

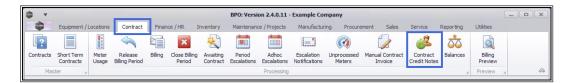
# CONTRACT

# CONTRACT CREDIT NOTES WITH AUTO RE-INVOICE

This process <u>will</u> generate a contract invoice once the credit note has gone through <u>Approval</u>.

Important: Credit notes (and invoices) must be processed within the current financial period

Ribbon Access: Contract > Contract Credit Notes



1. The *Contract Credit Notes* screen will be displayed.

#### Select the Site and Status

- 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.



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- 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*.



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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.

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



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



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#### **FINANCIAL DETAILS**

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.



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1. **Credit Note Date Time:** At this point in the process, these fields will auto populate with the <u>current</u> date and time.

#### **SELECT INVOICE NO.**

2. Invoice No: Click on the *search* button.



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



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



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## SELECT REFERENCE NO. (REASON CODE)

- 1. Click in the *Reference No* field.
- 2. An *ellipsis* button will be revealed.
- 3. Click on this button to display the *Select the reason code for this credit note* pop up screen.
- 4. Select the *row* of the *reason code* that you wish to allocate to this credit note.
- 5. Click on **Ok**.



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

#### Fees

 There may be *fees* linked to this invoice but you <u>cannot</u> edit the fee details in this screen.

#### Suppress On Invoice Check Box

- 3. You <u>can</u> click on the *Suppress On Invoice* check box at the end of any selected fee line.
  - This will *hide* the fee line amount on the contract invoice, although the *total* contract invoice amount will include this.



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#### **METER FEES**

1. Most of the fields in the Meter Fees frame are *uneditable*.

#### **NEW CLOSING READING**

If the *closing readings* on the original invoice were recorded <u>in</u>correctly, you can type in the *correct* current machine meter reading(s) in this column.

#### Suppress on Invoice Check Box

3. 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.

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## **Copy Current Closing Button**

- 1. If the *closing readings* on the original invoice were recorded <u>correctly</u>,
- 2. You can click on the *Copy Current Closing* button.



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- The *New Closing Reading* fields will 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.



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1. In this example, the *New Closing Readings* have been adjusted.

#### Comment

2. Type in a relevant comment / reason for this contract credit note.



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## **GENERATE INVOICE CHECK BOX**

• When you have finished editing the required details in this screen, click on the *Generate Invoice* check box.



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# SAVE CONTRACT CREDIT NOTE

- 1. The *Generate Invoice* check box will be selected.
- 2. Click on *Save*.



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The contract credit note will be *saved* and you will return to the *Contract Credit Notes* listing screen.

- 1. Here you can view the newly created credit note which has now been allocated a *Credit Note <u>No.</u>*
- 2. If necessary, *scroll right* to view the remaining columns in this screen.



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Here you can see the specific details of the contract credit note:

- 1. The Auto Generate Invoice column is set to Yes.
- 2. The *Comments* column contains the reason for the contract credit note.
- 3. The system has noted that there are <u>no</u> *Auto Close Readings* linked to this contract credit note.



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## **RELEASE AND APPROVE CONTRACT CREDIT NOTE**

• You will now need to <u>Release and Approve</u> the contract credit note.

## PRINT AUTO GENERATED INVOICE

- On *approval* the system will auto generate a *new invoice*.
- You can then <u>print</u> the auto generated contract invoice.

MNU.119.003