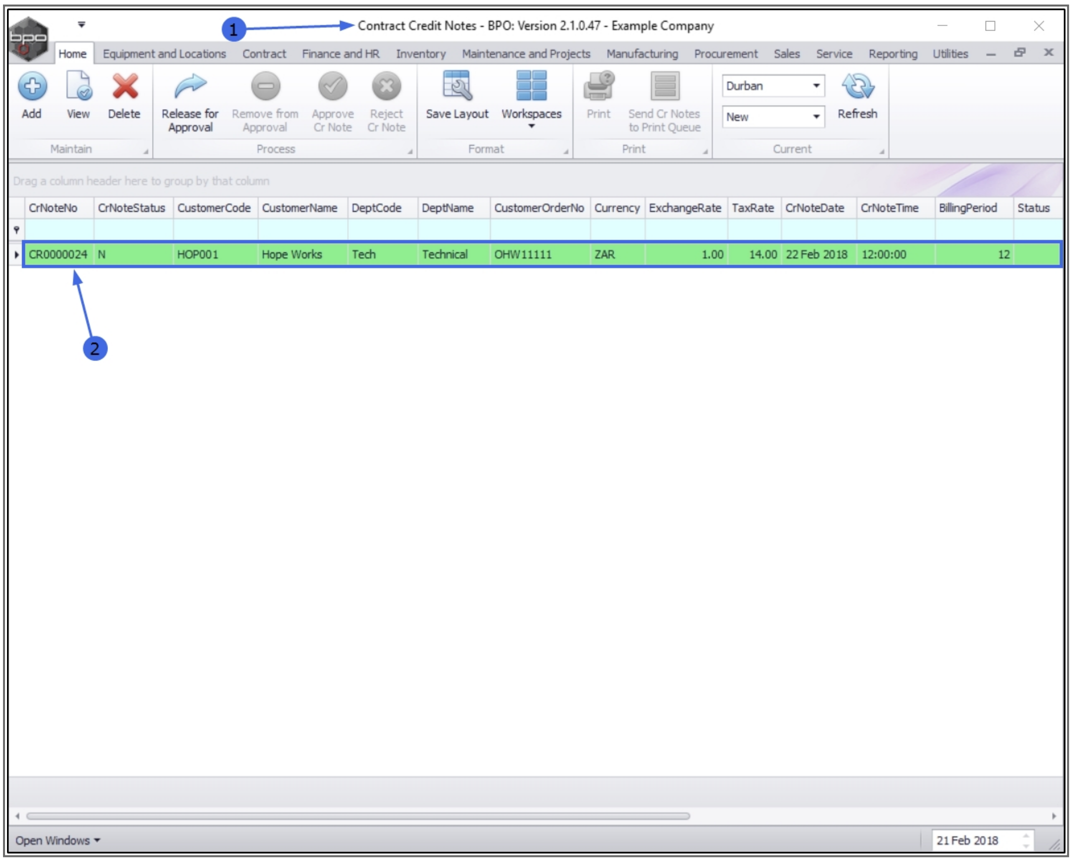


- Click on the ***Close Readings*** check box.
- Click on ***Save***.



VIEW CONTRACT CREDIT NOTE

- You will return to the ***Contract Credit Notes*** listing screen.
- The newly raised credit note can be viewed in the data grid. You will note that a ***Credit Note No.*** has now been generated.



- Follow the Complete the Credit Note Approval manual to complete this credit note process.

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