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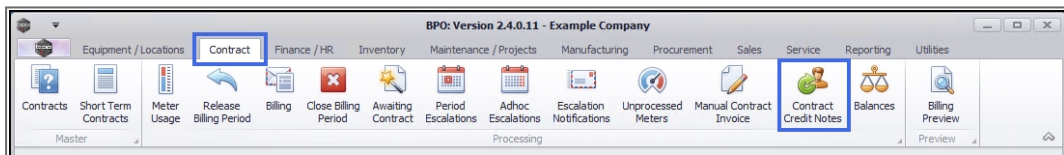
CONTRACT

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>.

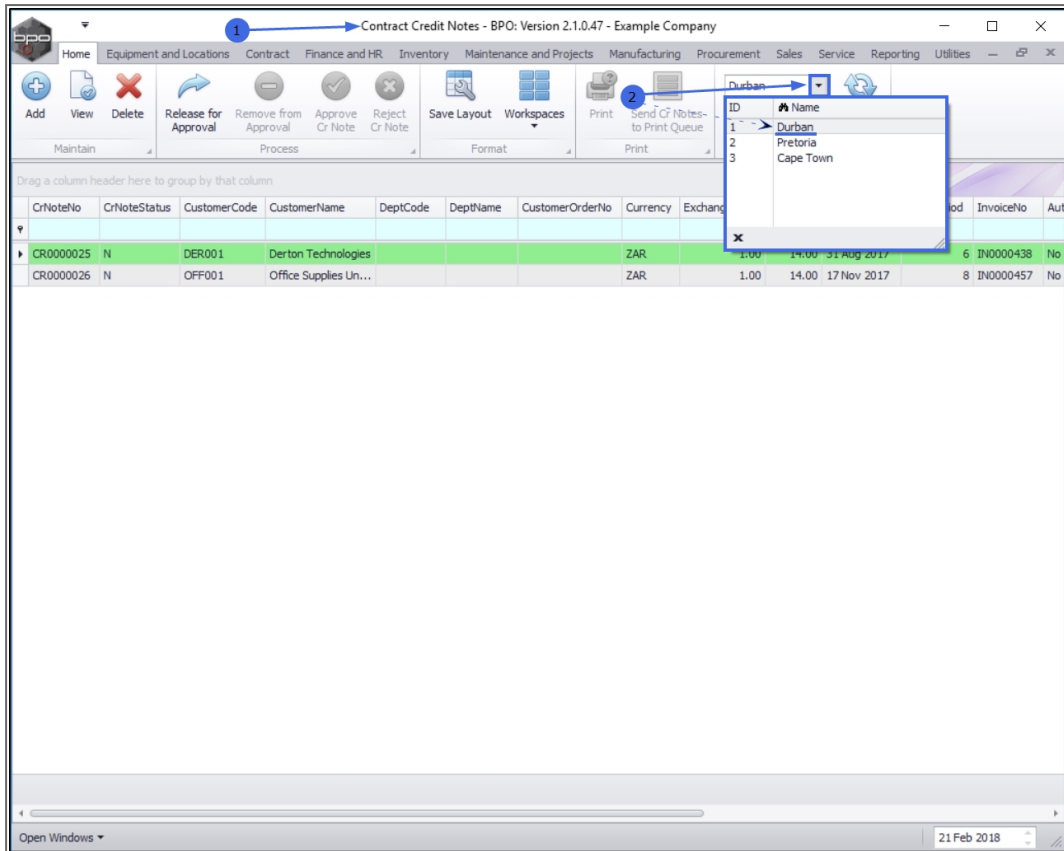Important: Credit notes (and invoices) must be processed within the current financial period

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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.

1. This screen will open by default with the **Status** set to **New**. This does <u>not</u> 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**.
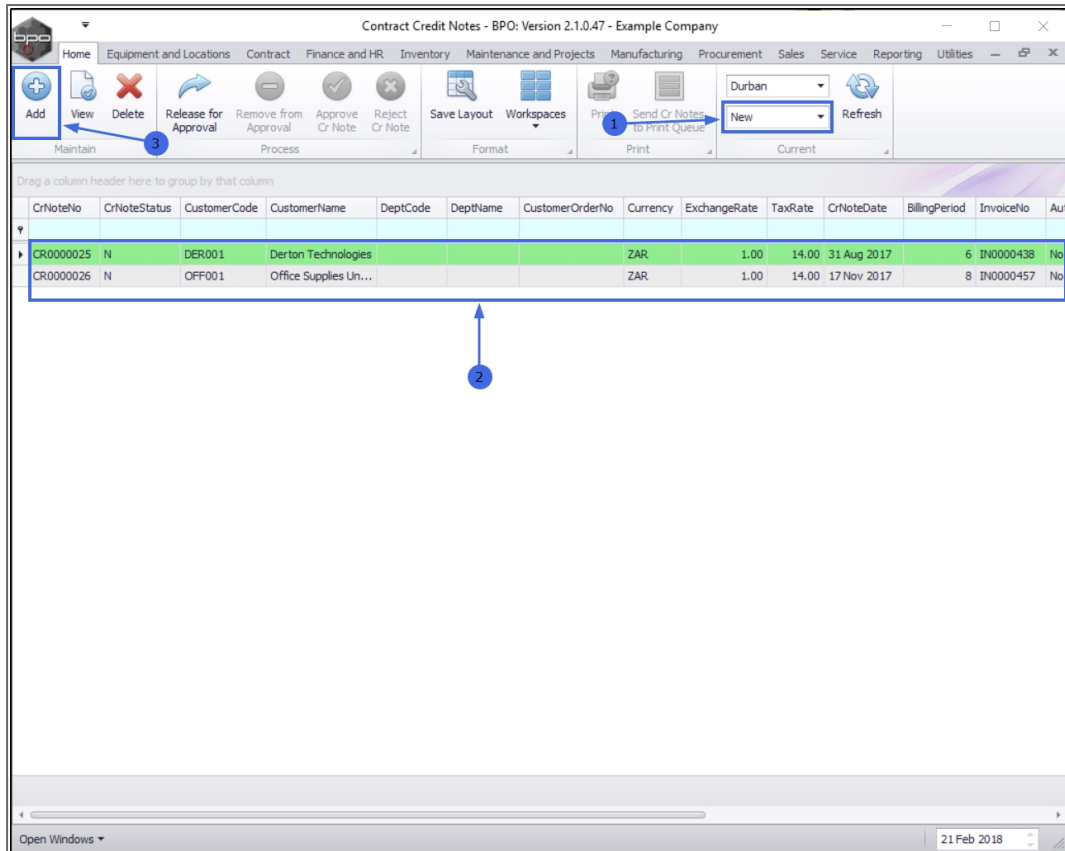
1. The **Add new Contract Credit Note** screen will be displayed.

## 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.

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

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.
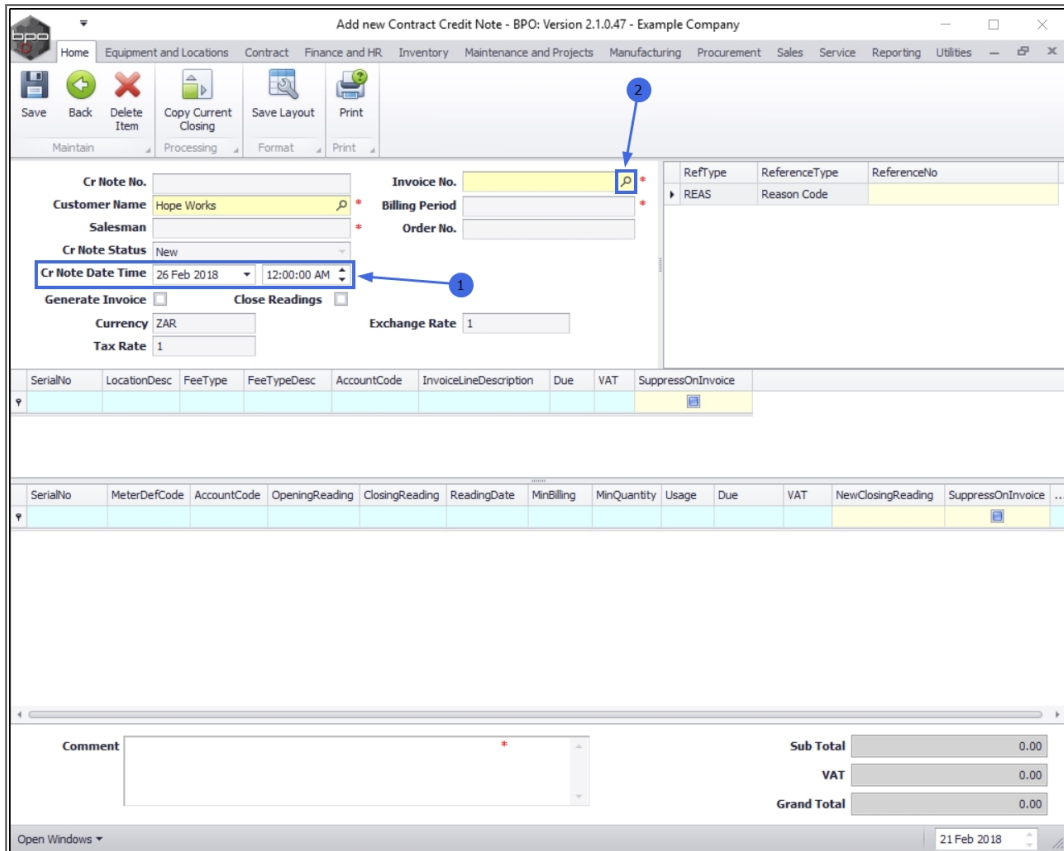3. Click on **Ok**.
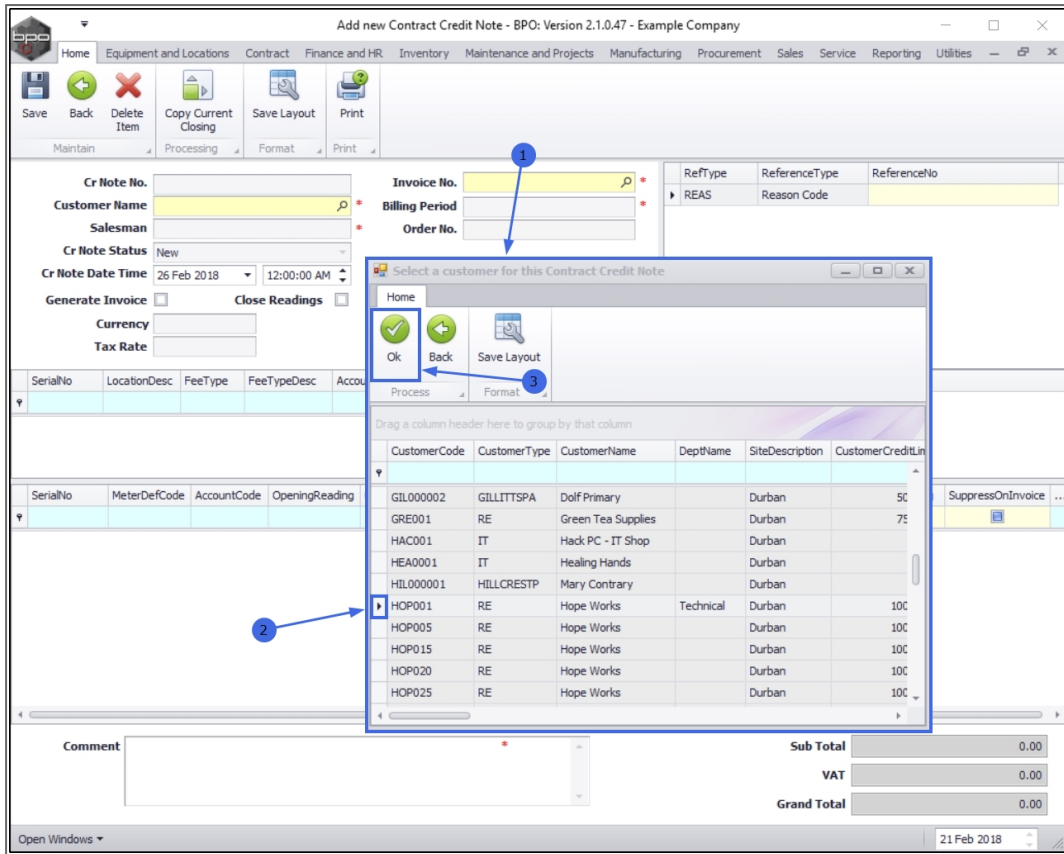
FINANCIAL DETAILS

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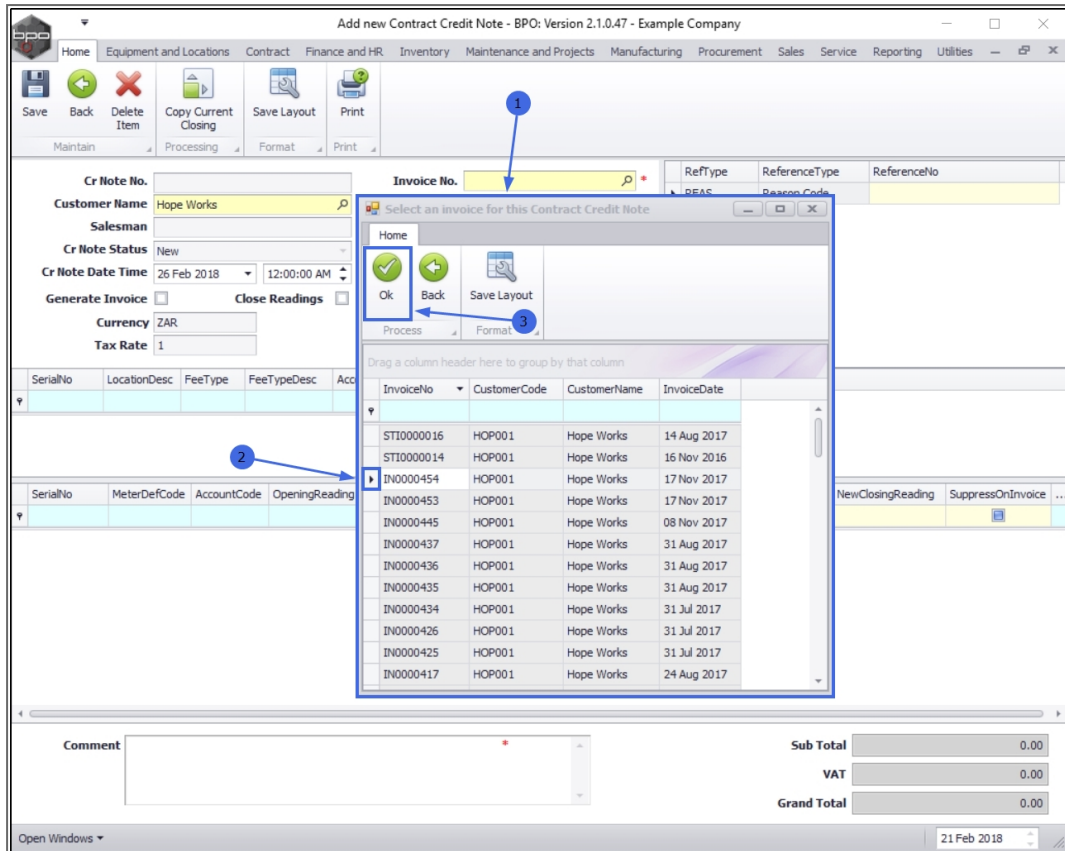
1. **Credit Note Date Time:** At this point in the process, these fields will auto populate with the <u>current</u> date and time.

SELECT INVOICE NO.

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

1. The **Select an invoice for this Contract Credit Note** screen will pop up.

2. Select the **row** of the **contract invoice** that you wish to raise a **credit note** for.

3. Click on **Ok**.

1. 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.
2. 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)

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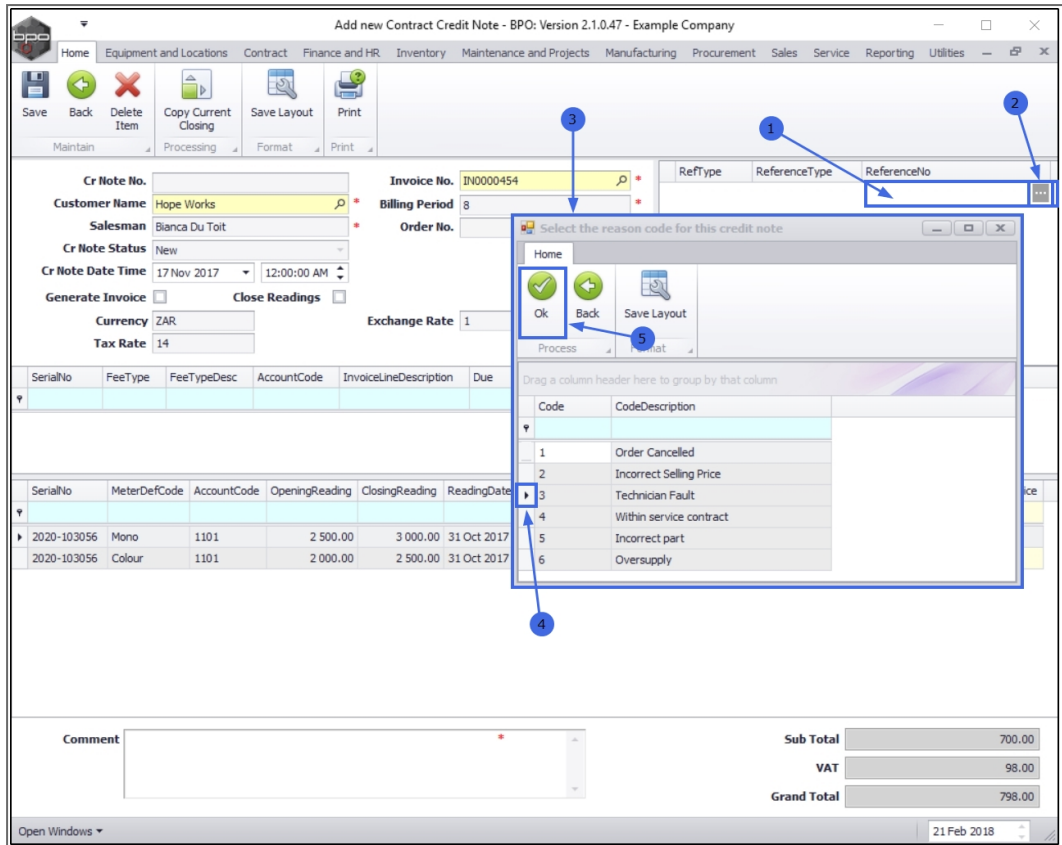
1. The selected reason will populate the **Reference No.** field.

Fees

2. 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.

METER FEES

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

NEW CLOSING READING

2. If the **closing readings** on the original invoice were recorded incor-
    rectly, 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.
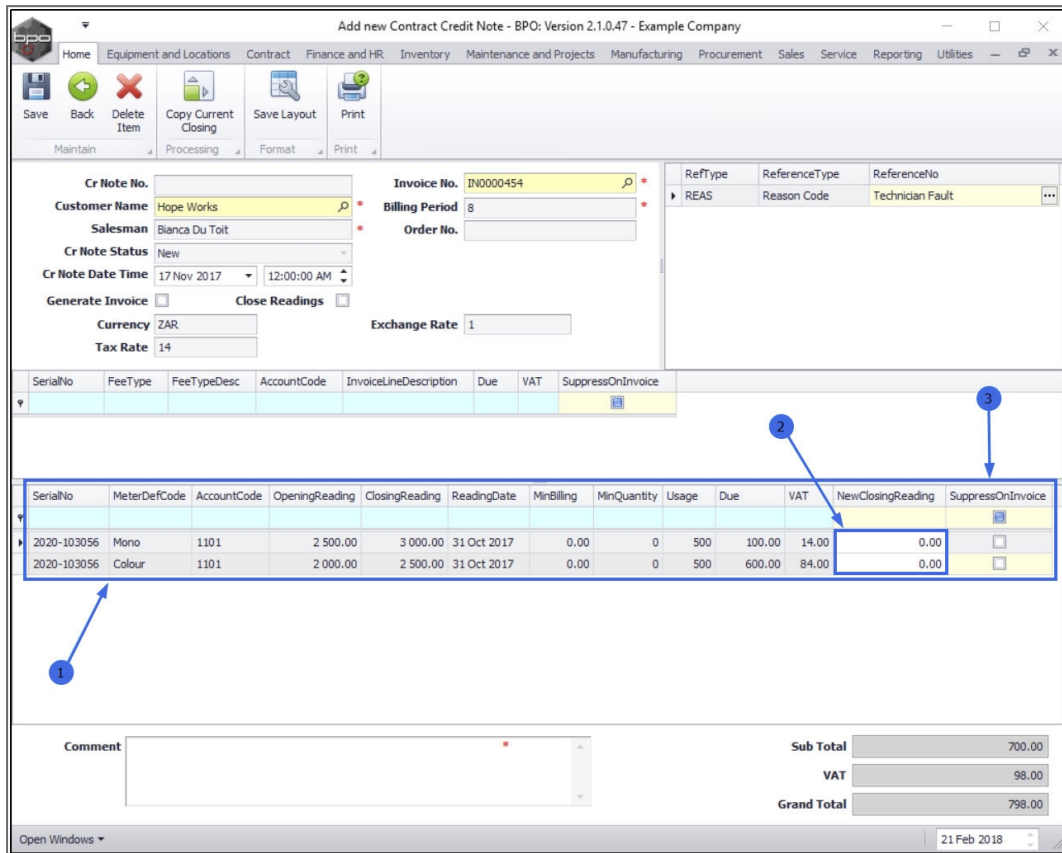
Copy Current Closing Button

1. If the **closing readings** on the original invoice were recorded <u>correctly</u>,
2. You can click on the **Copy Current Closing** button.
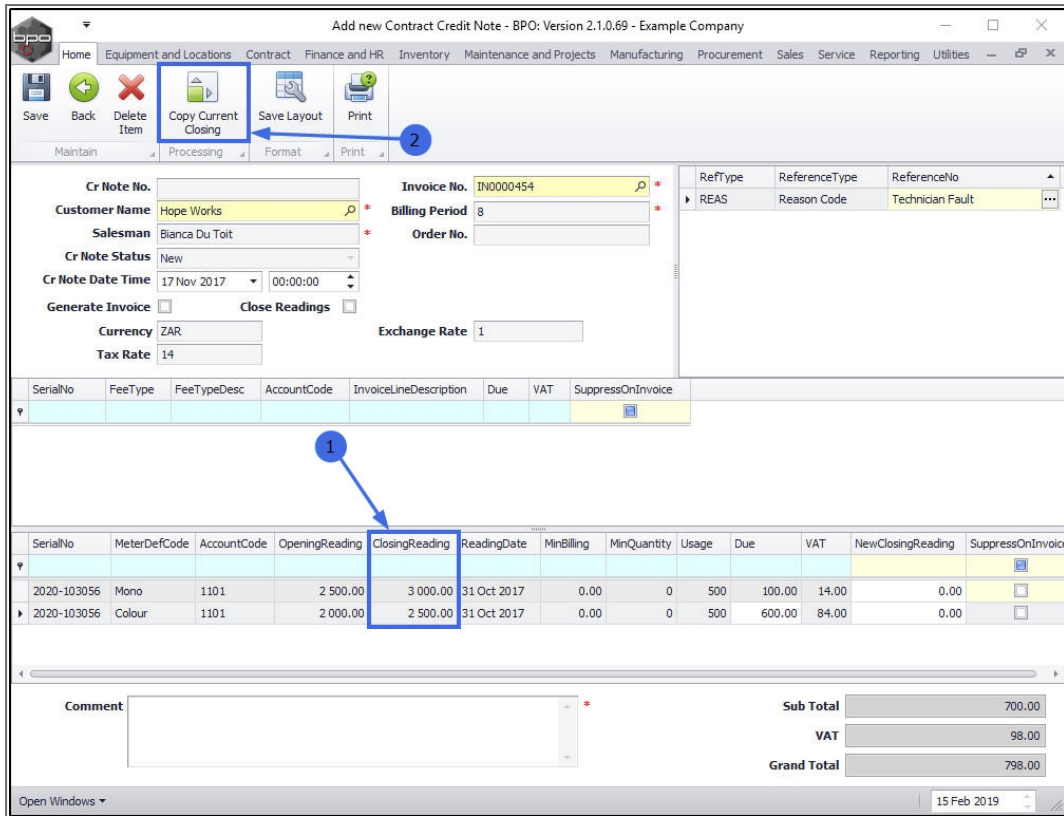
- The **New Closing Reading** fields will populate with the same figures as the **Closing Reading** fields.

  - **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.

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

Comment

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

GENERATE INVOICE CHECK BOX

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

SAVE CONTRACT CREDIT NOTE

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

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 No**.
2. If necessary, **scroll right** to view the remaining columns in this screen.

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.

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.

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