

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

SERVICE

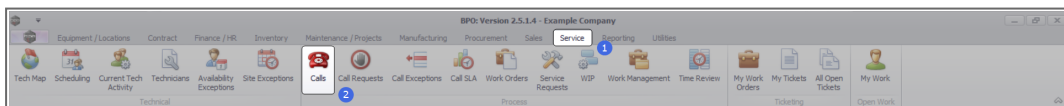
CALLS – ADD A CREDIT NOTE

Note that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility¹. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

When Call Credit Notes are raised, remember the following:

- **Partial credit notes** can be raised.
- Select whether or not to **return the stock to store**.
- If you select to return to store, you **must** complete a **return request** in order to move your stock back to the warehouse.
- When credit notes are raised in order to adjust incorrect pricing on an invoice, there is no need to return the stock to store.

Ribbon Select **Service > Calls**



- The **Call Listing** screen will be displayed.

¹BPO2 v2.5.1.3 or higher

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocation/Subject	Priority
EN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		2
EN0001002	Salemfield Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			107		2
EN0001001	Young Electric	20/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			en123		3
EN0000996	Hope Works (Pty) Ltd	24/10/2022	Unassigned		13:11:11	Printer/Barcode	ISR	New/Def Rental				BPOZ TEST 1	3
EN0000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Deniel Belgreen	14:55:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP1234567	3
EN0000991	Asde Jase Inc	24/09/2022	Unassigned		05:38:18	Contact Closure - C0000054	SR	Select Call Type					3
EN0000989	Devon / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday escape hours check	TEST	Testing			2020-2222		3
EN0000988	Young Electric	03/06/2022	Unassigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	en123		3
EN0000987	Young Electric	06/06/2022	Unassigned		05:00:00	Call logged 4 days ago for escape time checks	UPG	Upgrade			en123		3
EN0000986	Young Electric	07/06/2022	Unassigned		05:00:00	Call logged 5 days ago for escape time checks	SR	Select Call Type			en123		3
EN0000985	Hope Works (Pty) Ltd	03/06/2022	Unassigned		05:00:00	Test future call - for elapsed time	UPG	Upgrade			20-98765		3
EN0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		05:00:00	Test elapsed hours - 2 days prior	TEST	Testing			AT200000		3
EN0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		05:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN23415946		3
EN0000982	Young Electric	18/06/2022	Unassigned		05:00:00	Test elapsed hours 1	TEST	Testing			en123		3
EN0000976	Young Electric	08/11/2019	Awaiting Acceptance	Banca Du Toit	11:24:28	Test with user message email entered	ADM	Administration			107		3
EN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Banca Du Toit	05:30:20	test another call email	ADM	Administration			09501015		3
EN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Banca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			09501015		2
EN0000971	Westwood Dynamic	20/11/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
EN0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000964	Hed POC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
EN0000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		2
EN0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubBtMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.

- Select the **Call** you wish to work with.

Calls - Add a Credit Note

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BN CH001003	Young Electric	12/12/2022	12:59:10	Test account balance	CR	Change Request			an123		3
BN CH001002	SeniorTech Driver	12/12/2022	06:38:20	Test call for account balance manual	DR	Select Call Type			an123		3
BN CH001001	Young Electric	20/11/2022	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BN CH000992	Top Vehicle Hire	20/10/2022	14:58:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP123456	3
BN CH000991	Aplic Ltda Inc	04/03/2022	05:36:15	Contact Closure - C0000051	DR	Select Call Type					2
BN CH000989	Derton / Technologies	13/04/2022	09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BN CH000988	Young Electric	12/12/2022	06:38:20	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration			3
BN CH000987	Young Electric	06/04/2022	06:00:00	Call logged 4 days ago for elapse time checks	LPQ	Upgrade			an123		3
BN CH000986	Young Electric	07/04/2022	06:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			an123		3
BN CH000985	Hope Works (Pty) Ltd	18/04/2022	16:09:13	Test future call - for elapsed time	LPG	Upgrade			20-86765		3
BN CH000984	Hope Works (Pty) Ltd	06/04/2022	06:00:00	Test elapsed hours 2 - day prior	TEST	Testing			AT000000		3
BN CH000983	Hope Works (Pty) Ltd	06/04/2022	06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN234123456		3
BN CH000982	Young Electric	18/04/2022	06:00:00	Test elapsed hours 1	TEST	Testing			an123		3
BN CH000981	Young Electric	18/11/2019	13:24:29	Test with site manager email entered	ADM	Administration			107		3
BN CH000979	Hope Works (Pty) Ltd	18/11/2019	06:30:28	Test another call email	ADM	Administration			059319151		3
BN CH000978	Hope Works (Pty) Ltd	18/11/2019	15:57:00	Test new call for email description in body	CR	Change Request			059319151		3
BN CH000977	Westwood Dynamic	29/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000976	Westwood Dynamic	22/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000969	Hope Works (Pty) Ltd	16/11/2019	08:00:00	Tier - Commercial Tier Test	INOT	Installation				Forest Hills Centre	2
BN CH000968	Green Tea Supplies	16/11/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BN CH000967	Westwood Dynamic	15/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000966	Westwood Dynamic	08/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000965	Westwood Dynamic	02/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000964	HOCK PC - IT Shop	26/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BN CH000963	Westwood Dynamic	25/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BN CH000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00	Tier - Commercial Tier Test	INOT	Installation				Forest Hills Centre	2
BN CH000960	Westwood Dynamic	18/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000959	Westwood Dynamic	11/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000958	Westwood Dynamic	04/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000957	Westwood Dynamic	27/09/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000956	Westwood Dynamic	20/09/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00	Tier - Commercial Tier Test	INOT	Installation				Forest Hills Centre	2
BN CH000954	Green Tea Supplies	17/09/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

• Click on the **Edit** button.

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BN CH001003	Young Electric	12/12/2022	12:59:10	Test account balance	CR	Change Request			an123		3
BN CH001002	SeniorTech Driver	12/12/2022	06:38:20	Test call for account balance manual	DR	Select Call Type			an123		3
BN CH001001	Young Electric	20/11/2022	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BN CH000992	Top Vehicle Hire	20/10/2022	14:58:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP123456	3
BN CH000991	Aplic Ltda Inc	04/03/2022	05:36:15	Contact Closure - C0000051	DR	Select Call Type					2
BN CH000989	Derton / Technologies	13/04/2022	09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BN CH000988	Young Electric	12/12/2022	06:38:20	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration			3
BN CH000987	Young Electric	06/04/2022	06:00:00	Call logged 4 days ago for elapse time checks	LPQ	Upgrade			an123		3
BN CH000986	Young Electric	07/04/2022	06:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			an123		3
BN CH000985	Hope Works (Pty) Ltd	18/04/2022	16:09:13	Test future call - for elapsed time	LPG	Upgrade			20-86765		3
BN CH000984	Hope Works (Pty) Ltd	06/04/2022	06:00:00	Test elapsed hours 2 - day prior	TEST	Testing			AT000000		3
BN CH000983	Hope Works (Pty) Ltd	06/04/2022	06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN234123456		3
BN CH000982	Young Electric	18/04/2022	06:00:00	Test elapsed hours 1	TEST	Testing			an123		3
BN CH000981	Young Electric	18/11/2019	13:24:29	Test with site manager email entered	ADM	Administration			107		3
BN CH000979	Hope Works (Pty) Ltd	18/11/2019	06:30:28	Test another call email	ADM	Administration			059319151		3
BN CH000978	Hope Works (Pty) Ltd	18/11/2019	15:57:00	Test new call for email description in body	CR	Change Request			059319151		3
BN CH000977	Westwood Dynamic	29/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000976	Westwood Dynamic	22/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000969	Hope Works (Pty) Ltd	16/11/2019	08:00:00	Tier - Commercial Tier Test	INOT	Installation				Forest Hills Centre	2
BN CH000968	Green Tea Supplies	16/11/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BN CH000967	Westwood Dynamic	15/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000966	Westwood Dynamic	08/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000965	Westwood Dynamic	02/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000964	HOCK PC - IT Shop	26/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BN CH000963	Westwood Dynamic	25/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BN CH000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00	Tier - Commercial Tier Test	INOT	Installation				Forest Hills Centre	2
BN CH000960	Westwood Dynamic	18/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000959	Westwood Dynamic	11/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000958	Westwood Dynamic	04/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000957	Westwood Dynamic	27/09/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000956	Westwood Dynamic	20/09/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BN CH000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00	Tier - Commercial Tier Test	INOT	Installation				Forest Hills Centre	2
BN CH000954	Green Tea Supplies	17/09/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

• The **Call maintenance: Call ref. - [call number]** screen will be displayed.

• Click on the **Credit Notes** tile.

Call maintenance: Call ref. - CN0000499 - BPO: Version 2.1.0.43 - Example Company
_ □ X

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities
_ ☰ X

Save Back Close Complete Assign Hold Pending Release Reinstate Save Layout Workspaces Print Note

Links

Enter text to search...

On Site Info

For Contract

Processing

Quotes

Orders

Invoices

Credit Notes

Meters

Open Windows

Customer Office Supplies Unlimited

Contact Samantha Times

Contact No. 031 789 4961

Address 674 Nighthawk Ave
Forest Hills

Call Type New Deal Sale

Error Code

Description 1234

Call Date Time 21 Jun 2017 10:01:09

Priority 2

SLA 0.00

Date Required 28 Jun 2017

Order No OR0000200

Logged By BiancaD

Status N - New

Optional No

Relates To :

ReferenceType	ReferenceNo
Serial No	
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	OR0000200

Closure Details :

Action

Closure Date Time 00:00:00

Closed By

Equipment Info

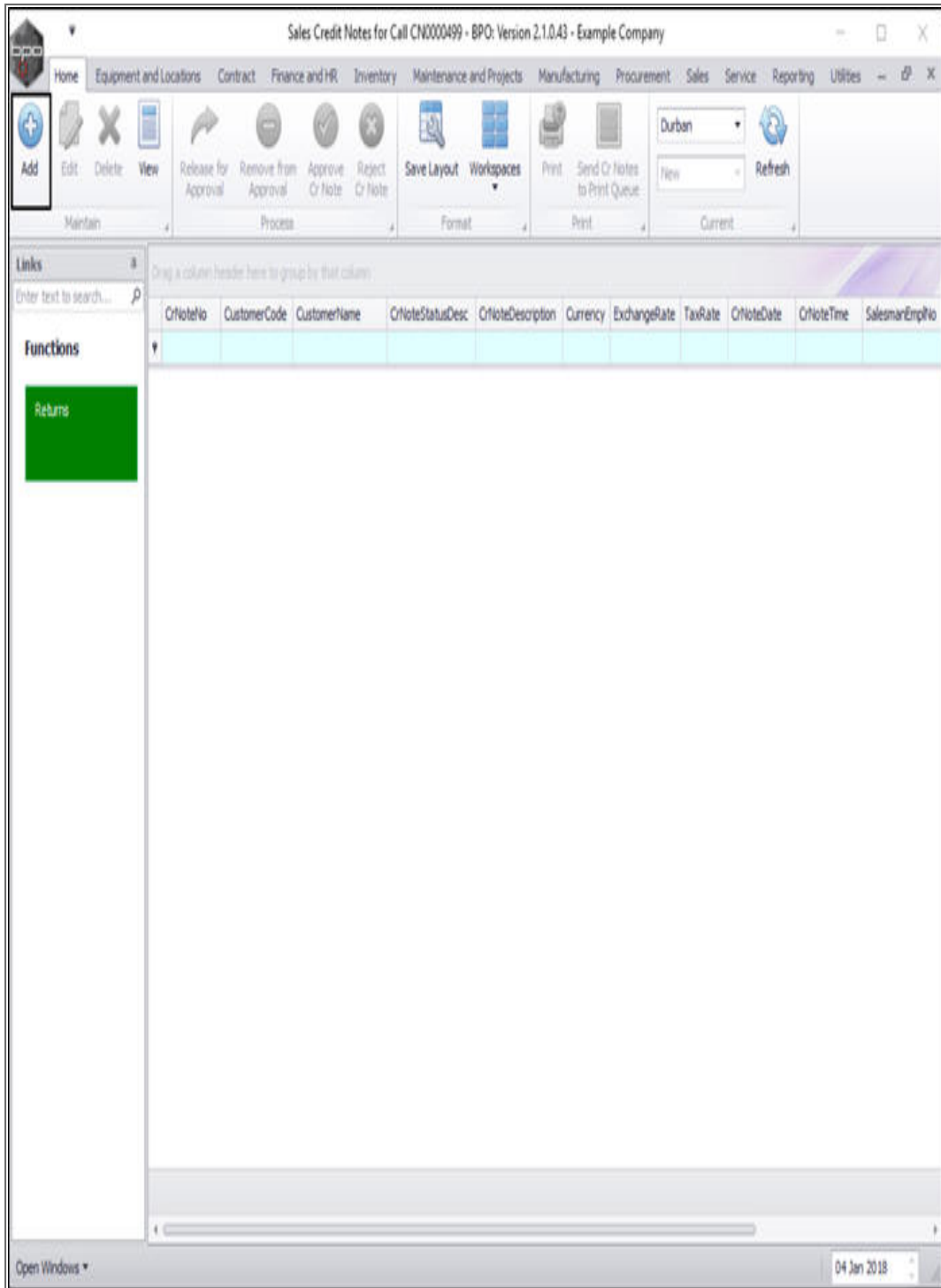
Customer Info

Meters

04 Jan 2018

CREDIT NOTE LISTING

- The **Sales Credit Notes for Call [call number]** screen will be displayed.
- Click on **Add**.



- The **Add new Customer Credit Note** screen will be displayed.
- Click on the **Related References** tab.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Delete Item | Save Layout | Workspaces

Customer Name Office Supplies Unlimited

Contact Name Samantha Times

Commercial Default 2

Salesman Sarah Milder

Billing Customer Office Supplies Unlimited

Cr Note Currency South African Rand

Tax Rate 14

Reference

Status N

Date & Time 04 Jan 2018 2:35:14 PM

Billing Contact

Exchange Rate 1

Billing address

PO Box 9632
Forest Hills
12345

Shipping address

Return Items to Store

Addresses **Related Ref**

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	Warehouse...	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
▼													
•	Select by...												

Comment

Sub Total 0.00

VAT 0.00

Grand Total 0.00

Open Windows | 04 Jan 2018

- The Related References panel will be **expanded**.
- Click in the **text box** under the **Reference No.** column, in the **Invoice No.** row.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Delete Item | Save Layout | Workspaces

Maintain | Format

Customer Name: Office Supplies Unlimited | Reference: | Status: N | Date & Time: 04 Jan 2018 2:35:14 PM

Contact Name: Samantha Times | Billing Contact: | Exchange Rate: |

Commercial: Default 2 | Salesman: Sarah Milder | Billing Customer: Office Supplies Unlimited | Cr Note Currency: South African Rand | Tax Rate: 14

Return Items to Store

RefType	ReferenceType	ReferenceNo
FINC	Location	
WKOR	Work Order Reference	
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499
CIW	Invoice No	

Addresses | Related Ref

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	Warehouse...	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Select ty...													

Comment:

Sub Total: 0.00
VAT: 0.00
Grand Total: 0.00

Open Windows | 04 Jan 2018

- An **ellipsis [...]** button will be revealed.
- Click on this ellipsis button to display a **Select the related invoice for this order** pop up screen.

The screenshot displays the 'Add new Customer Credit Note' interface. The main window includes a menu bar (Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, Utilities) and a toolbar (Save, Back, Delete Item, Save Layout, Workspaces). The main form contains fields for Customer Name, Contact Name, Commercial, Salesman, Billing Customer, Cr Note Currency, and Tax Rate. A 'Reference' table is visible with columns RefType, ReferenceType, and ReferenceNo. A pop-up window titled 'Select the related invoice for this order' is overlaid, showing a table of invoices with columns InvoiceNo, CustomerC..., CustomerName, DeptName, InvoiceStat..., and InvoiceDescription. The pop-up window also has 'Ok', 'Back', and 'Save Layout' buttons.

RefType	ReferenceType	ReferenceNo
FINC	Location	
WKOR	Work Order Reference	
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499

InvoiceNo	CustomerC...	CustomerName	DeptName	InvoiceStat...	InvoiceDescription
INW000001	HCP001	Hope Works	Technical	Printed	New SP2020 Mach
INW000002	HCP001	Hope Works	Technical	Printed	New SP2020 Mach
INW000003	HCP001	Hope Works	Technical	Printed	new machine
INW000004	HCP001	Hope Works	Technical	Printed	Adhoc machine sal
INW000005	DER001	Derton Technologies		Printed	Single machine sal
INW000006	HCP001	Hope Works	Technical	Printed	New Machine
INW000007	DER001	Derton Technologies		Printed	Machine installator
INW000008	DER001	Derton Technologies		Printed	test
INW000009	HCP001	Hope Works	Technical	Printed	Staple repair
INW000010	DER001	Derton Technologies		Printed	Repair and Toners
INW000011	HCP001	Hope Works	Technical	Printed	test

- Click on the **row selector** in front of the **invoice** that you wish to **raise a credit note** for.
- Click on **Ok**.

The screenshot shows the 'Add new Customer Credit Note' window in BPO Version 2.1.0.43. The main window displays customer information for 'Office Supplies Unlimited' and a list of related invoices. A modal window titled 'Select the related invoice for this order' is open, showing a table of invoices. The invoice with InvoiceNo 'INW000368' is selected, and the 'Ok' button is highlighted with a red box.

InvoiceNo	CustomerC...	CustomerName	DeptName	InvoiceStat...	InvoiceDescription
INW000365	BIG0001	Big Bargains		Printed	test
INW000366	BOT0001	Bothas Networking inc		Printed	test
INW000367	HOP001	Hope Works	Technical	Printed	Swap out Invoice
INW000368	OFF001	Office Supplies Unlimited		Printed	1234
INW000369	OFF001	Office Supplies Unlimited		Printed	1234
INW000370	DER001	Derton Technologies		Printed	1234
INW000371	APP0001	Apple Juice Inc	Sales Depa...	Printed	1234
INW000372	HOP001	Hope Works	Technical	Printed	Swap out Invoice
INW000374	HOP001	Hope Works	Technical	Printed	HW011111
INW000375	HOP001	Hope Works	Technical	Printed	1234
INW000376	ABCKY2123	ABC Shoe Co		Printed	1234

- The selected invoice details will populate the **Items** data grid in the credit note screen.
- If a **stock item** was invoiced, a message box will pop up asking;
 - **Do you wish to return the items to store?**
- If you **do** want to return the items (if, for example, the incorrect part was invoiced) then click on **Yes**.
 - **Note:** Remember that you still need to return the stock using the Return Request screen, when the credit note is authorised and printed.

- If you have selected to **Return the Item to Store**, then a **Return Processing** message box will pop up, asking:

- **Do the items being returned to the store need to be replaced?**
- Select **Yes** If the part issued was the correct part, but is damaged / or has the incorrect serial number, and a new part of the same part code needs to be issued.
 - **Note:** Once the part has been returned to store, the part request will **re-open** to be fulfilled - a new part / correct serial number **must** be issued.
- Select **No** If you issued the incorrect part, or the order is cancelled.
 - **Note:** This will set the part request required quantity to zero - as it is no longer required.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Delete Item | Save Layout | Workspaces

Maintain | Format

Customer Name: Office Supplies Unlimited | Reference: | Status: N | Date & Time: 05 Jan 2018 12:39:30 PM

Contact Name: Samantha Times | Commercial: Type Class Commercial | Salesman: Sarah Milder | Billing Customer: Office Supplies Unlimited | Billing Contact: Samantha Times | Cr Note Currency: South African Rand | Exchange Rate: | Tax Rate: 14

Return Items to Store

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	Warehouse...	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Wareh...	1.00	457.43	526.05	526.05	No	14.00	No	A
Select ty...													

Return Processing

Do the items being returned to the store need to be replaced?

Yes No

Comment: | Sub Total: 526.05 | VAT: 73.65 | Grand Total: 599.70

Open Windows | 04 Jan 2018

- If you **not** do want to return the items to store (if, for example, the incorrect selling price was charged) then click on **No**.

- You do have the option to use the **Return Items to Store** flag if you made the incorrect choice.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Delete Item | Save Layout | Workspaces

Maintain | Format

Customer Name: Office Supplies Unlimited | Reference: | Status: N | Date & Time: 05 Jan 2018 1:39:43 PM

Contact Name: Samantha Times | Billing Customer: Office Supplies Unlimited | Billing Contact: Samantha Times

Commercial: Type Class Commercial | Cr Note Currency: South African Rand | Exchange Rate: 1 | Tax Rate: 14

Return Items to Store

RefType	ReferenceType	ReferenceNo
WVOR	Work Order Reference	
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499
INVO	Invoice No	INV0000368
REAS	Reason Code	

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	Warehouse...	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Wareh...	1.00	457.43	526.05	526.05	No	14.00	No	A
Select ty...													

Comment:

Sub Total: 526.05
VAT: 73.65
Grand Total: 599.70

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- When you click on the **Return Items to Store** check box, a **Return Processing** screen will pop up asking;

- **Do the items being returned to the store need to be replaced?**
- You now have the opportunity to correct your previous choice, if required, and click on **Yes**.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Delete Item | Save Layout | Workspaces

Maintain | Format

Customer Name: Office Supplies Unlimited
 Contact Name: Samantha Times
 Commercial: Type Class Commercial
 Salesman: Sarah Milder
 Billing Customer: Office Supplies Unlimited
 Cr Note Currency: South African Rand
 Tax Rate: 14

Reference:
 Status: N
 Date & Time: 05 Jan 2018 1:39:43 PM
 Billing Contact: Samantha Times
 Exchange Rate: 1

RefType	ReferenceType	ReferenceNo
WVOR	Work Order Reference	
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499
CDIV	Invoice No	INV0000368
REAS	Reason Code	

Return Items to Store

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription	Warehouse...	Quantity	UnitCost	ItemPrice	BaseCcyPrice	ReturnToStore	TaxRate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Wareh...	1.00	457.43	526.05	526.05	No	14.00	No	A
Select ty...													

Return Processing

Do the items being returned to the store need to be replaced?

Yes No

Comment:

Sub Total: 526.05
 VAT: 73.65
 Grand Total: 599.70

Open Windows | 04 Jan 2018

- In the Items data grid, each **part** line item will show whether;
 - a part will be **returned to stores** or,
 - a **replacement part** is required.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Delete Item | Save Layout | Workspaces

Maintain | Format

Customer Name: Office Supplies Unlimited | Reference: | Status: N | ReType: WKOR | ReferenceType: Work Order Reference | ReferencNo: |

Contact Name: Samantha Times | Date & Time: 05 Jan 2018 1:39:43 PM | ReType: PMNG | ReferenceType: Project Reference | ReferencNo: |

Commercial: Type Class Commercial | Billing Contact: Samantha Times | ReType: CTRT | ReferenceType: Contract No | ReferencNo: |

Salesman: Sarah Milder | Exchange Rate: | ReType: ASMN | ReferenceType: Serial No | ReferencNo: |

Billing Customer: Office Supplies Unlimited | Cr Note Currency: South African Rand | Exchange Rate: | ReType: CALL | ReferenceType: Call Reference | ReferencNo: CH0000499 |

Tax Rate: 14 | ReType: CINV | ReferenceType: Invoice No | ReferencNo: INV0000360 |

ReAS: Reason Code |

Return Items to Store

Item Type	Item Code	Department	Item Description	Cr Note Line Description	Warehouse Name	Quantity	Unit Cost	Item Price	Base Ccy Price	Return to Store	Tax Rate	Replace	Status
Parts	2020-147X	Sales Department	Black toner SP2020	Black toner SP2020	Main Warehouse	1.00	457.43	526.05	526.05	Yes	14.00	Yes	A
Select type...													

Comment:

Sub Total: 526.05
VAT: 73.65
Grand Total: 599.70

Open Windows | 04 Jan 2018

- Ensure you have a **Reference** and **Comment** relating to the **reason** for this credit note.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Delete Item | Save Layout | Workspaces

Maintain | Format

Customer Name: Office Supplies Unlimited | Reference: Damaged Toner | RefType: WKOR | ReferenceType: Work Order Reference | ReferenceNo: |

Contact Name: Samantha Times | Status: N | RefType: PMNG | ReferenceType: Project Reference | ReferenceNo: |

Commercial: Type Class Commercial | Date & Time: 05 Jan 2018 1:39:43 PM | RefType: CTRT | ReferenceType: Contract No | ReferenceNo: |

Salesman: Sarah Milder | Billing Contact: Samantha Times | RefType: ASMN | ReferenceType: Serial No | ReferenceNo: |

Billing Customer: Office Supplies Unlimited | Exchange Rate: 1 | RefType: CALL | ReferenceType: Call Reference | ReferenceNo: CH0000499

Cr Note Currency: South African Rand | Tax Rate: 14 | RefType: CINV | ReferenceType: Invoice No | ReferenceNo: INV0000368

REAS | Reason Code | ReferenceNo: |

Return Items to Store

Item Type	Item Code	Department	Item Description	Cr Note Line Description	Warehouse Name	Quantity	Unit Cost	Item Price	Base Ccy Price	Return to Store	Tax Rate	Replace	Status
Parts	2020-147X	Sales Department	Black toner SP2020	Black toner SP2020	Main Warehouse	1.00	457.43	526.05	526.05	Yes	14.00	Yes	A

Select L...

Comment: Toner to be replaced.

Sub Total: 526.05
VAT: 73.65
Grand Total: 599.70

Open Windows | 04 Jan 2018

- In the **Related References** panel, **scroll down** until you can view the **Reason Code** row.

- Click in the **text box** under the **Reference No.** column, in the **Reason Code** row.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Delete Item | Save Layout | Workspaces

Maintain | Format

Customer Name: Office Supplies Unlimited | Reference: Damaged Toner | RefType: PMNG | ReferenceType: Project Reference | ReferenceNo: []

Contact Name: Samantha Times | Status: N | RefType: CTRT | ReferenceType: Contract No | ReferenceNo: []

Commercial: Type Class Commercial | Date & Time: 05 Jan 2018 1:39:43 PM | RefType: ASMN | ReferenceType: Serial No | ReferenceNo: []

Salesman: Sarah Milder | Billing Customer: Office Supplies Unlimited | Billing Contact: Samantha Times | RefType: CALL | ReferenceType: Call Reference | ReferenceNo: CN000499

Cr Note Currency: South African Rand | Exchange Rate: [] | RefType: CINV | ReferenceType: Invoice No | ReferenceNo: INV000368

Tax Rate: 14 | RefType: REAS | ReferenceType: Reason Code | ReferenceNo: []

Return Items to Store

Item Type	Item Code	Department	Item Description	Cr Note Line Description	Warehouse Name	Quantity	Unit Cost	Item Price	Base Ccy Price	Return To Store	Tax Rate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Warehouse	1.00	457.43	526.05	526.05	Yes	14.00	Yes	A
Select...													

Comment: Toner to be replaced.

Sub Total: 526.05
VAT: 73.65
Grand Total: 599.70

Open Windows | 04 Jan 2018

- An **ellipsis [...]** button will be revealed.
- Click on this ellipsis button to display a **Select the reason code for this credit note** pop up screen.

Customer Information:

- Customer Name: Office Supplies Unlimited
- Contact Name: Samantha Times
- Commercial: Type Class Commercial
- Salesman: Sarah Milder
- Billing Customer: Office Supplies Unlimited
- Cr Note Currency: South African Rand
- Tax Rate: 14

Reference Information:

- Reference: Damaged Toner
- Status: N
- Date & Time: 05 Jan 2018 1:39:43 PM
- Billing Contact: Samantha Times
- Exchange Rate: 1

RefType	ReferenceType	ReferenceNo
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CH0000499
CBIV	Invoice No	INV0000368

Return Items to Store

ItemType	ItemCode	Department	ItemDescription	CrNoteLineDescription
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020

Reason Code Selection Pop-up:

fdCode	fdCodeDescription
1	Order Cancelled
2	Incorrect Selling Price
3	Technician Fault
4	Within service contract
5	Incorrect part
6	Oversupply

Comment: Toner to be replaced.

Sub Total	526.05
VAT	73.65
Grand Total	599.70

Open Windows | 04 Jan 2018

- Click on the **row selector** in front of the **reason code** that you wish to **select** for this **credit note**.
- Click on **Ok**.
- **Note:** If no codes have not yet been configured, or the code that you need to use has not been set up, then this needs to be added in Static Data: [Credit Note Reason](#).

- The selected reason code will now populate the Related References panel.

Add new Customer Credit Note - BPO: Version 2.1.0.43 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Delete Item | Save Layout | Workspaces

Maintain | Format

Customer Name: Office Supplies Unlimited
 Contact Name: Samantha Times
 Commercial: Type Class Commercial
 Salesman: Sarah Milder
 Billing Customer: Office Supplies Unlimited
 Cr Note Currency: South African Rand
 Tax Rate: 14

Reference: Damaged Toner
 Status: N
 Date & Time: 05 Jan 2018 1:39:43 PM
 Billing Contact: Samantha Times
 Exchange Rate: 1

RefType	ReferenceType	ReferenceNo
PMNG	Project Reference	
CTRT	Contract No	
ASMN	Serial No	
CALL	Call Reference	CR0000499
CINV	Invoice No	INV000368
I REAS	Reason Code	Incorrect part

Return Items to Store

Item Type	Item Code	Department	Item Description	Cr Note Line Description	Warehouse Name	Quantity	Unit Cost	Item Price	Base Ccy Price	Return to Store	Tax Rate	Replace	Status
Parts	2020-147K	Sales Department	Black toner SP2020	Black toner SP2020	Main Warehouse	1.00	457.43	526.05	526.05	Yes	14.00	Yes	A

Select 1...

Comment: Toner to be replaced.

Sub Total: 526.05
 VAT: 73.65
 Grand Total: 599.70

Open Windows | 04 Jan 2018

- If you leave the credit note **as is** and click on Save, it will be credited it **in full**.

- **Note:** You can also do a [partial credit note](#).
- Click on **Save**.

- You will return to the **Sales Credit Notes for Call [call number]** listing screen where you can now view the new credit note.
 - **Note:** Complete the credit note process with the following steps:
 - **Credit Note Approval Process**
 - **Return Stock to Store (if returning stock)**

Sales Credit Notes for Call CN0000499 - BPO: Version 2.1.0.43 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Add | Edit | Delete | View | Release for Approval | Remove from Approval | Approve O Note | Reject O Note | Save Layout | Workspaces | Print | Send O Notes to Print Queue | Durban | Refresh

Links: Enter text to search...
 Functions: Returns

ONoteNo	CustomerCode	CustomerName	ONoteStatusDesc	ONoteDescription	Currency	ExchangeRate	TaxRate	ONoteDate	ONoteTime	SalesmanEmpNo	
1	CN0000100	OFF001	Office Supplies Unlimited	New	Damaged Toner	ZAR	1.00	14.00	05 Jan 2018	01:39:43	ML001

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Related Topics

[Edit Credit Note](#)

[Delete a Credit Note](#)



[Credit Note Approval Process](#)

[Return Stock to Store \(if returning stock\)](#)

MNU.122.024

