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

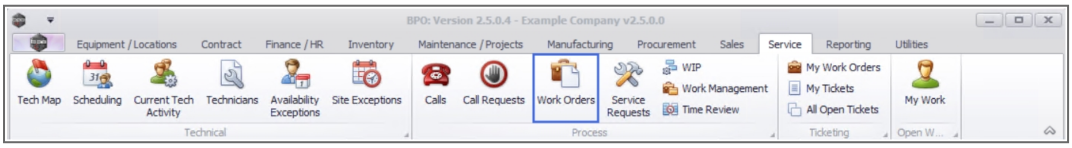
SERVICE

WORK ORDERS – CREDIT NOTES

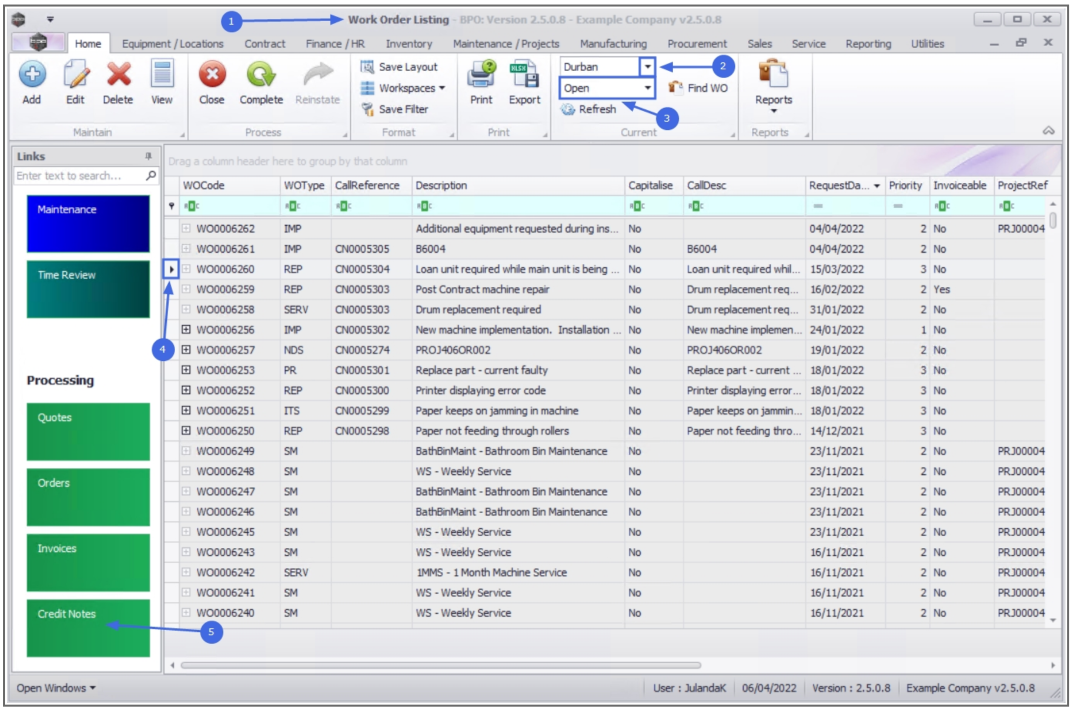
After a Credit Note has been created, it has to go through an approval process which includes:

- 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



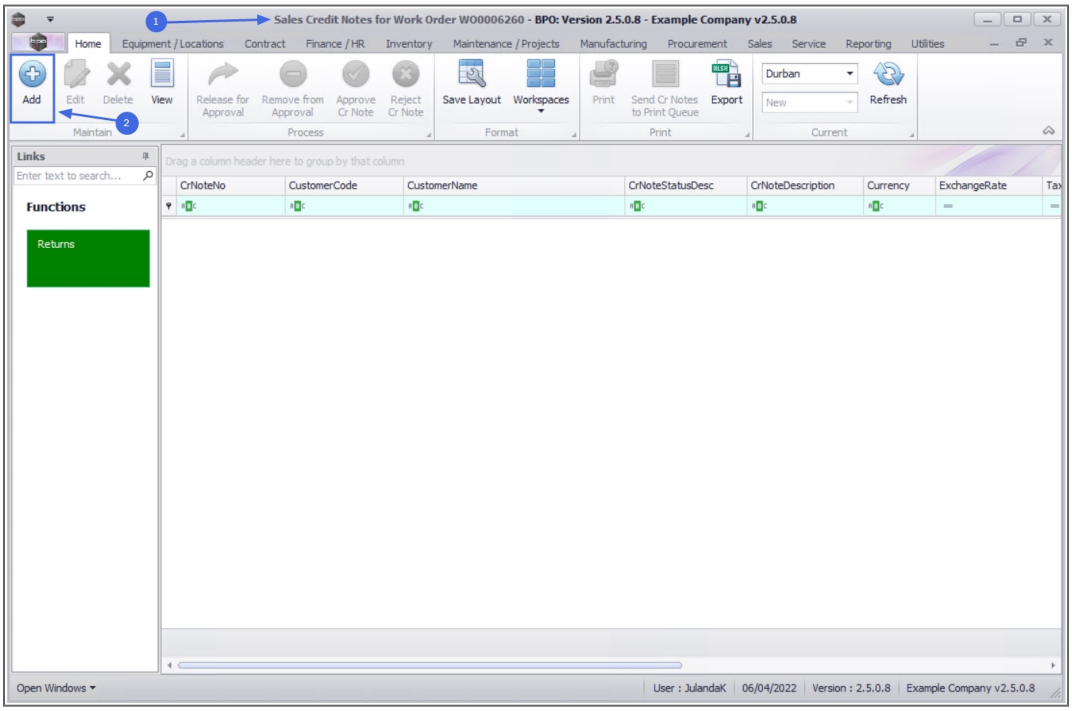
1. The **Work Order Listing** screen will be displayed.
2. Select the **Site** where the work order was issued.
    - The example has **Durban** selected.
3. Select the work order **Status**.
    - The example has **Active** selected.
4. Select the **row** of the **work order** you wish to issue a credit 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**.

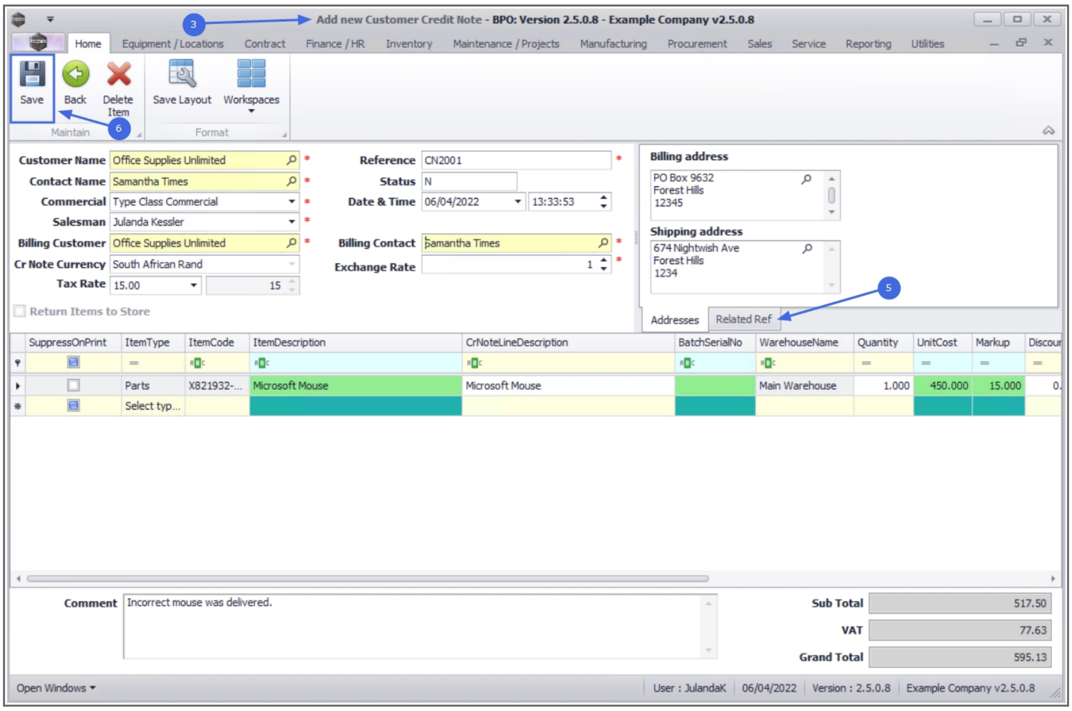
Short cut key: Right click to display the **Process** menu list. Click on **Add**.



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.

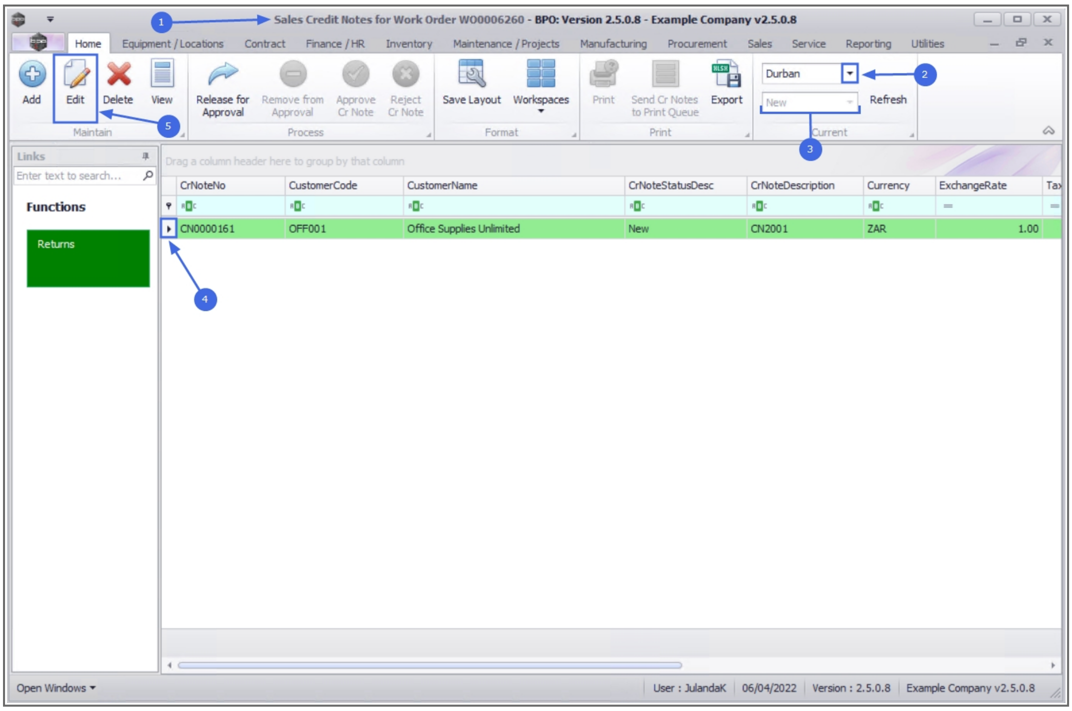
For a detailed handling of this topic refer to Credit Notes - Issue a Credit Note



EDIT CREDIT NOTE

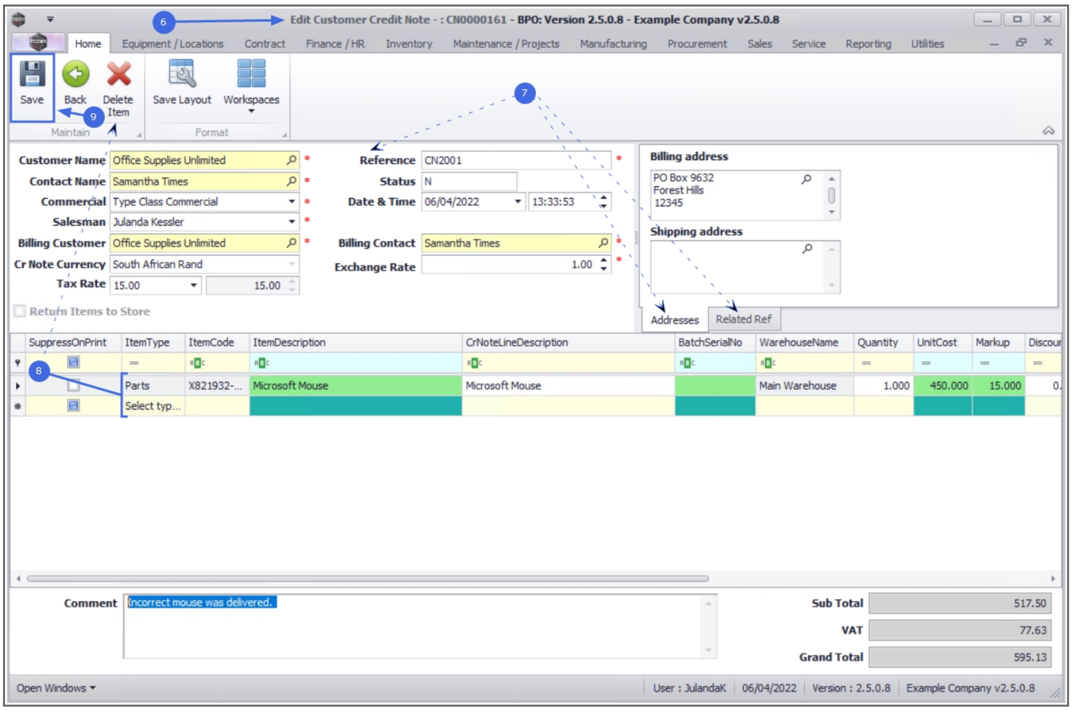
1. From the **Sales Credit Notes for Work Order [***work order code***]** screen,
2. Ensure that the correct **Site** has been selected.
    - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Sales Credit Note you wish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



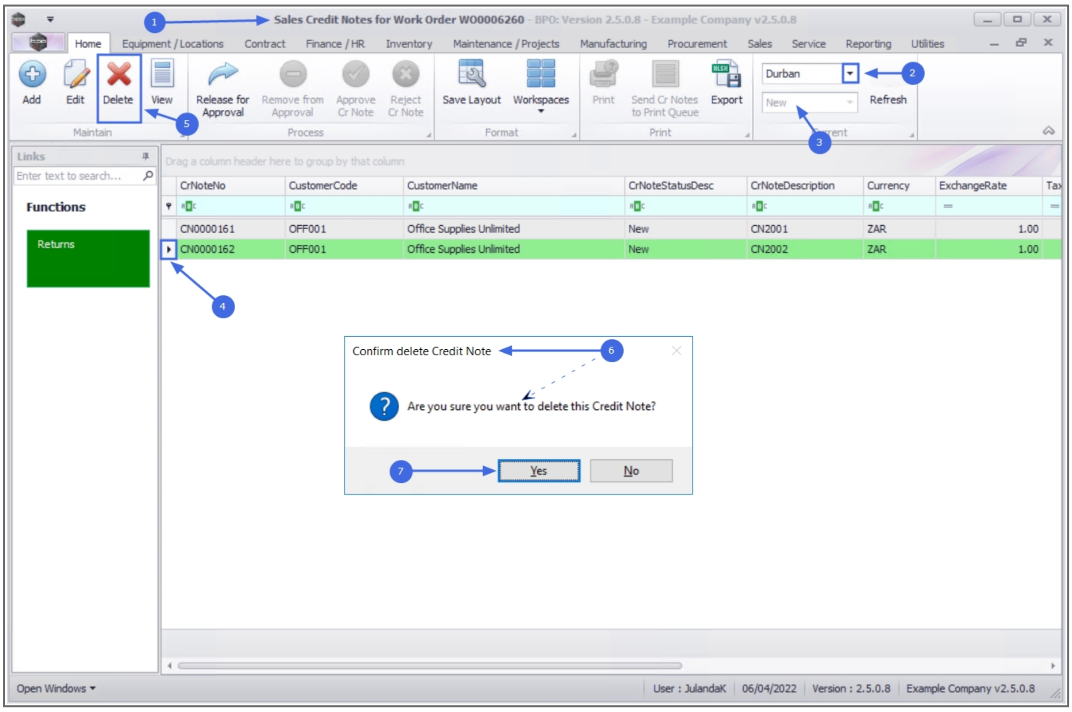
CANCEL A CREDIT NOTE

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**.

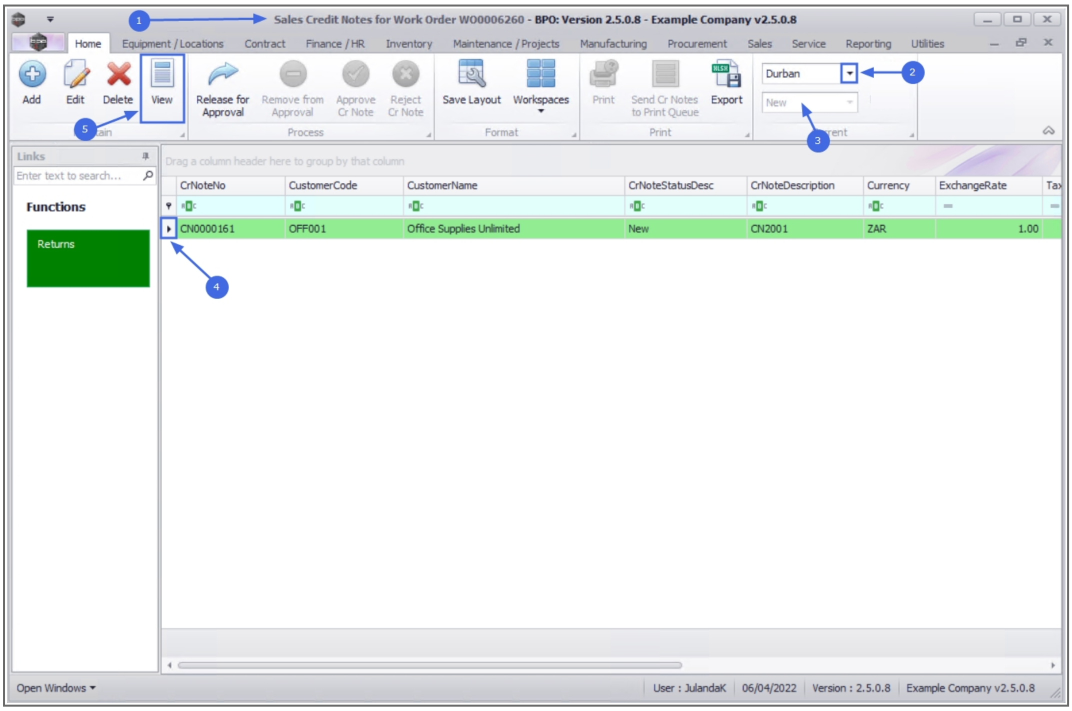
For a detailed handling of this topic refer to Credit Notes - Cancel a Credit Note



The Credit Note will be removed from the **Sales Credit Notes for Customer** screen.

VIEW CREDIT NOTE

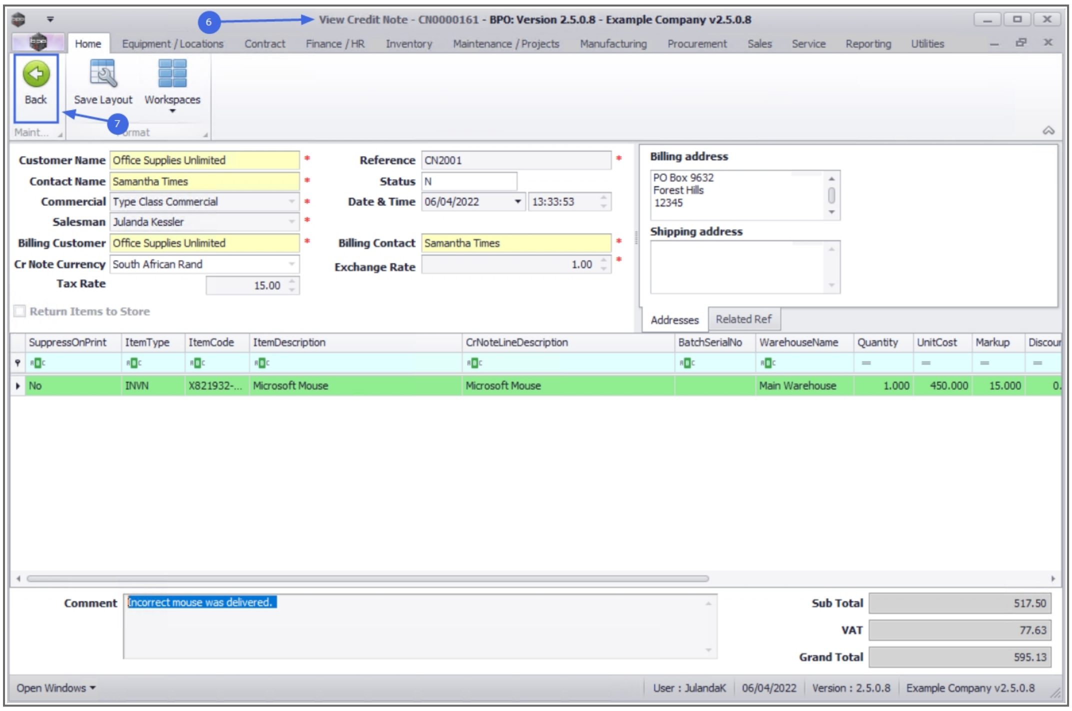
1. From the **Sales Credit Notes for Work Order [**work order code**]** screen,
2. Ensure that the correct **Site** has been selected.
    - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Credit Note you wish to view.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



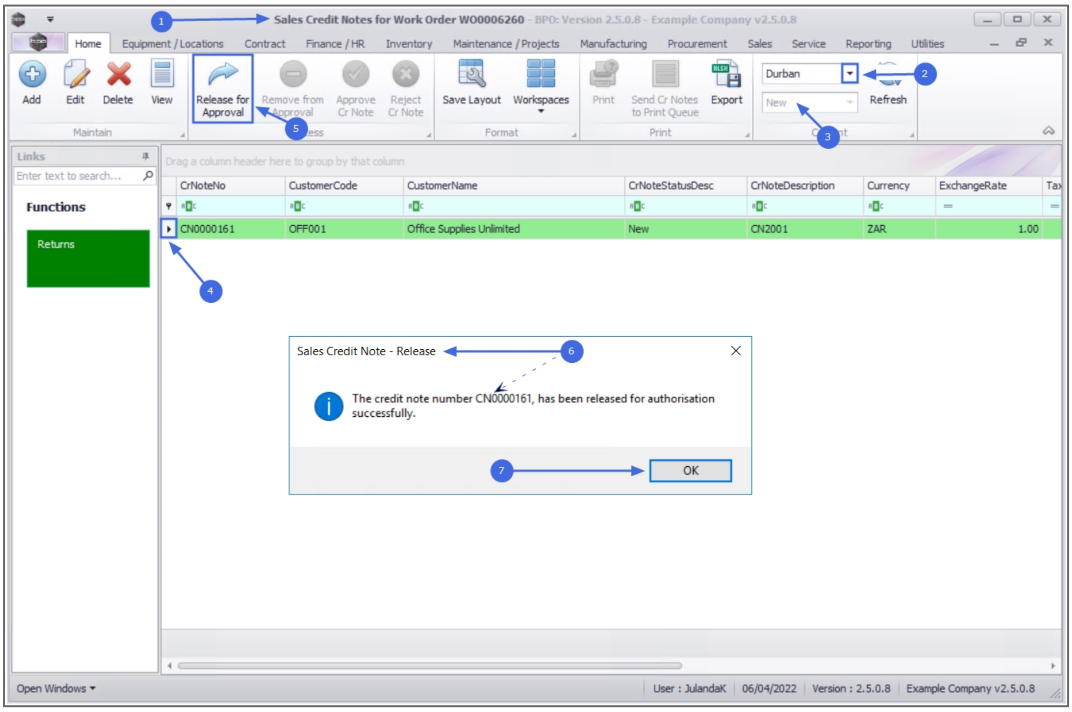
RELEASE FOR APPROVAL

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**.

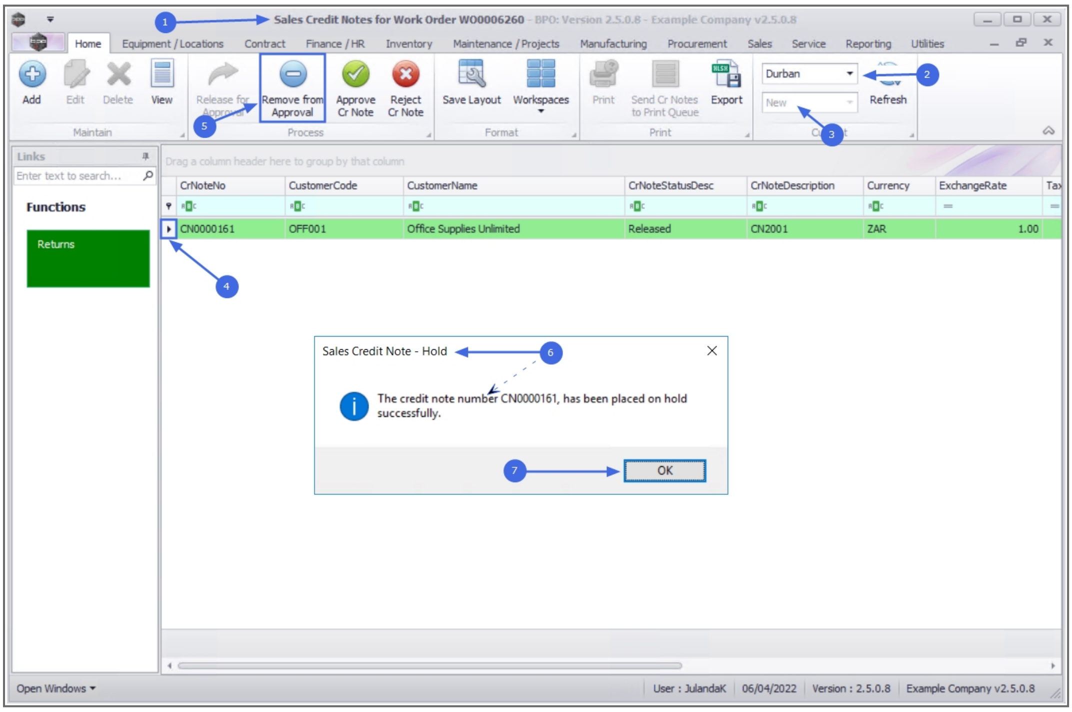
PLACE ON HOLD

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

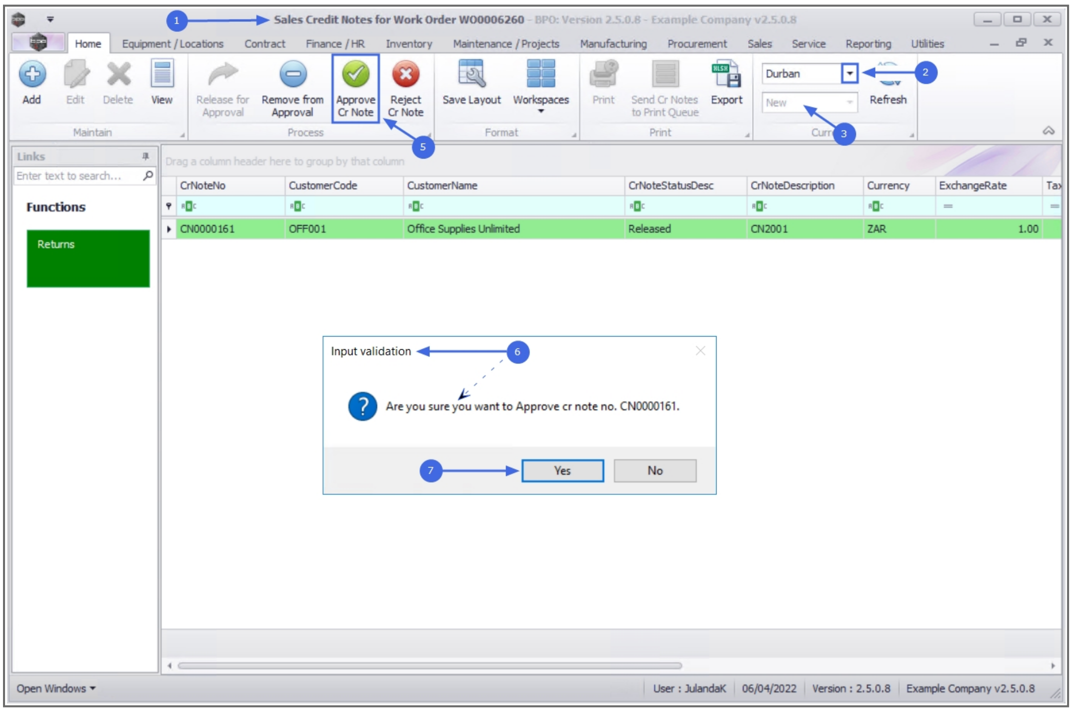
1. From the **Sales Credit Notes for Customer [**customer code**]** listing screen,
2. Ensure that the correct **Site** has been selected.
    - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.

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**.

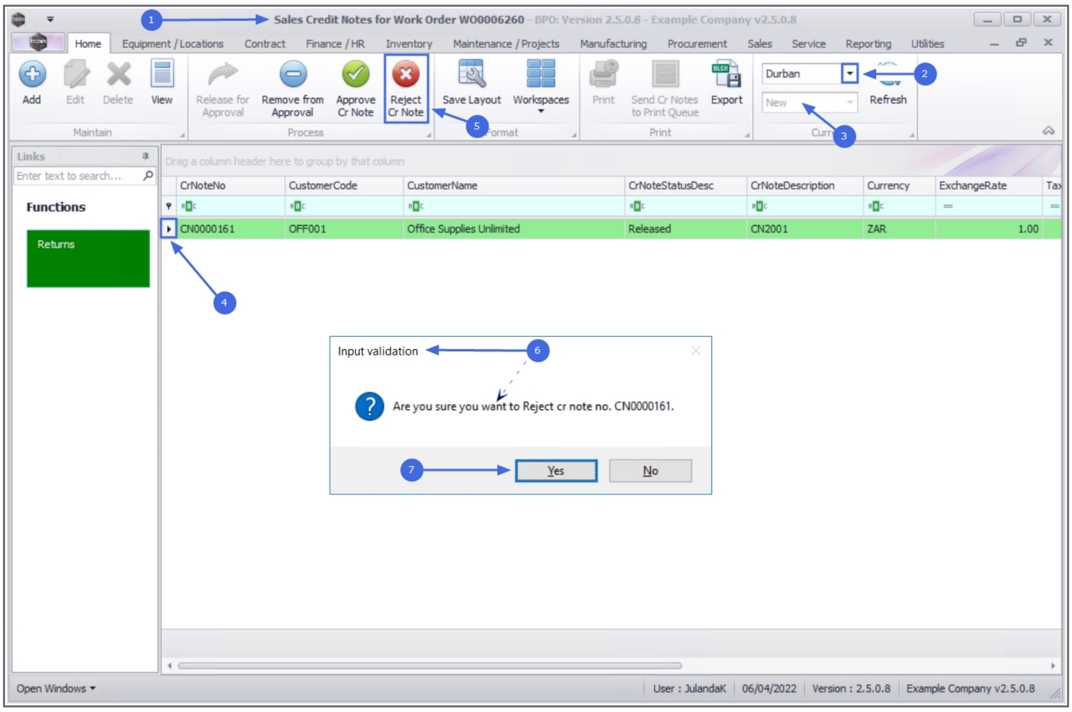
REJECT CREDIT NOTE

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



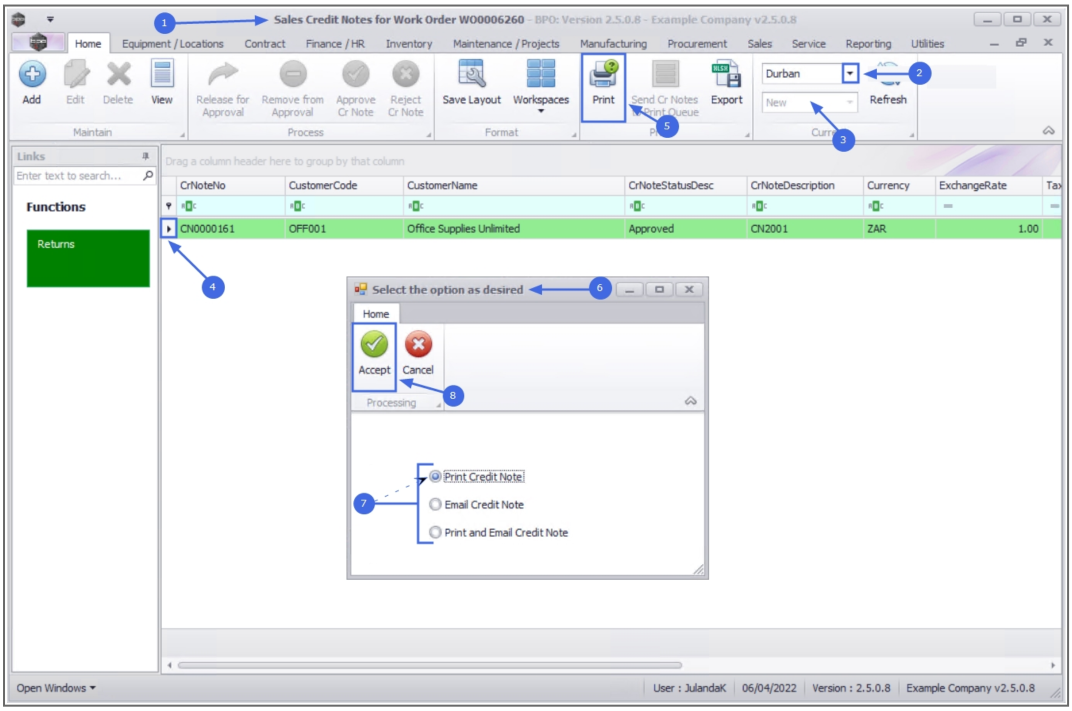
PRINT CREDIT NOTE

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

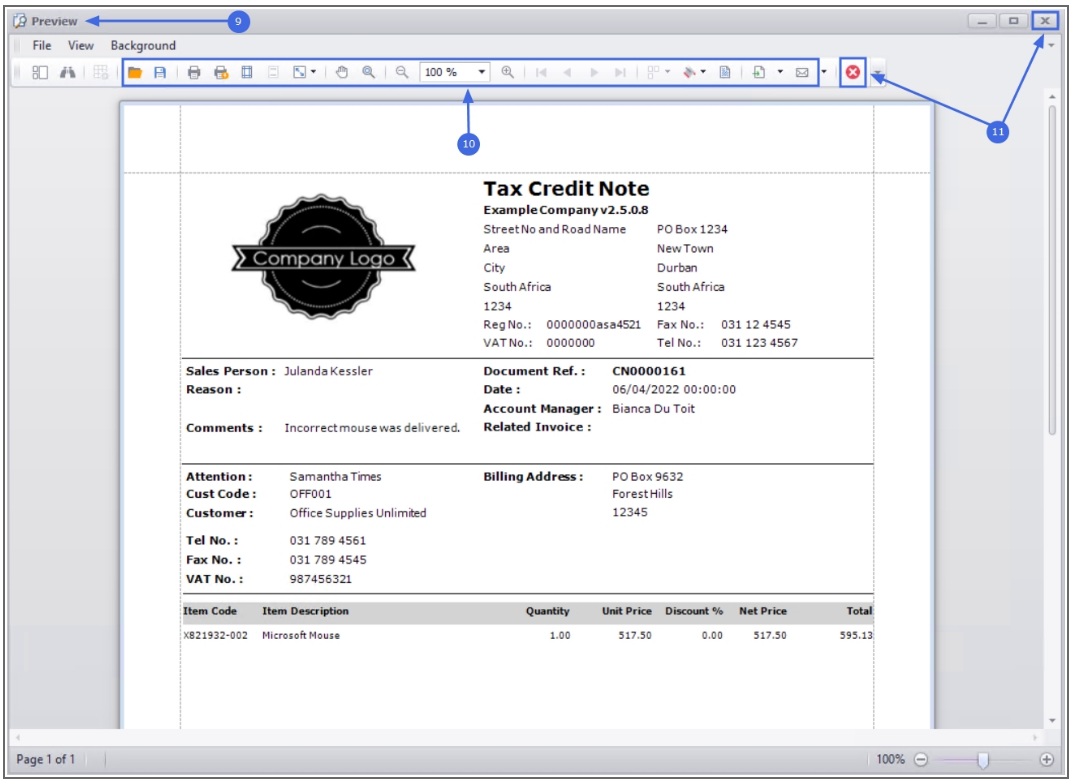
1. From the **Sales Credit Notes for Work Order [**work order code**]** screen,
2. Ensure that the correct **Site** has been selected.
   - The example has **Durban** selected.
3. The **Status** field selection is not available from this screen.
4. Select the **row** of the Credit Note you wish to print.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

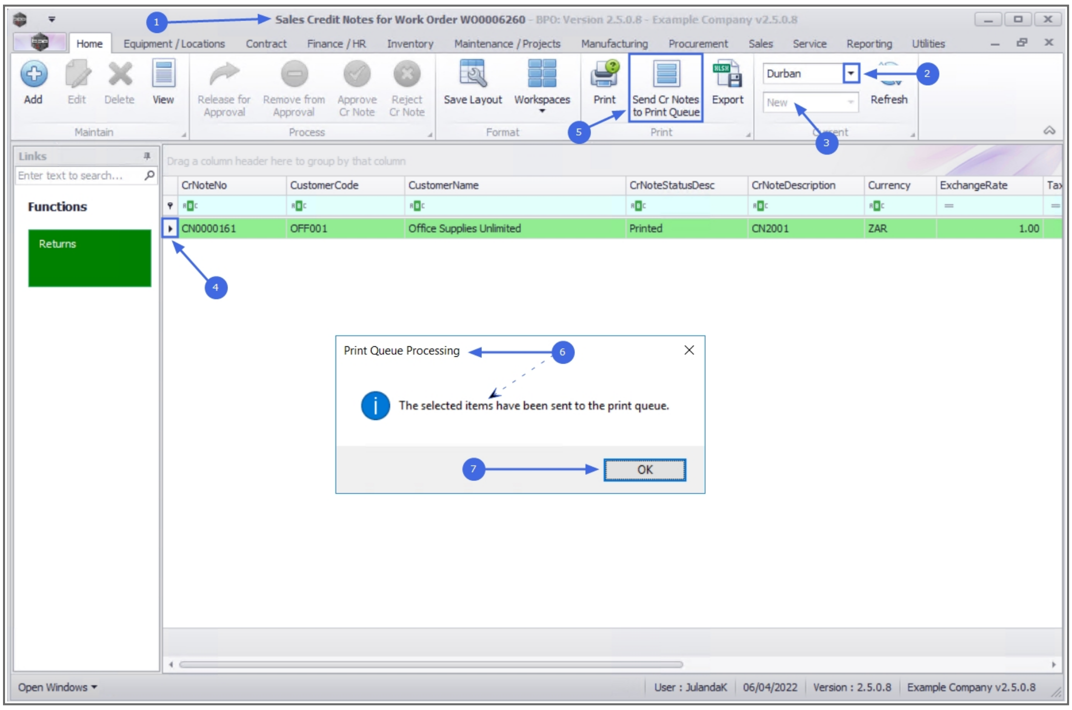
You can send Credit Notes directly from the Print Queue from the **Sales Credit Notes for Customer** screen, instead of going to the Print Queue Reprint screen. This will enable you to forward a batch of credit notes to the customer.

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**.



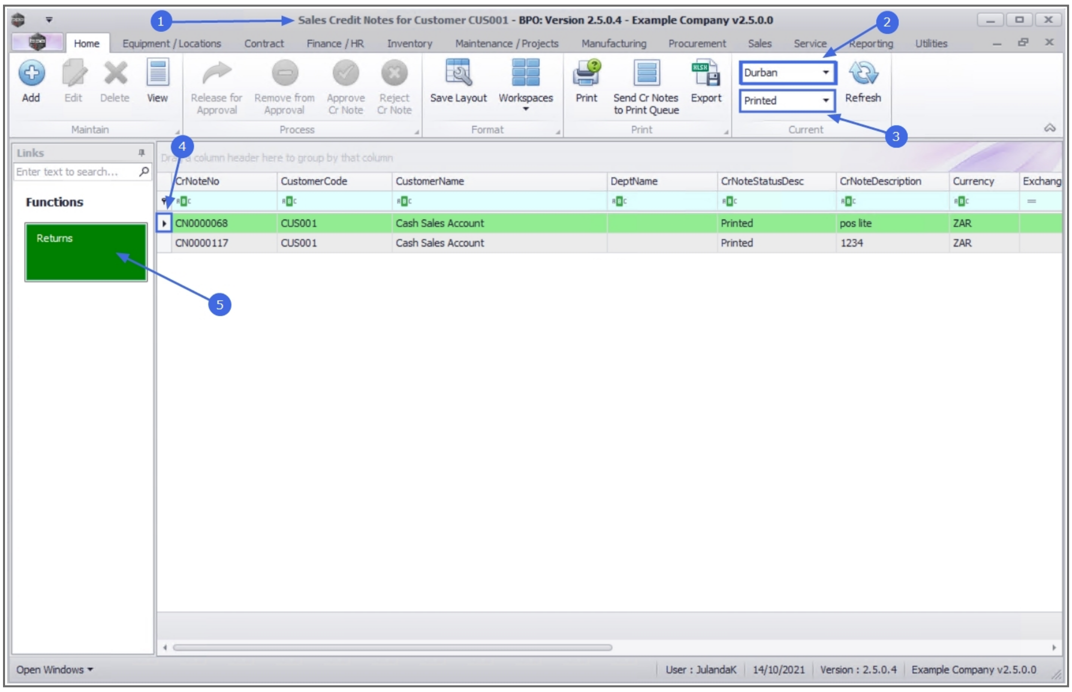
CREDIT NOTE RETURNS

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

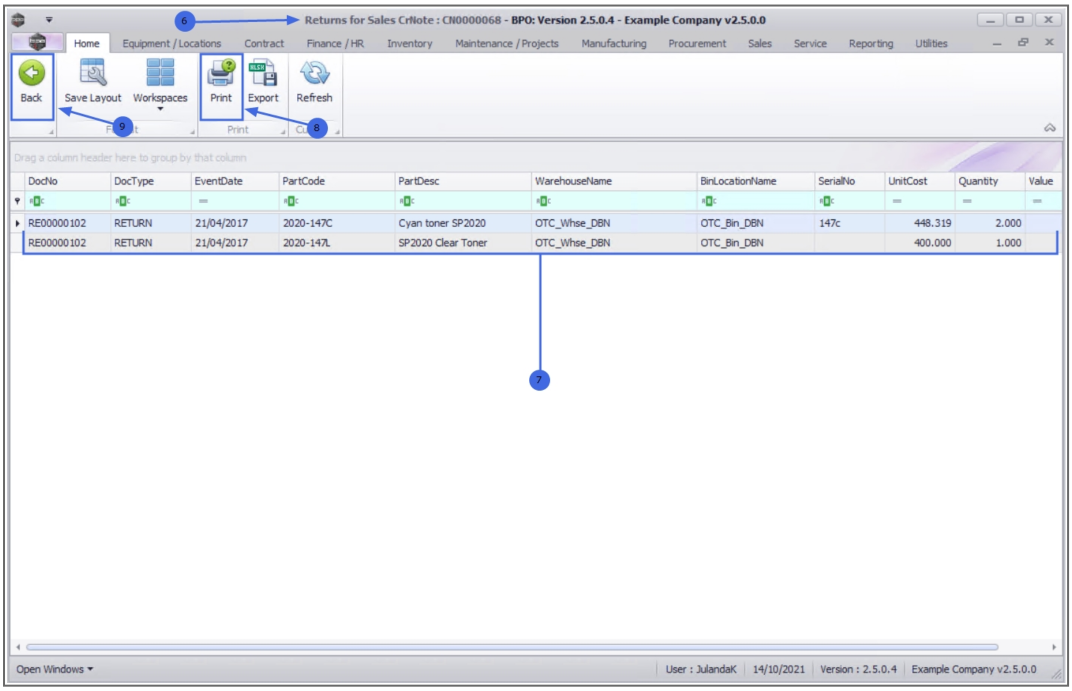
Return requests can be raised for a Credit Note to Return Stock to Store for a Customer

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


Returns for Sales CrNote : CN0000068 - BPO: Version 2.5.0.4 - Example Company v2.5.0.0
Home
Equipment / Locations
Contract
Finance / HR
Inventory
Maintenance / Projects
Manufacturing
Procurement
Sales
Service
Reporting
Utilities
Back
Save Layout
Workspaces
Print
Export
Refresh
Drag a column header here to group by that column
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
Open Windows
User : JulandaK
14/10/2021
Version : 2.5.0.4
Example Company v2.5.0.0

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