

SALES

INTRODUCTION TO CREDIT NOTES

This manual provides an overview of the processes and functionality available from the **Sales Credit Note** listing screen.

A **Sales Credit Note** is a document issued by the seller and sent to the buyer to indicate a reduction in the amount payable to the seller. This reduction may be due to an error in the original invoice or other reasons. Essentially, it serves as a **partial** or **full reversal** of a Sales Invoice.

Sales Credit Notes need to go through an approval process in order to complete the transaction.

When doing a **Credit Note** for stock items, you have an option to return the stock item and replace it.

All item types can be credited. However, when crediting stock, a decision must be made whether to return the stock and if a replacement part is required. This will raise a return request that the stores person must action to return the part to the warehouse. When crediting a **Point Of Sales (POS) Invoice**, the stock will be automatically returned to the designated **Auto Issue warehouse**.



Examples where parts may not need to be returned to store:

- Items that have been Invoiced with an incorrect Selling Price will only require a partial credit, where only the incorrect portion of the Selling Price for the Item will be credited.
- Stock items included in a customer's contract were billed in error. Since the stock or parts remain with the customer, the Invoice

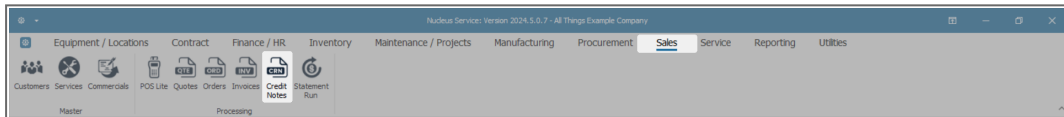
should not have been raised. Therefore, a credit note needs to be issued for these items.



Examples where parts may require stock return:

- Items that are damaged or faulty will be returned to the store for repair or write-off. A working part can then be issued against the part request and subsequently invoiced.
- The incorrect part was issued and invoiced. This requires the return of the incorrect item, followed by the **request, issue, and invoicing** of the correct part.

Ribbon Select **Sales > Credit Notes**



- The **Sales Credit Notes** listing screen will be displayed.
- Select the **Site** you wish to work in.
 - The example has **KwaZulu-Natal** selected.
- The **Status** will open by default in the **New** status.
- The list of **Sales Credit Notes** displayed, will always be linked to the selected status.
 - In this example, **Sales Credit Notes** in the '**Cr Notes Status Desc**' column have been filtered using the Status selected as **New**.

The Sales Credit Notes in the 'Cr Notes Status Desc' column have been filtered to show only those with the status 'New'.

CrNoteNo	CustomerCode	CustomerName	DeptName	CrNoteStatusDesc	CrNoteDescription	Currency	ExchangeRate	CrNoteStatus	CrNoteValue	TaxRate	BaseCurrencyTotal	CrNoteDate	CrNoteTime	SalesmanEm
KZCN0000001	600656152	Gardening Pechold Outsourcing	Sales	New	CN MNU064	ZAR	1.00	N	4,830.00	15.00	4,830.00	01 Aug 2024	17:05:16	ROW002
KZCN0000002	6075468708	MIRA Burhl CC	Sales	New	CreditNoteMNU064	ZAR	1.00	N	4,830.00	15.00	4,830.00	05 Aug 2024	10:15:26	POR295
KZCN0000003	6028143645	GLE Molan Distributors	Sales	New	Sales CR064	ZAR	1.00	N	4,226.25	15.00	4,226.25	07 Aug 2024	10:25:20	ROW002
KZCN0000004	6009113735	DCT Pebble Marketing	Sales	New	CRMNU064	ZAR	1.00	N	1,311.00	15.00	1,311.00	09 Aug 2024	09:09:36	POR295
KZCN0000005	6003931995	FDMA Management	Sales	New	MNU064	ZAR	1.00	N	1,173.00	15.00	1,173.00	15 Aug 2024	08:10:48	POR295
KZCN0000006	6013830964	Crisley Sprout Publishing	Sales	New	D64CR	ZAR	1.00	N	4,830.00	15.00	4,830.00	16 Aug 2024	12:11:59	ROW002
KZCN0000007	6046997602	Scheduling Bell Analysis	Sales	New	D64CRMNU	ZAR	1.00	N	483.00	15.00	483.00	16 Aug 2024	09:13:05	POR295

FILTER BY CREDIT NOTE STATUS

To view sales credit notes in a different status:

- Click on the down **arrow** in the **Status** field to display the Status drop-down list.
- Click on the **status** option you wish to view.

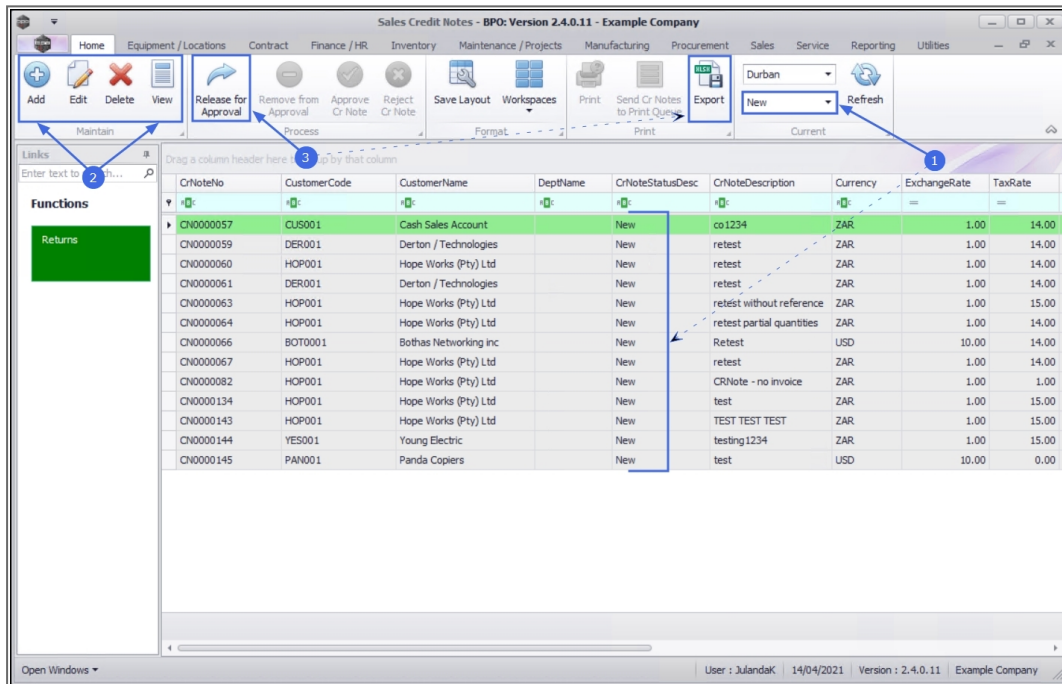
CrNoteNo	CustomerCode	CustomerName	DeptName	CrNoteStatusDesc	CrNoteDescription	Currency	ExchangeRate	CrNoteStatus	CrNoteValue	TaxRate	BaseCurrencyTotal	CrNoteDate	CrNoteTime	SalesmanEm
CN0000057	CUS001	Cash Sales Account		New	co123					1.00	14.00			
CN0000059	DER001	Derton / Technologies		New	retest				1.00	14.00				
CN0000060	HOP001	Hope Works (Pty) Ltd		New	retest	ZAR			1.00	14.00				
CN0000061	DER001	Derton / Technologies		New	retest	ZAR			1.00	14.00				
CN0000063	HOP001	Hope Works (Pty) Ltd		New	retest without reference	ZAR			1.00	15.00				
CN0000064	HOP001	Hope Works (Pty) Ltd		New	retest partial quantities	ZAR			1.00	14.00				
CN0000066	BOT0001	Bothas Networking inc		New	Retest	USD			10.00	14.00				
CN0000067	HOP001	Hope Works (Pty) Ltd		New	retest	ZAR			1.00	14.00				
CN0000082	HOP001	Hope Works (Pty) Ltd		New	CRNote - no invoice	ZAR			1.00	1.00				
CN0000134	HOP001	Hope Works (Pty) Ltd		New	test	ZAR			1.00	15.00				
CN0000143	HOP001	Hope Works (Pty) Ltd		New	TEST TEST TEST	ZAR			1.00	15.00				
CN0000144	YES001	Young Electric		New	testing1234	ZAR			1.00	15.00				
CN0000145	PAN001	Panda Copiers		New	test	USD			10.00	0.00				

MAINTAIN BUTTONS

There are various ribbon toolbar action buttons available depending on the screen status and will display as available (bold) or unavailable (greyed out).

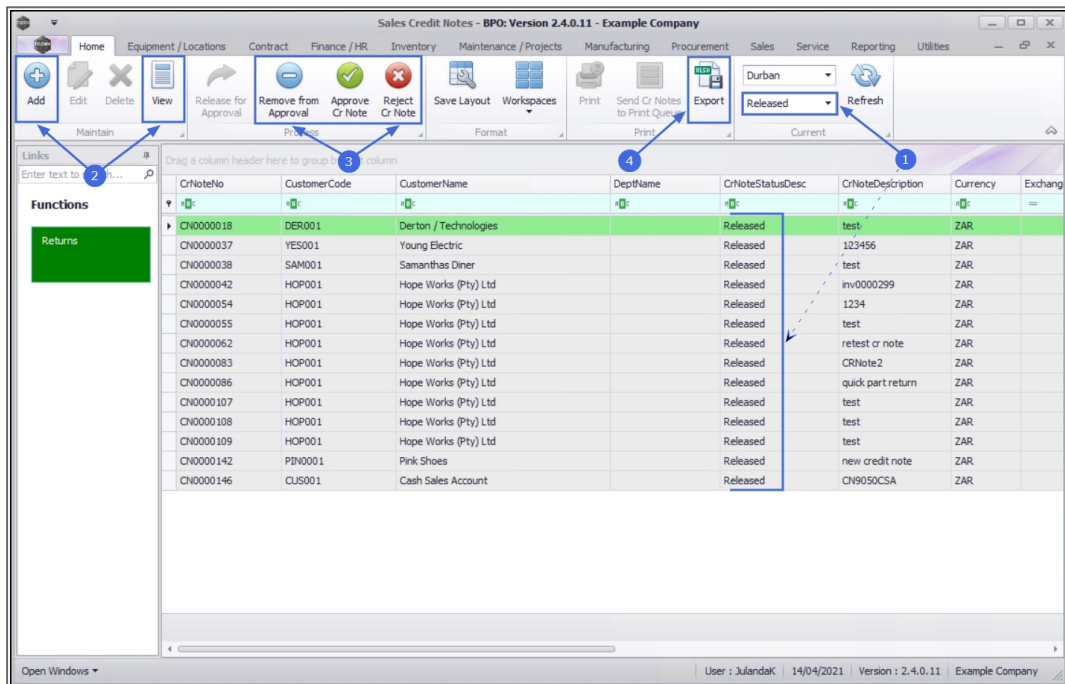
NEW STATUS

- Change the **Status** to **New**.
- In this status, you can [Credit Notes - Issue a Credit Note](#), [Credit Notes - Edit Credit Note](#), [Credit Notes - Cancel a Credit Note](#) and [Credit Notes - View a Credit Note](#).
- You can [Credit Notes - Release for Approval](#) and [Export](#) a list of all the New Credit Notes to an Excel Spreadsheet.



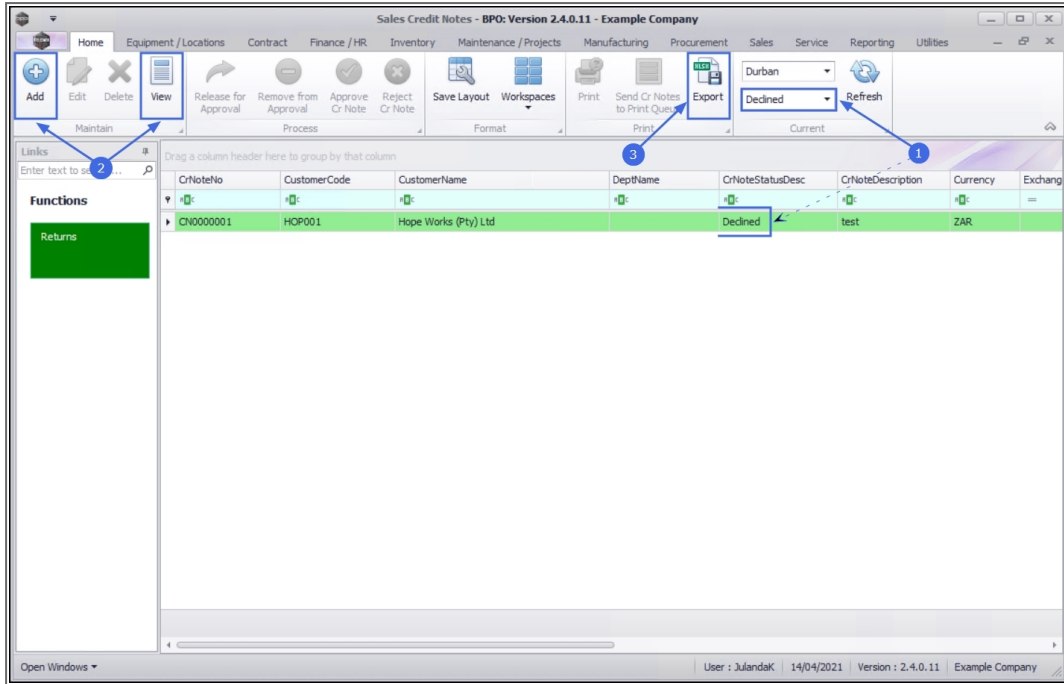
RELEASED STATUS

- Change the **Status** to **Released**.
- In this status, you can [Credit Notes - Issue a Credit Note](#) and [Credit Notes - View a Credit Note](#).
- You can also [Credit Notes - Place on Hold](#), [Credit Notes - Approve Credit Note](#) or [Reject Credit Note](#).
- You can also [Export](#) the list of released Credit Notes to a Microsoft Excel Spreadsheet.



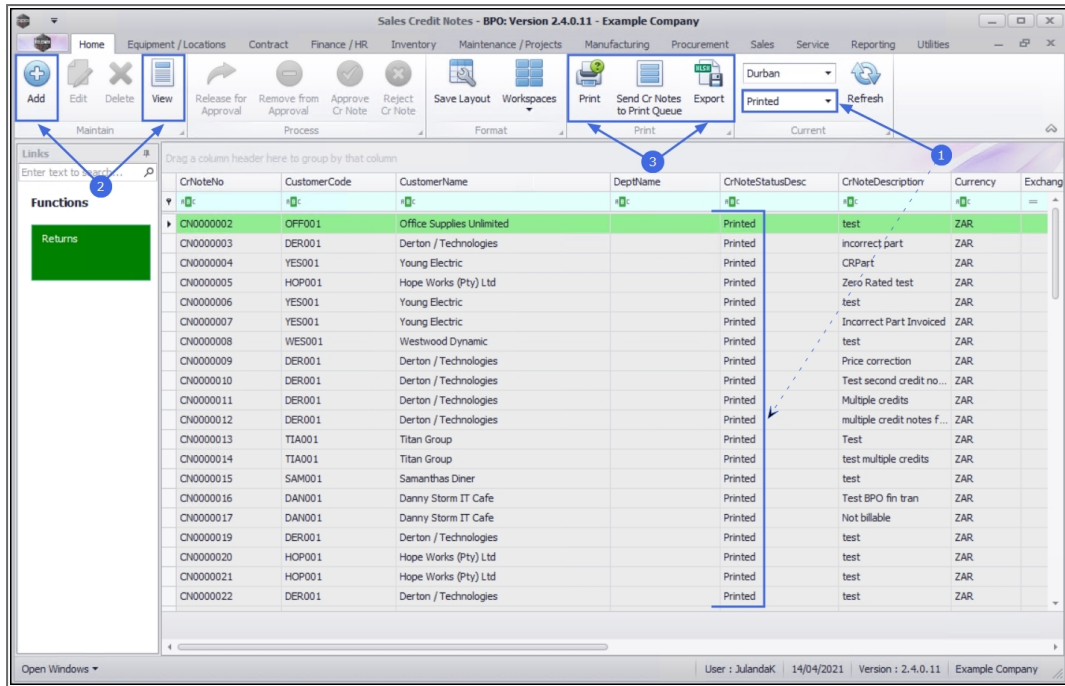
APPROVED STATUS

- Change the Status to **Approved**.
- In this status, you can [Credit Notes - Issue a Credit Note](#) and [Credit Notes - View a Credit Note](#).
- You also now have the option to [Print](#) the Credit Note and [Export](#) the list of approved Credit Notes to an Excel Spreadsheet.



PRINTED STATUS

- Change the **Status** to **Printed**.
- In this status, you can [Credit Notes - Issue a Credit Note](#) and [Credit Notes - View a Credit Note](#).
- You can [Print](#) or send Credit Note(s) to the [Print Queue](#) as well as [Export](#) a list of all printed Credit Notes to an Excel Spreadsheet.

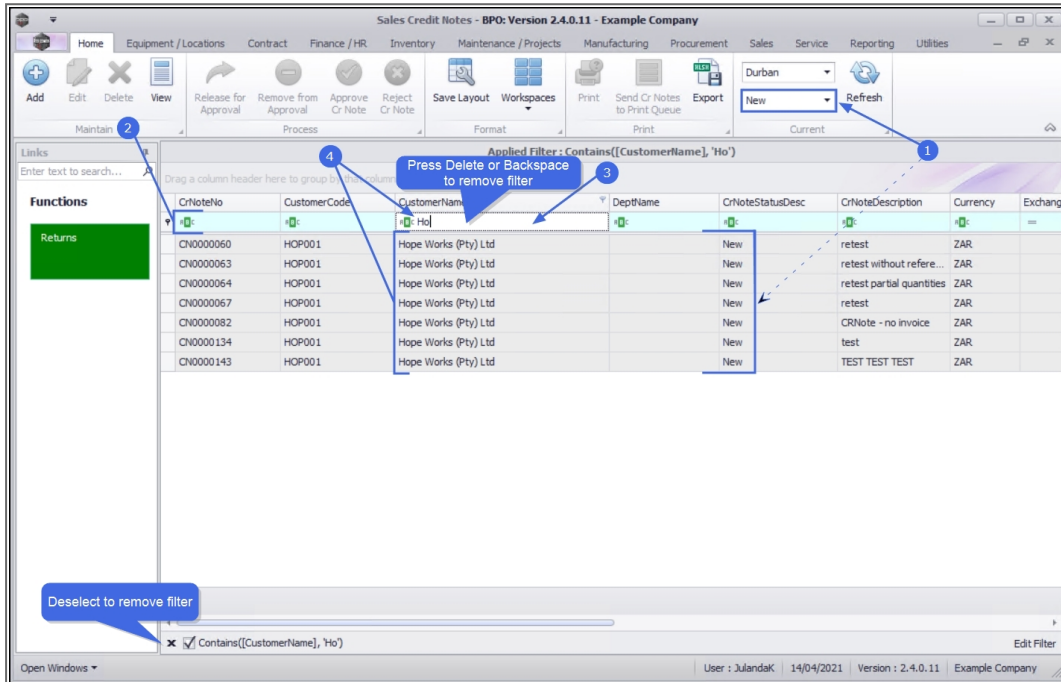


CANCELLED STATUS

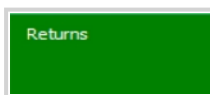
- Change the Status to **Cancelled**.
- In this status, you can [Credit Notes - Issue a Credit Note](#) and [Credit Notes - View a Credit Note](#).
- You are also able to [Export](#) the list of cancelled Credit Notes to a Microsoft Excel Spreadsheet.

REMOVE FILTER

- To remove the filter, press **Backspace** or **Delete** to remove the filter text, or click on the **filter tick box** to deselect the filter option. This will return the Credit Note list screen for the Status you have selected.



FUNCTIONS TILE



From the **Returns** Functions tile in the **Links** panel, you can view the [Credit Notes - Returns](#) linked to a selected Credit Note.

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