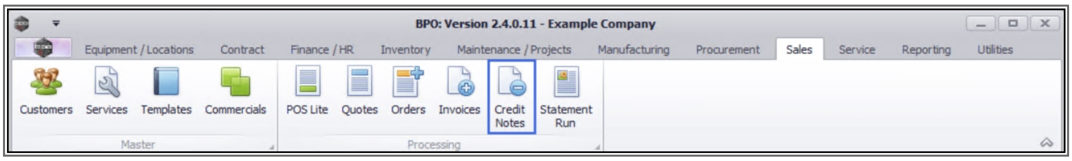
We are currently updating our site; thank you for your patience.

SALES

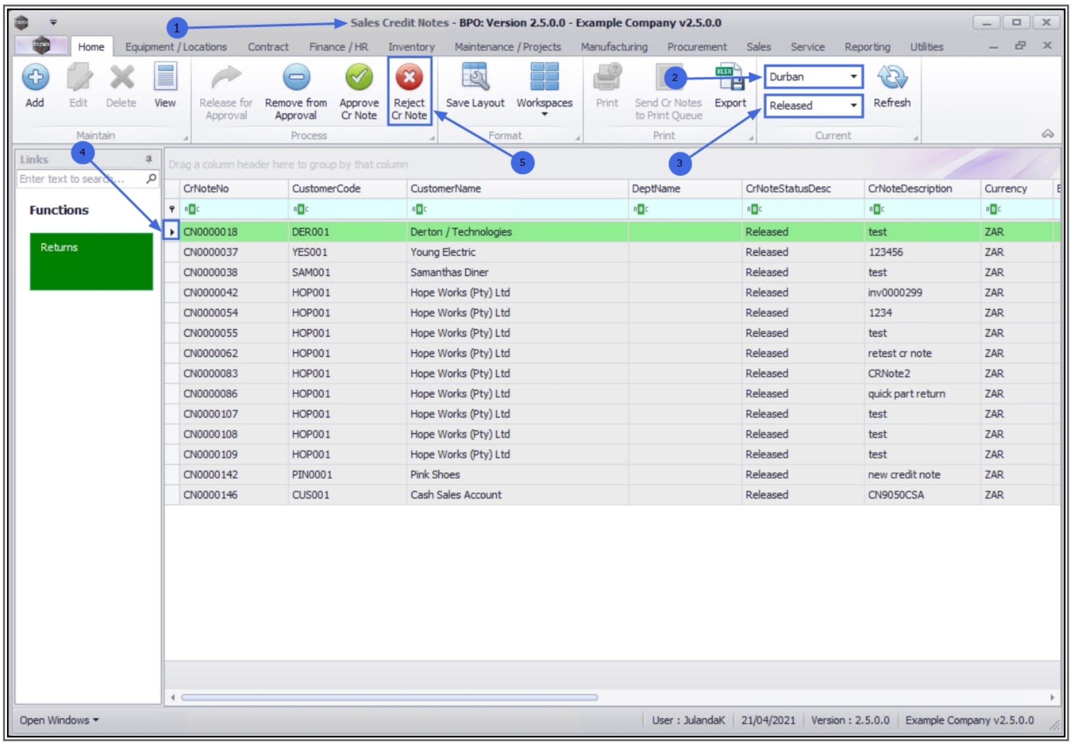
CREDIT NOTES – REJECT CREDIT NOTE

Ribbon Access: Sales > Credit Notes

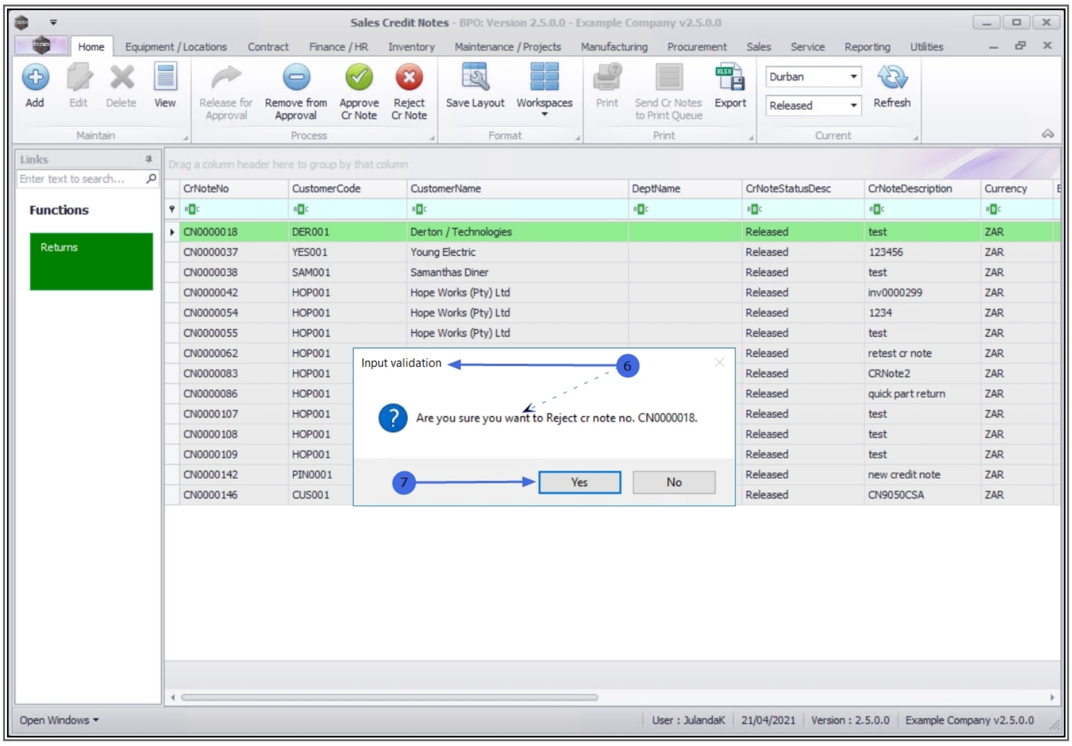


1. The **Sales Credit Notes** listing screen will be displayed.
2. Select the **Site** where the credit note can be located.
    - The example has **Durban** selected.
3. Change the **Status** to **Released**.
4. Click on the **row** of the credit note you wish to reject.
5. Click on **Reject Cr Note**.

Short cut key: Right click to display the **All groups** menu list. Click on **Reject**.



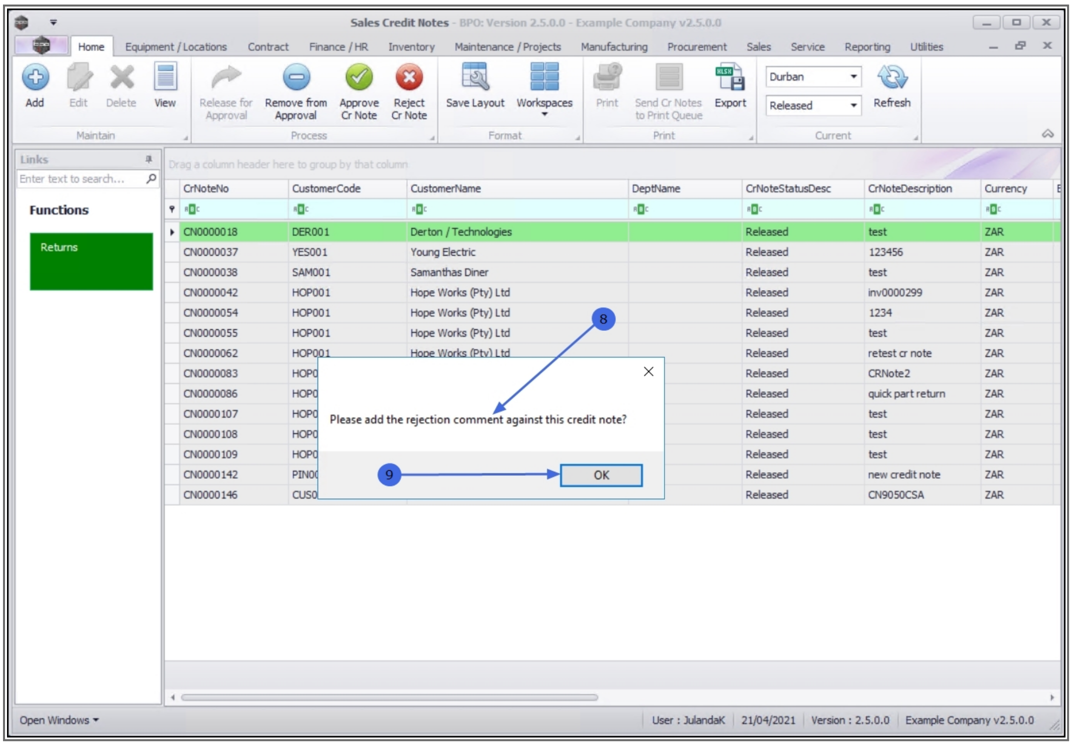
6. When you receive the **Input Validation** message to confirm;
    - **Are you sure you want to Reject cr note no. CN[**credit note number**]?**
7. Click on **Yes** to proceed, or
    - Click on **No** to ignore the request .



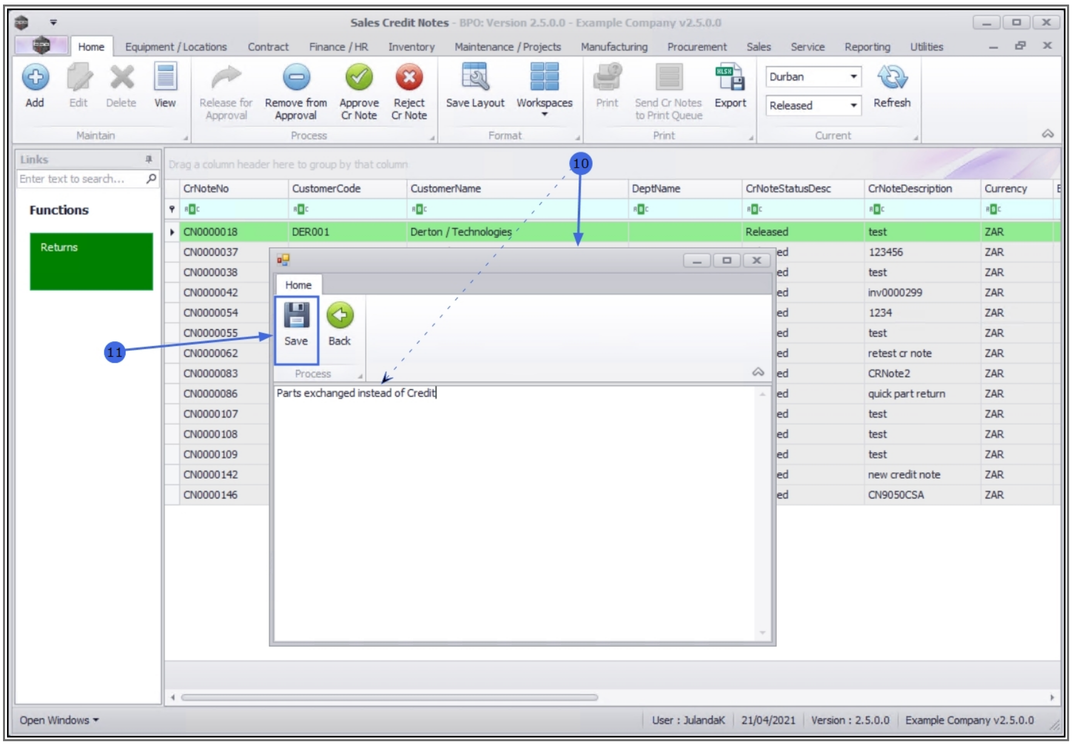
CREDIT NOTE REJECTION COMMENTS

If you did not enter a rejection comment for the credit note, then BPO will prompt you to do so.

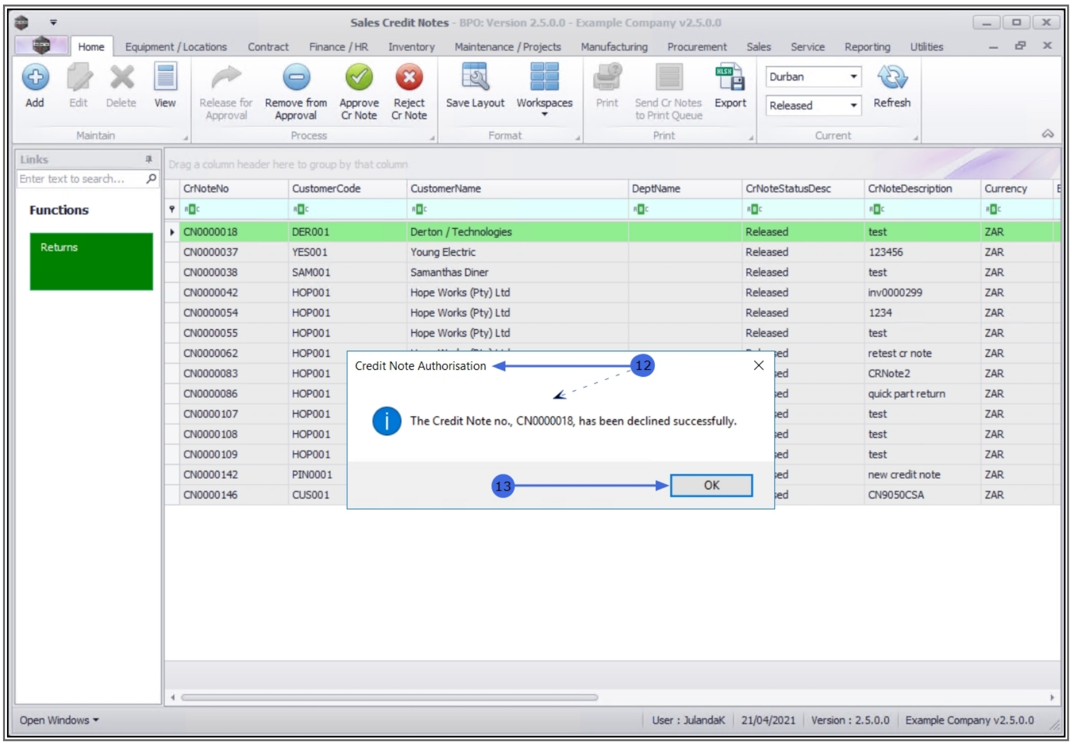
8. When you receive the message requesting;
    - **Please add the rejection comment against this credit note?**
9. Click on **OK** to proceed.



10. The comment **text box** will display, allowing you to type the rejection comment.
11. When you have completed the comment, click on **Save**.



12. When you receive the **Credit Note Authorisation** message to confirm that;
    - **The Credit Note no., CN[**credit note number**] has been declined successfully.**
13. Click on **OK**.



The rejected credit note can now be viewed in the **Sales Credit Notes** listing screen, where the **Status** is set to **Declined**.

MNU.064.010