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

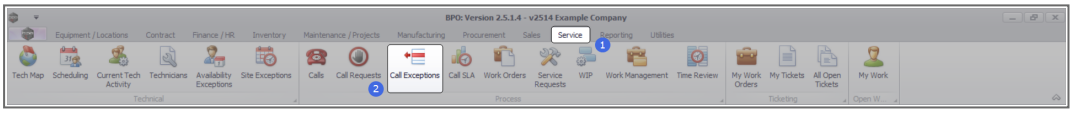
SERVICE

CLOSURE EXCEPTIONS - CREDIT A CALL

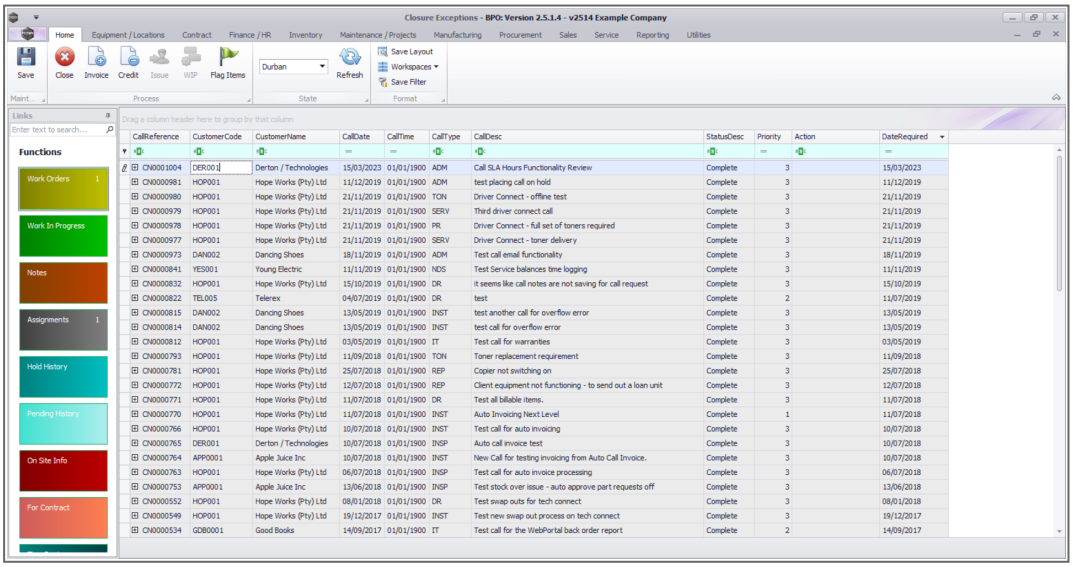
If you need to credit a call, you can add the Credit Note directly from the Closure Exception Listing screen.

SELECT THE CALL

Ribbon Select **Service > Call Exceptions**



- The **Closure Exceptions Listing** screen will be displayed, listing all Completed calls with completed work orders that have closure exceptions.



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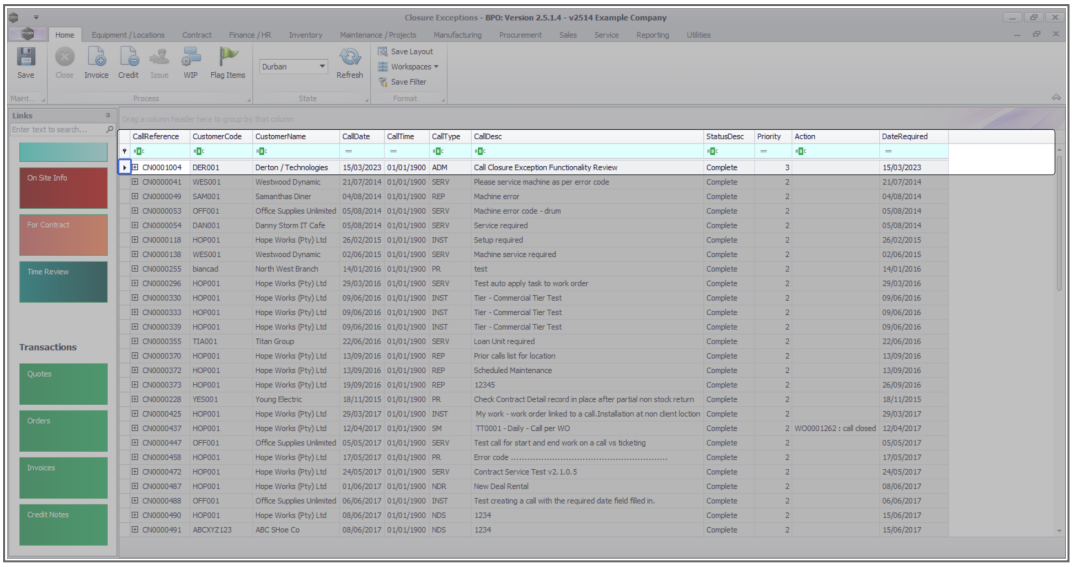
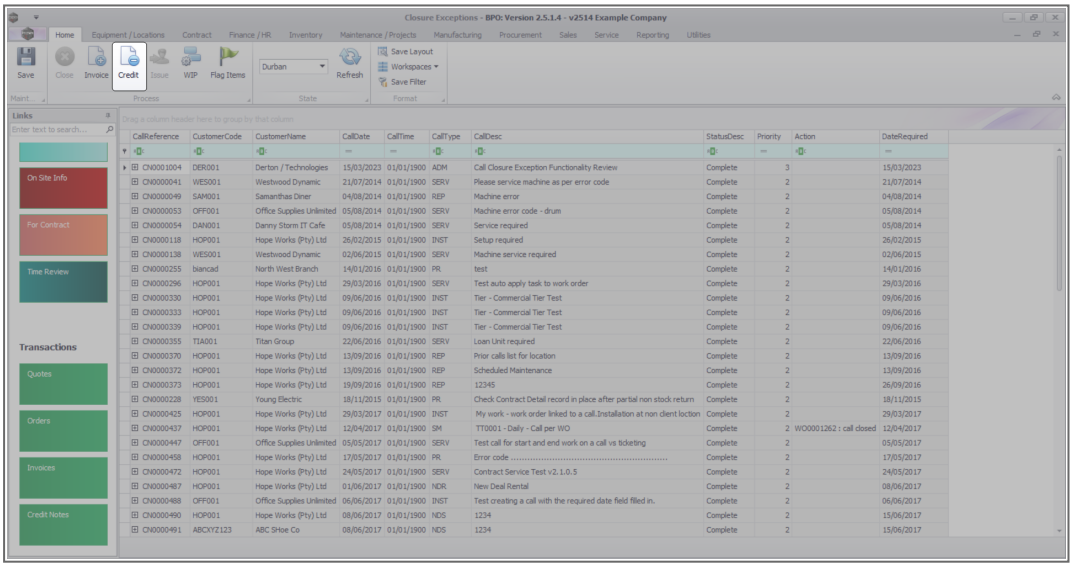
- Click on the row selector in front of the call.



CREDIT THE CALL

- Click on the **Credit** button.



- The **Credit Note** Maintain screen will open, listing the customer information.

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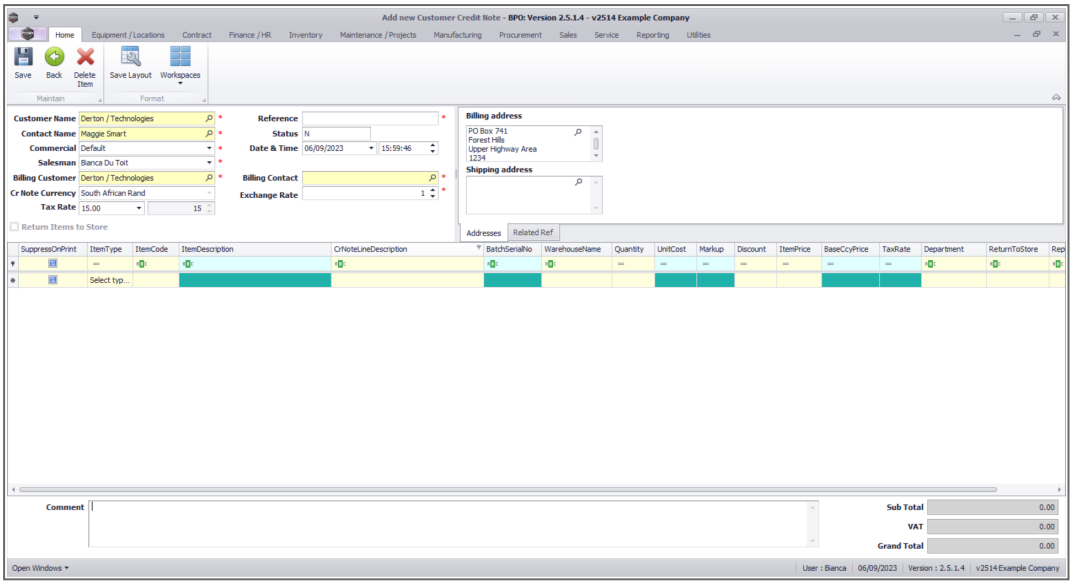

For a detailed handling of this topic refer to Calls - Add a Credit Note

Related Topics

- Service - Introduction to Call Closure Exceptions
- Service - View Call Closure Exception Details
- Service - Closure Exceptions - View Call Details
- Service - Closure Exceptions - Invoice Call
- Service - Closure Exceptions - Credit Call
- Service - Closure Exceptions - Issue Stock
- Service - Closure Exceptions - WIP
- Service - Closure Exceptions - Flag Items

MNU.125.004

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