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

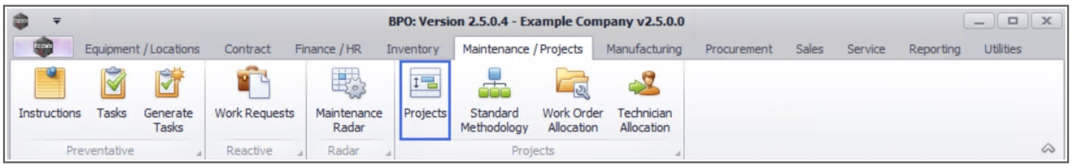
PROJECTS

PROJECT – RAISE CREDIT NOTE

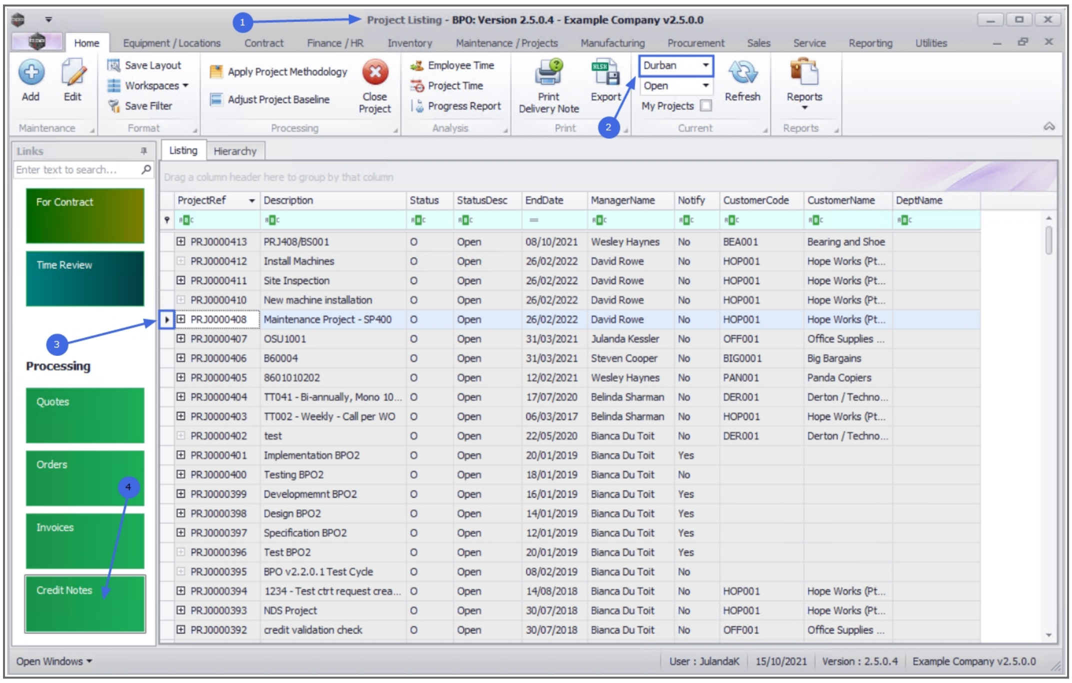
When Project Credit Notes are raised, remember the following:

- Partial credit notes can be raised.
- You can 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 Access: Maintenance / Projects > Projects



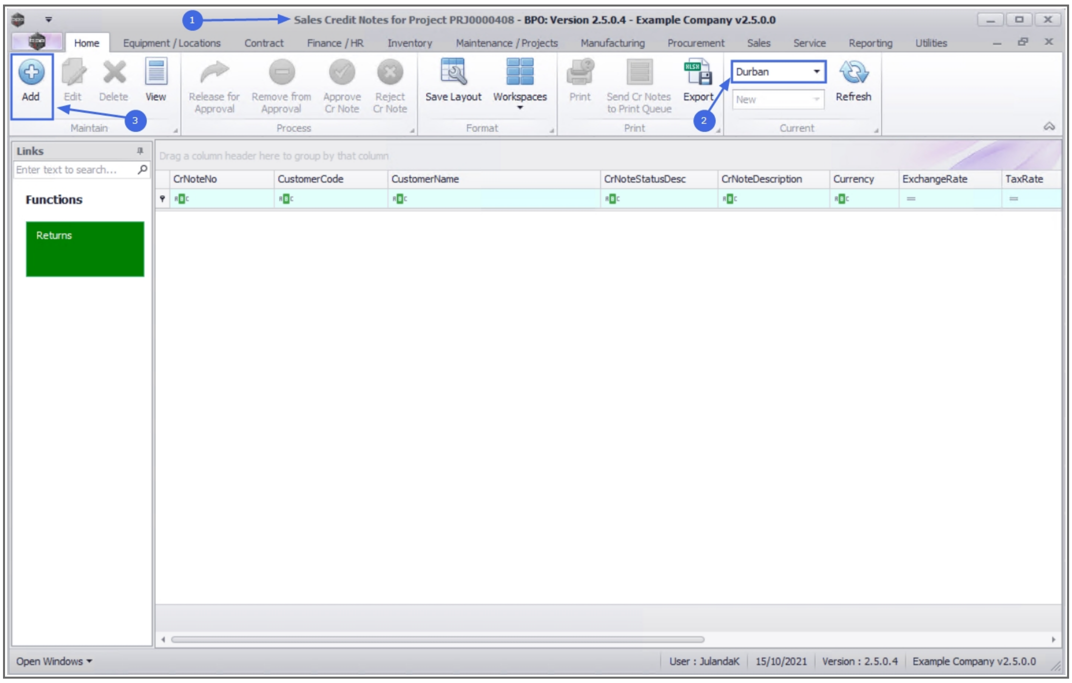
1. The **Project Listing** screen will be displayed.
2. Select the **Site** where the project can be located.
    - The example has **Durban** selected.
3. Select the **row** of the **project** you wish to raise a credit note for.
4. Click on the **Credit Notes** tile.



ADD CREDIT NOTE

1. The **Sales Credit Notes for Project [**project ref number**]** screen will be displayed.
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, ensure that the correct **Site** has been selected.
3. Click on **Add**.

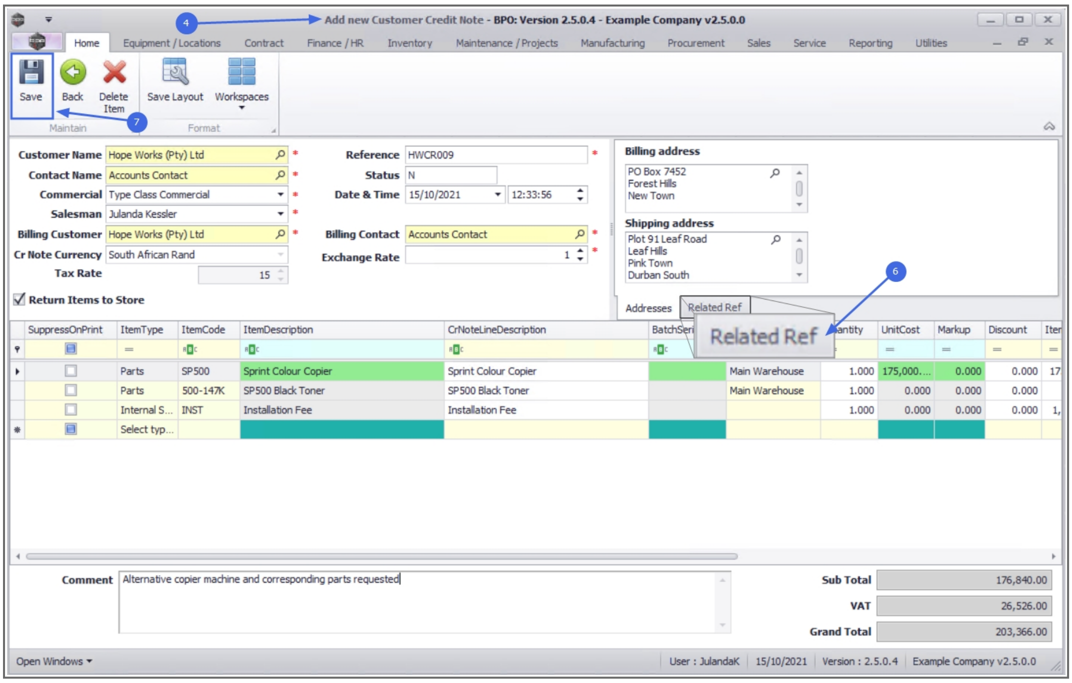
Short cut key: Right click to display the **All groups** menu list. Click on **Add**.



4. The **Add new Customer Credit Note** screen will display.
5. Complete the Customer Credit Note details as required.
6. Click on the **Related Ref** tab to link any reference information related to the Credit Note, e.g. Project Reference, Reason Code, Invoice Number etc.
7. Click on **Save** to save the credit note as a **New** Credit Note and to return to the **Sales Credit Notes for Project** screen.

> A system generated **Credit Note Number** will be issued for the Credit Note.

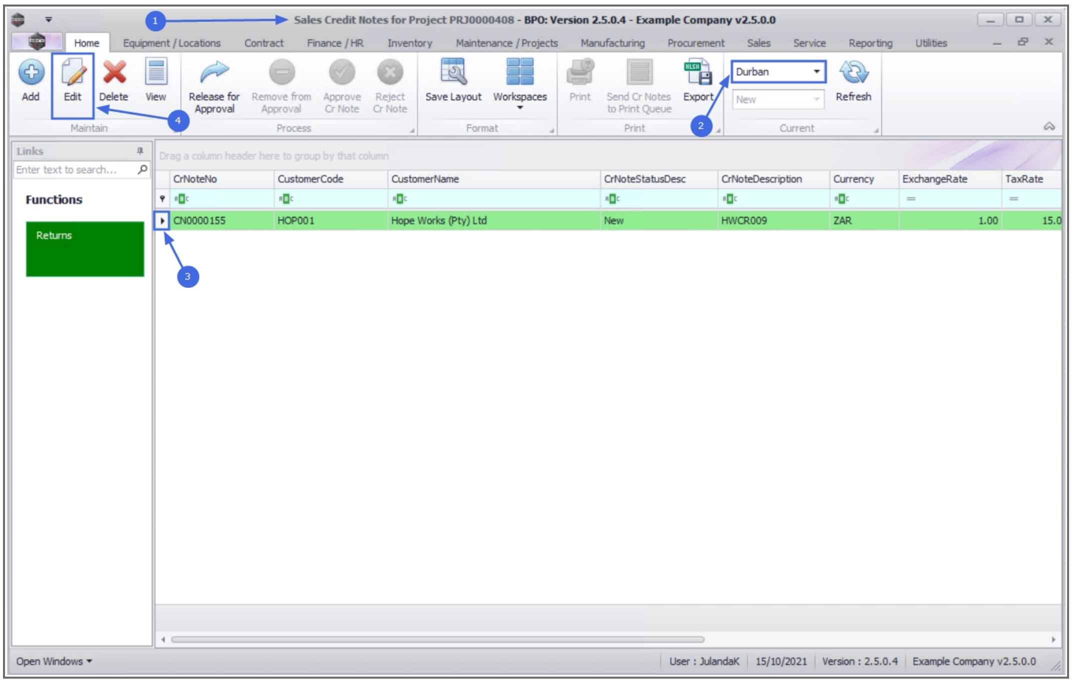
For a detailed handling of this topic refer to Credit Notes - Issue a Credit Note



EDIT CREDIT NOTE

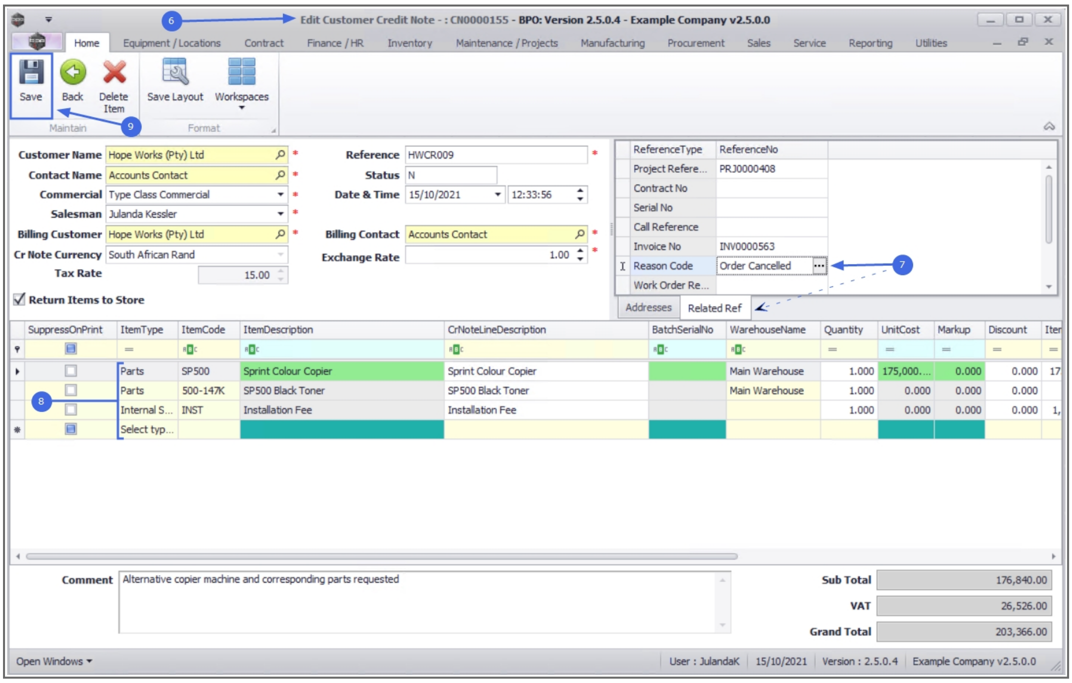
1. From the **Sales Credit Notes for Project [**project ref number**]** screen,
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, ensure that the correct **Site** has been selected.
    - The example has **Durban** selected.
3. Select the **row** of the Sales Credit Note you wish to edit.
4. Click on **Edit**.

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



6. The **Edit Customer Credit Notes - : [**credit note number**]** will display.
7. You can make changes to the **Heading Information**, **Addresses** or **Related References tab**.
    - 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 Project** screen.

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

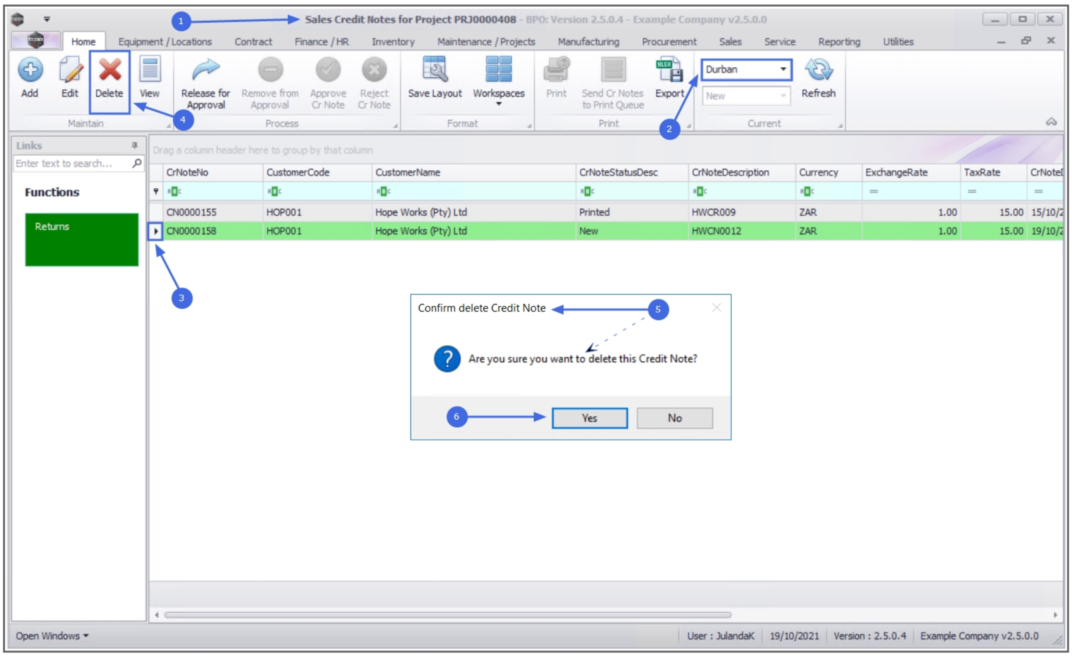


CANCEL A CREDIT NOTE

1. From the **Sales Credit Notes for Project [**project ref number**]** listing screen,
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, ensure that the correct **Site** has been selected.
   - The example has **Durban** selected.
3. Select the **row** of the Sales Quote you wish to **cancel**.
4. Click on **Delete**.

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

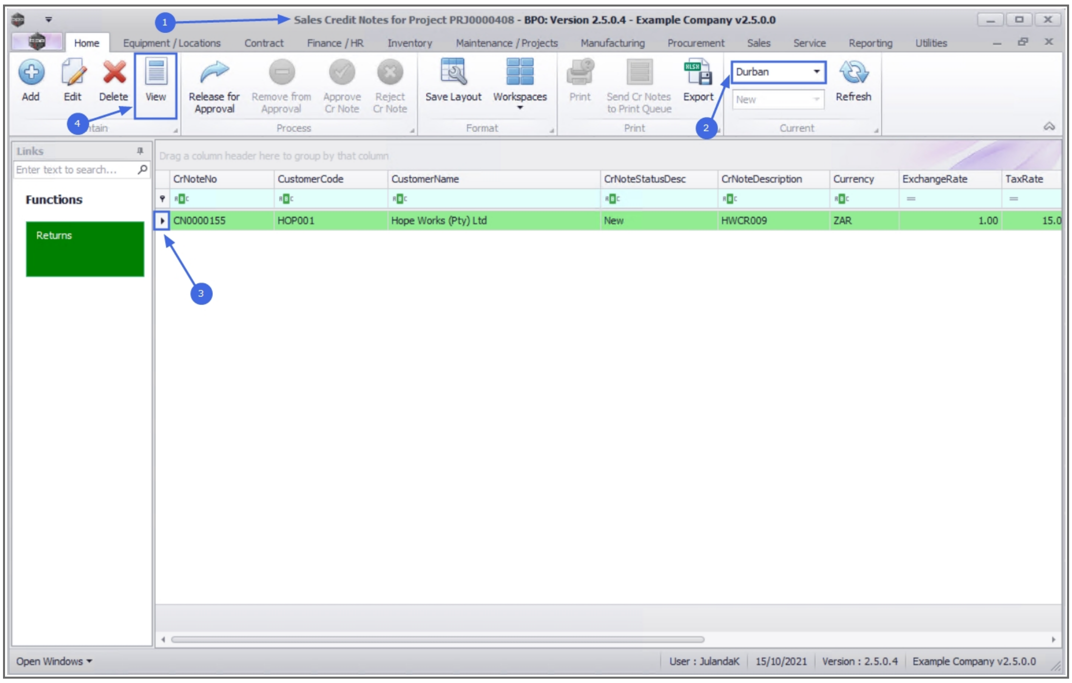
5. When you receive the **Confirm delete Credit Note** message;
   - **Are you sure you want to delete this Credit Note?**
6. Click on **Yes**.



The Credit Note has been removed from the Sales Credit Notes for Project screen.

VIEW CREDIT NOTE

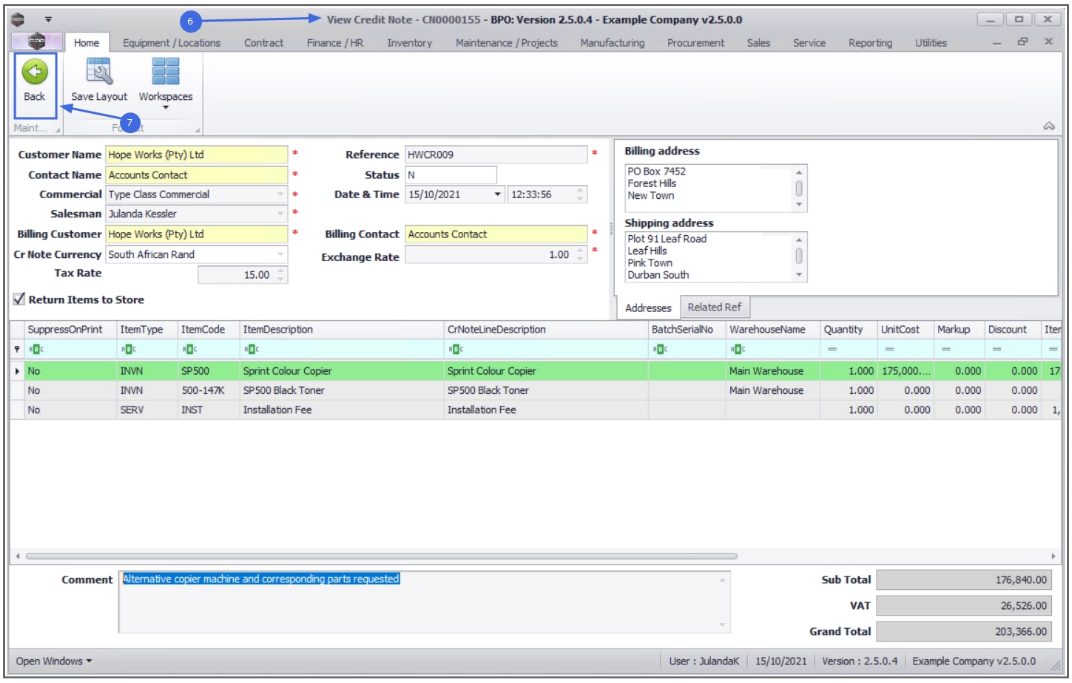
1. From the **Sales Credit Notes for Project [**project ref number**]** listing screen,
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, ensure that the correct **Site** has been selected.
   - The example has **Durban** selected.
3. Select the **row** of the Credit Note you wish to view.
4. Click on **View.**



6. The **View Credit Note - [**credit note number**]** screen will display.

> Note that 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.

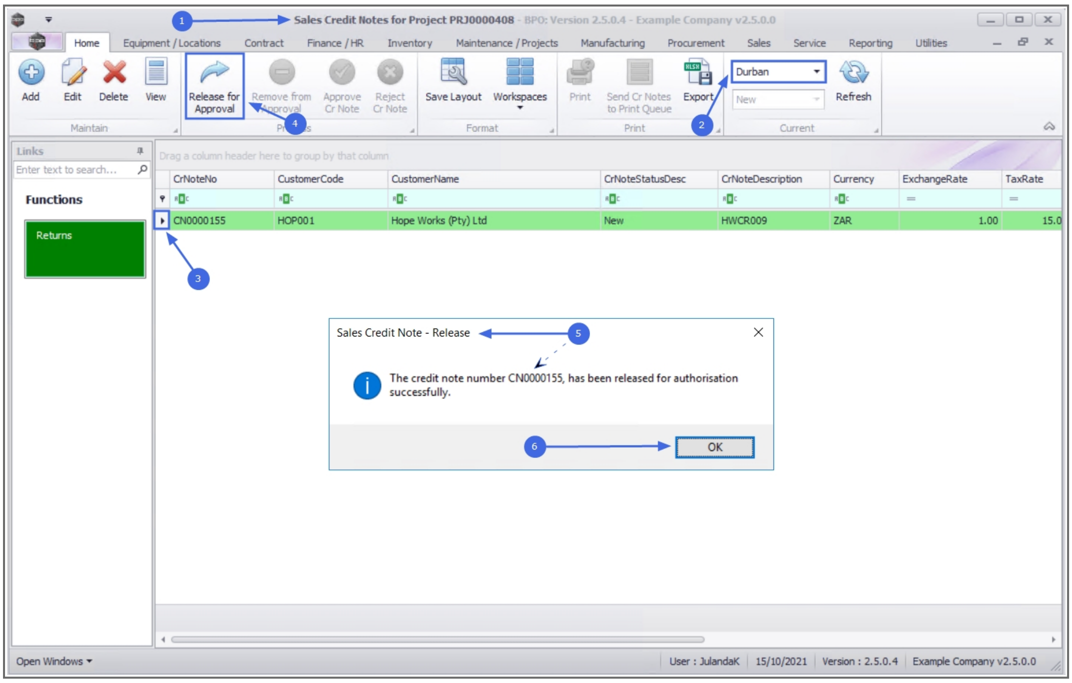


RELEASE FOR APPROVAL

1. From the **Sales Credit Notes for Project [**project ref number**]** listing screen,
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, ensure that the correct **Site** has been selected.
    - The example has **Durban** selected.
3. Select the **row** of the Credit Note you wish to release for Approval.
4. Click on **Release for Approval**.

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

5. When you receive the **Sales Credit Note - Release** message to confirm;
    - **The credit note number [**credit note number**], has been released for authorisation successfully.**
6. Click on **OK**.



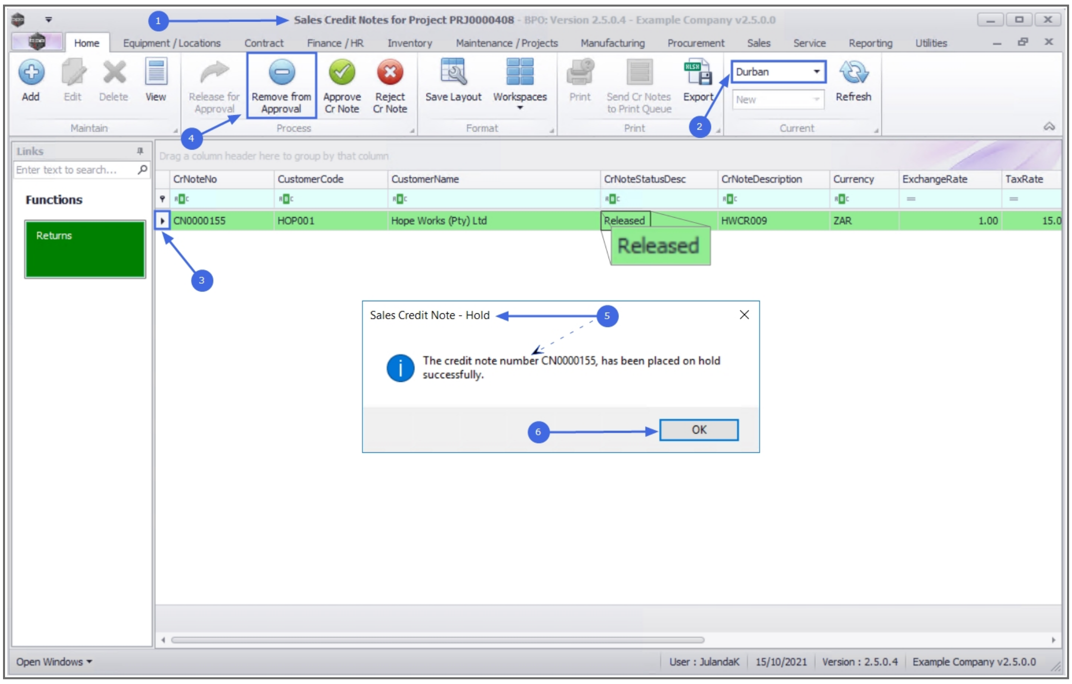
PLACE ON HOLD

1. From the **Sales Credit Notes for Project [**project ref number**]** listing screen,
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, ensure that the correct **Site** has been selected.
    - The example has **Durban** selected.
3. Select the **row** of the Credit Note you wish to remove from approval.
4. Click on **Remove from Approval**.

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

Only credit notes that have been Released can be placed on hold.

5. When you receive the **Sales Credit Note - Hold** message to confirm;
   - **The credit note number [**credit note number**], has been placed on hold successfully.**
6. Click on **OK**.



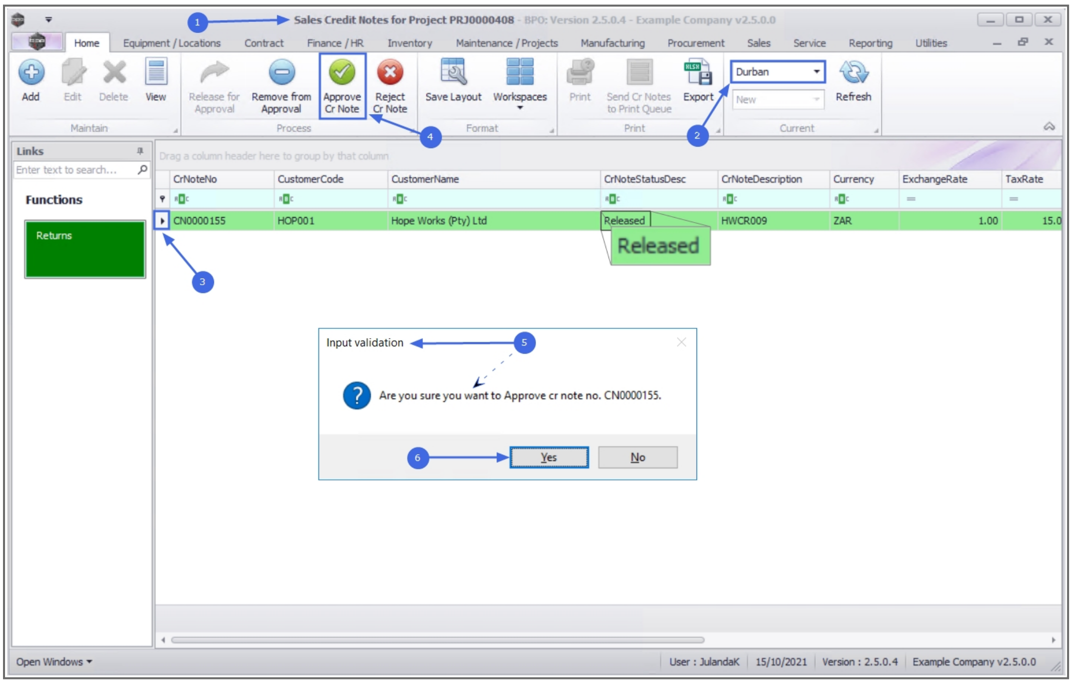
APPROVE CREDIT NOTE

1. From the **Sales Credit Notes for Project [**project ref number**]** listing screen,
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, ensure that the correct **Site** has been selected.
   - The example has **Durban** selected.
3. Click on the **row** of the Credit Note you wish to approve.
4. Click on **Approve Cr Note**.

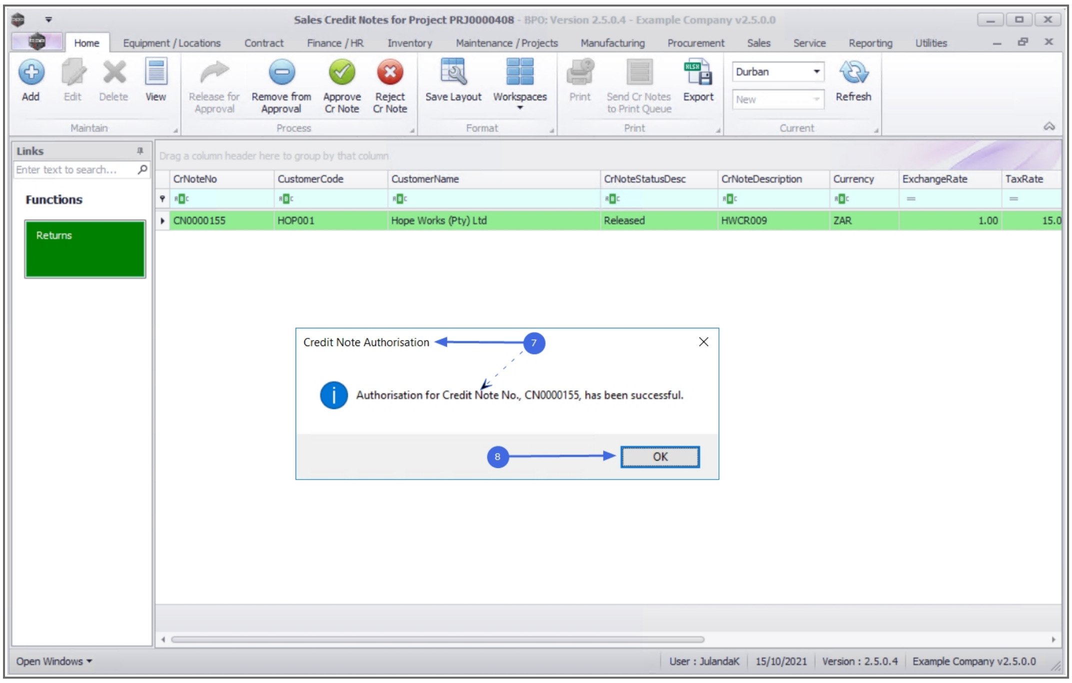
Short cut key: Right click to display the **All groups** menu list. Click on **Approve**.

Only credit notes that have been Released can be approved.

5. When you receive the **Input Validation** message to confirm;
   - **Are you sure you want to Approve cr note no. [CN**credit note number**].**
6. Click on **Yes**.



7. When you receive the **Credit Note Authorisation** message to confirm;
   - **Authorisation for Credit Note No., [**credit note number**], has been successful.**
8. Click on **OK**.

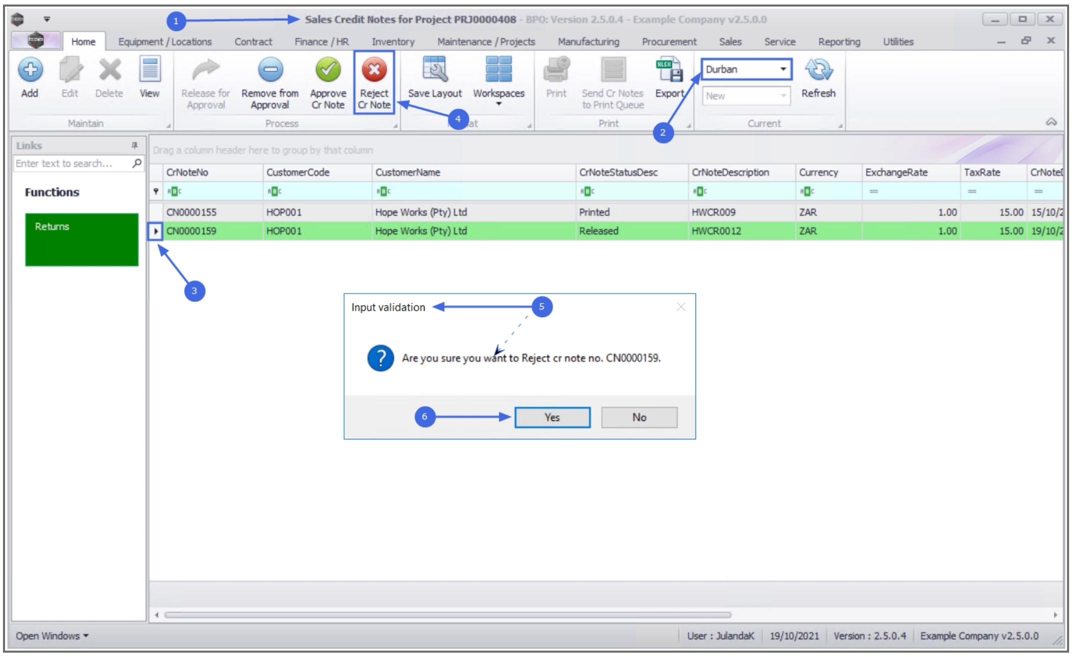


REJECT CREDIT NOTE

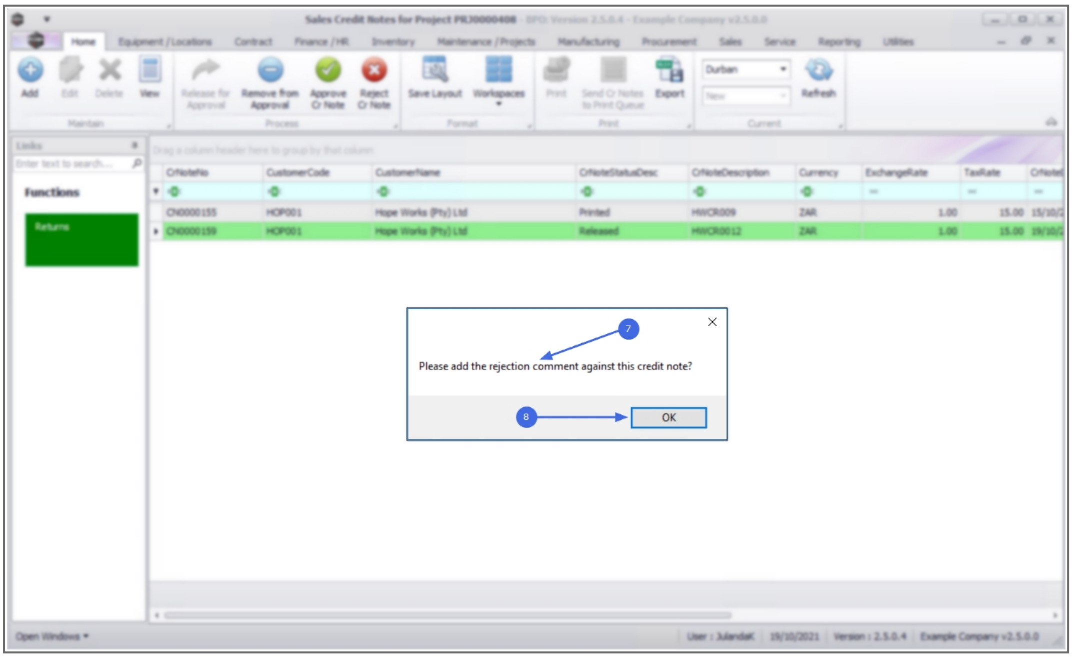
1. From the **Sales Credit Notes for Project [**project ref number**]** listing screen,
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, ensure that the correct **Site** has been selected.
    - The example has **Durban** selected.
3. Select the **row** of the Credit Note you wish to reject.
4. Click on **Reject Cr Note**.

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

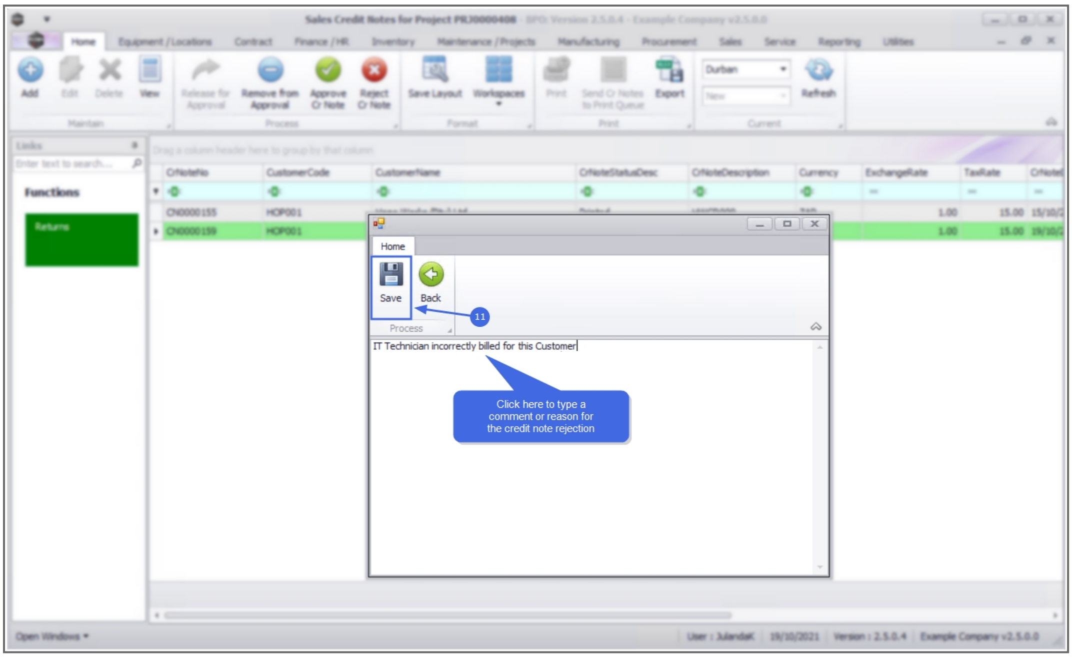
5. When you receive the **Input Validation** message to confirm;
    - **Are you sure you want to Reject cr note no. [**credit note number**].**
6. Click on **Yes**.



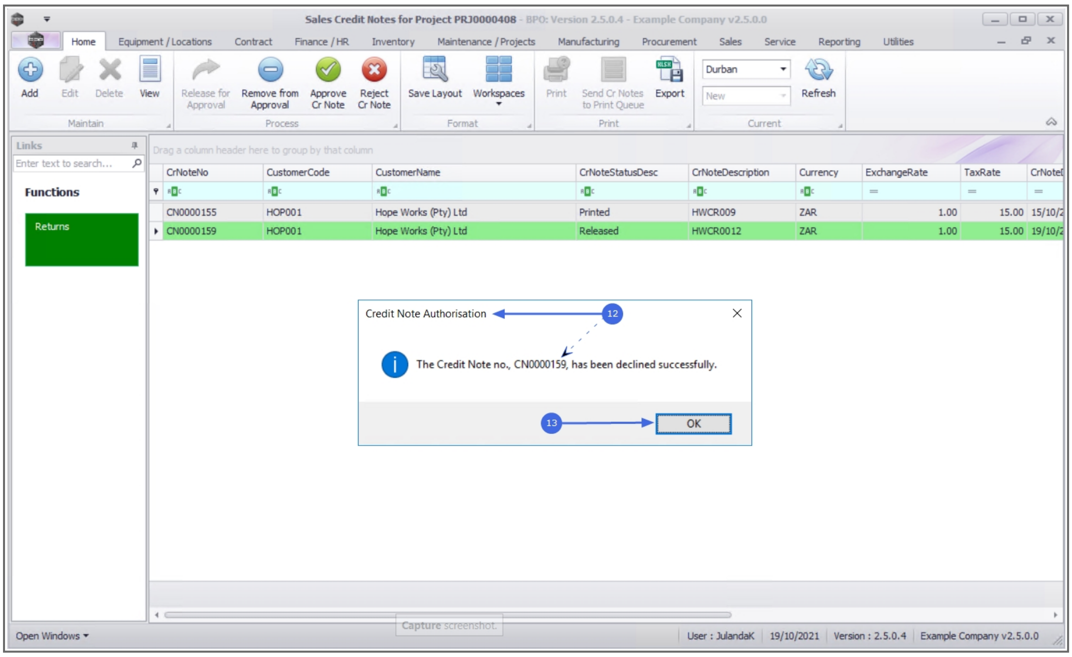
7. Next you will receive a message informing you to;
    - **Please add the rejection comment against this credit note?**
8. Click on **OK** to proceed.



9. The comment text screen will display.
10. Click in the **text area** to type a comment or reason for the Credit Note rejection.
11. Click on **Save**.



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



The Credit Note **Status Description** has been updated to **Declined**.

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 Project [**project ref number**]** screen.
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, ensure that the correct **Site** has been selected.
    - The example has **Durban** selected.
3. Select the **row** of the Credit Note you wish to print.

> Only credit notes that have been Approved can be printed.

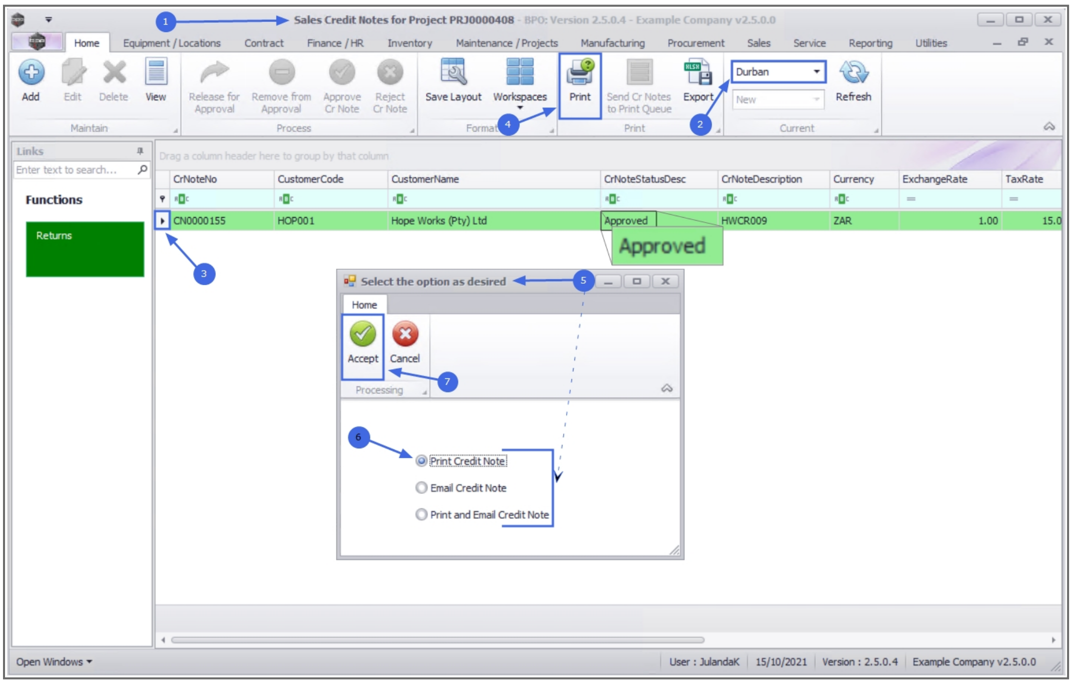
4. Click on **Print**.

5. The **Select the option as desired** screen will display with the following options;.
    - **Print Credit Note** will open the Credit Notein the Preview screen to view, print, export or email.
    - **Email Credit Note** will allow you to add recipients and the system will create a .pdf of the Credit Note as an Attachment to the email.
    - **Print and Email Credit Note** will display both the Report Preview and Email screens.
6. Select the print option you required.

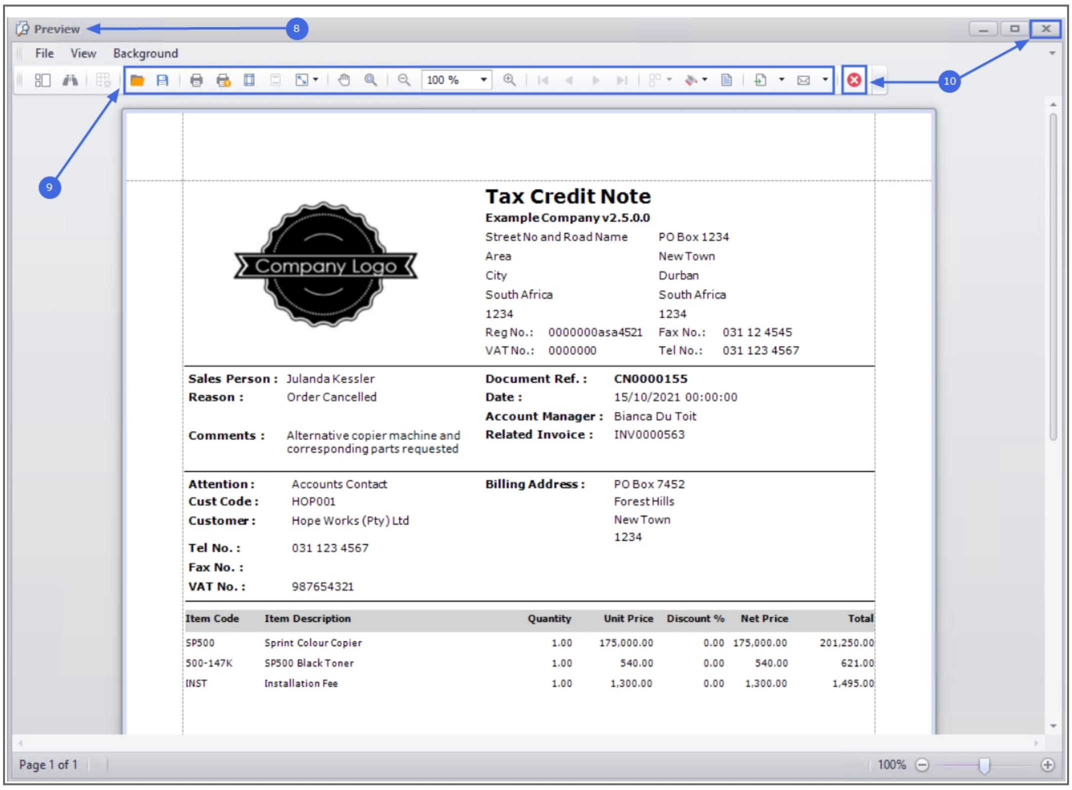
> When selecting to **Email Invoice**, the invoice will be emailed via the **BPO Email Service** on the server and not from MS Outlook.

- The example has **Print Credit Note** selected.

7. Click on **Accept**.



8. The **Tax Credit Note** will display in the Preview screen.
9. From this screen you can make cosmetic changes to the document, as well as **Save**, **Print**, **Add a Watermark**, **Export** or **Email** the Credit Note.
10. **Close** this screen to return to the **Sales Credit Notes for Customer** screen.



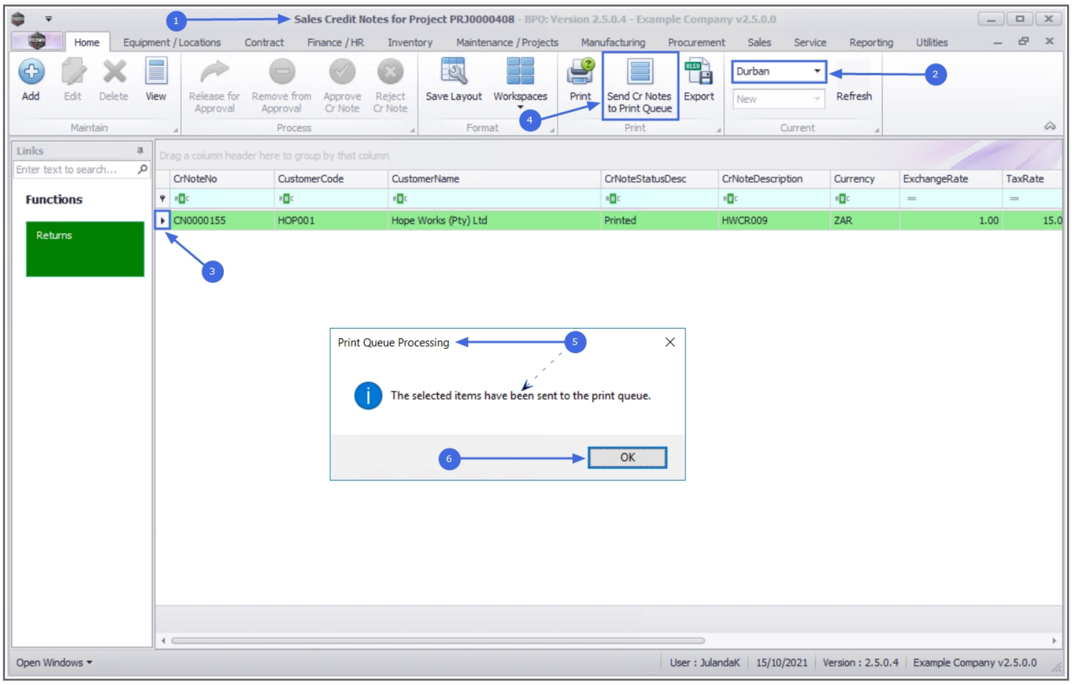
SEND CREDIT NOTES TO PRINT QUEUE

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 Project [**project ref number**]** screen,
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, ensure that the correct **Site** has been selected.
   - The example has **Durban** selected.
3. 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.

   > Only credit notes that have been Printed can be send to the Print Queue for printing.

4. Click on **Send Cr Notes to Print Queue.**
5. When you receive the **Print Queue Processing** message to confirm;
   - **The selected items have been sent to the print queue.**
6. Click on **OK**.



CREDIT NOTE RETURNS

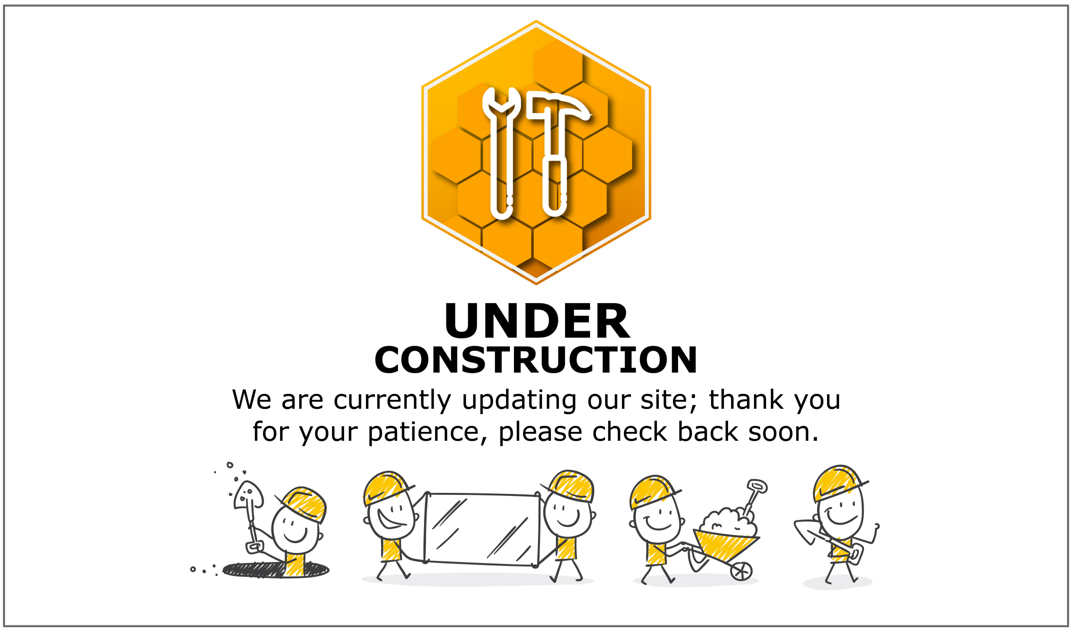
From the Sales Credit Notes for Customer screen you can view the **Credit Note Returns** for **OTC** and **POS**Invoices.

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 Customer** [customer code] screen,
2. The **Site** from the Project Listing screen will not automatically pull through to the **Sales Invoices for Project** screen, 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.



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