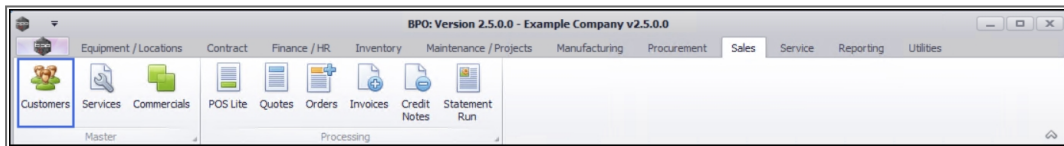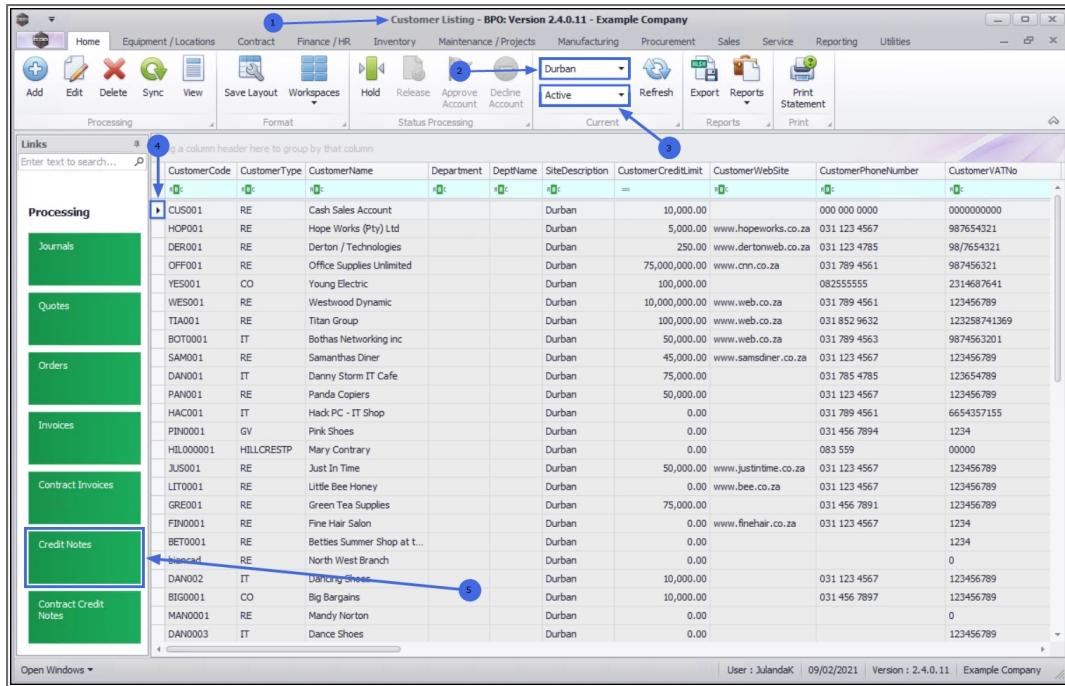# SALES

CUSTOMERS – 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: Sales > Customers

1. The **Customer Listing** screen will be displayed.
2. Select the **Site** where the Customer can be located.
    - The example has **Durban** selected.
3. Select the **Status** for the Customer.
    - The example has **Active** selected.
4. Select the **row** of the **customer** whose credit note(s) you wish to work with.
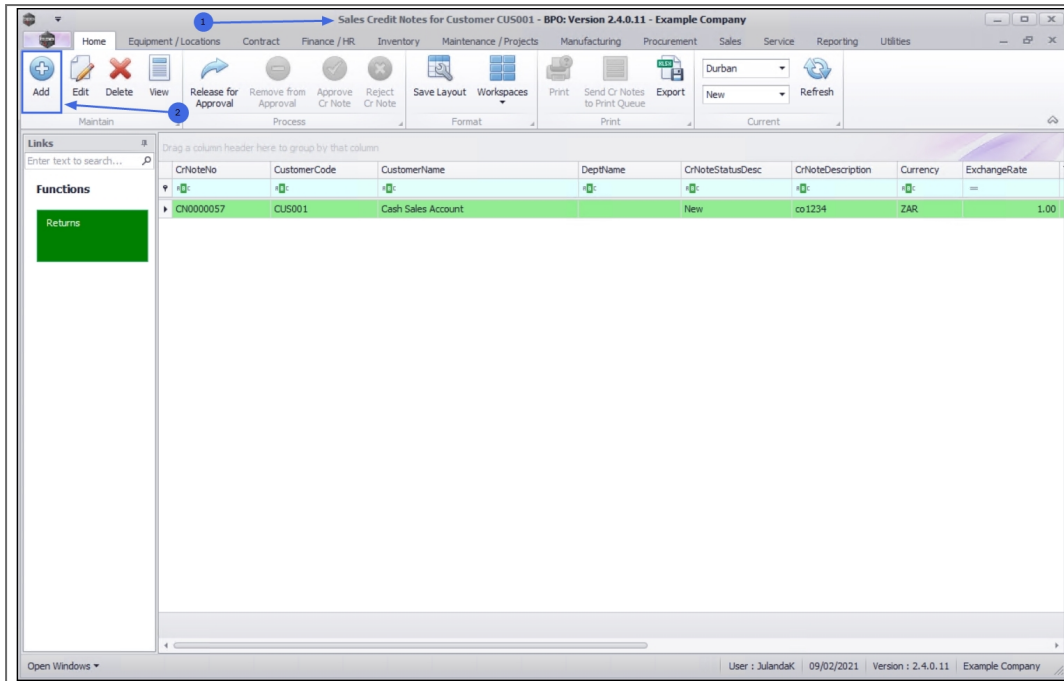5. Click on the **Credit Notes** tile.

ADD CREDIT NOTE

1. The **Sales Credit Notes for Customer [**Customer 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 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
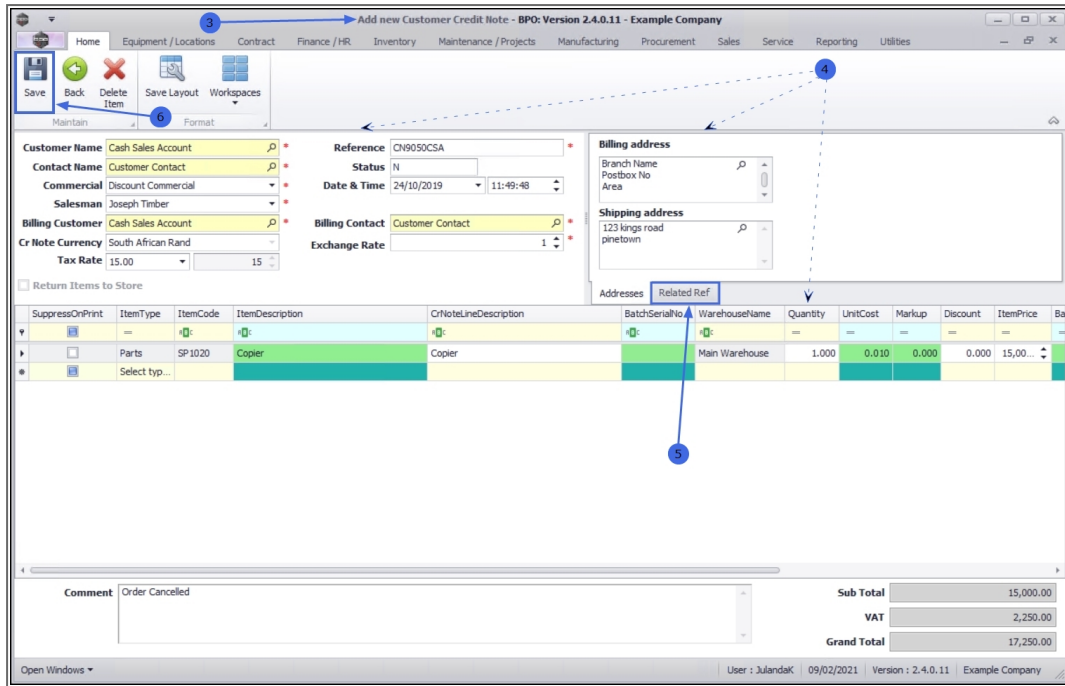
EDIT CREDIT NOTE

1. From the **Sales Credit Notes for Customer [***Customer Code***]** screen;
2. Ensure that the correct **Site** has been selected.
   - The example has **Durban** selected.
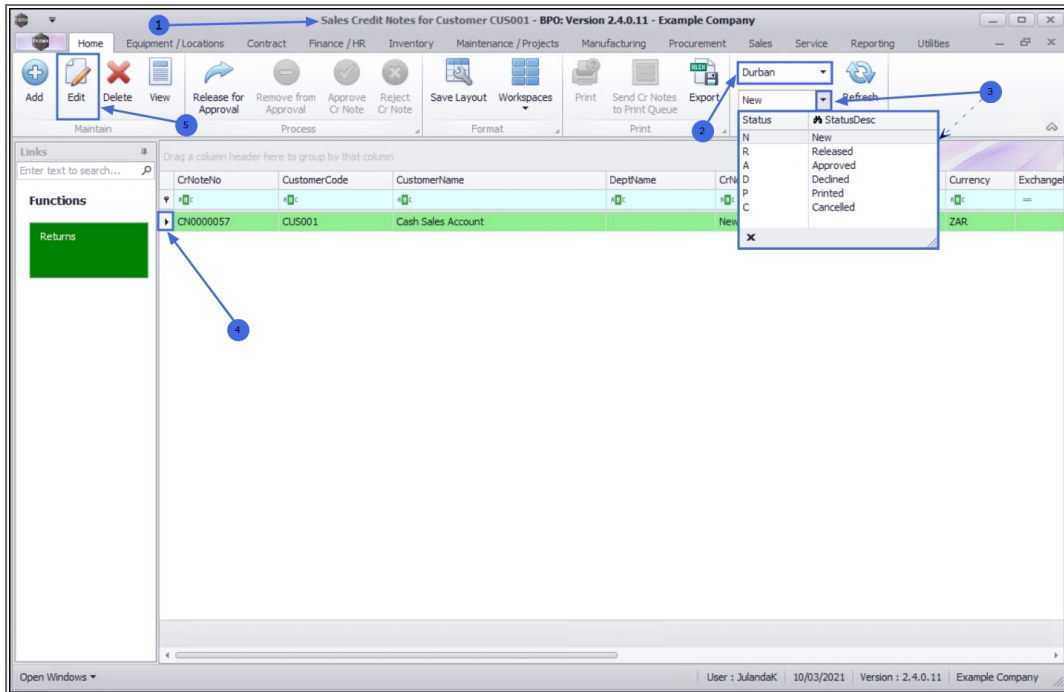3. Ensure that the **Status** has been set to **New**.

> 🖊 You can edit credit notes only in the New Status.

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
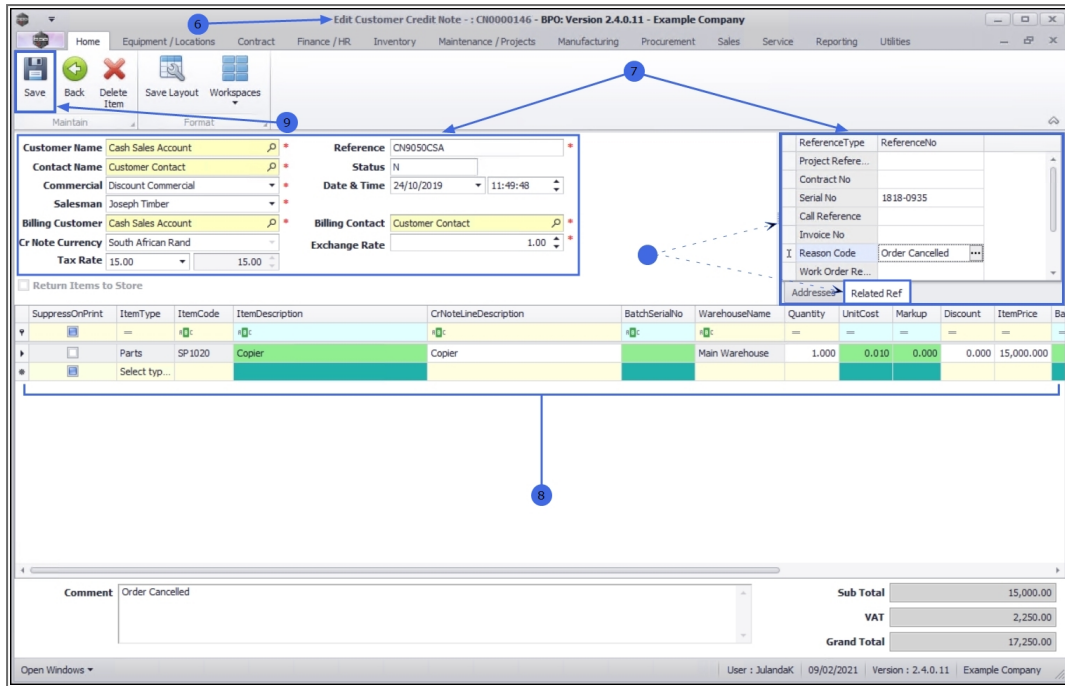
CANCEL A CREDIT NOTE

1. From the **Sales Credit Notes for Customer [**customer code**]**;
2. Ensure that the correct **Site** has been selected.
   - The example has **Durban** selected.
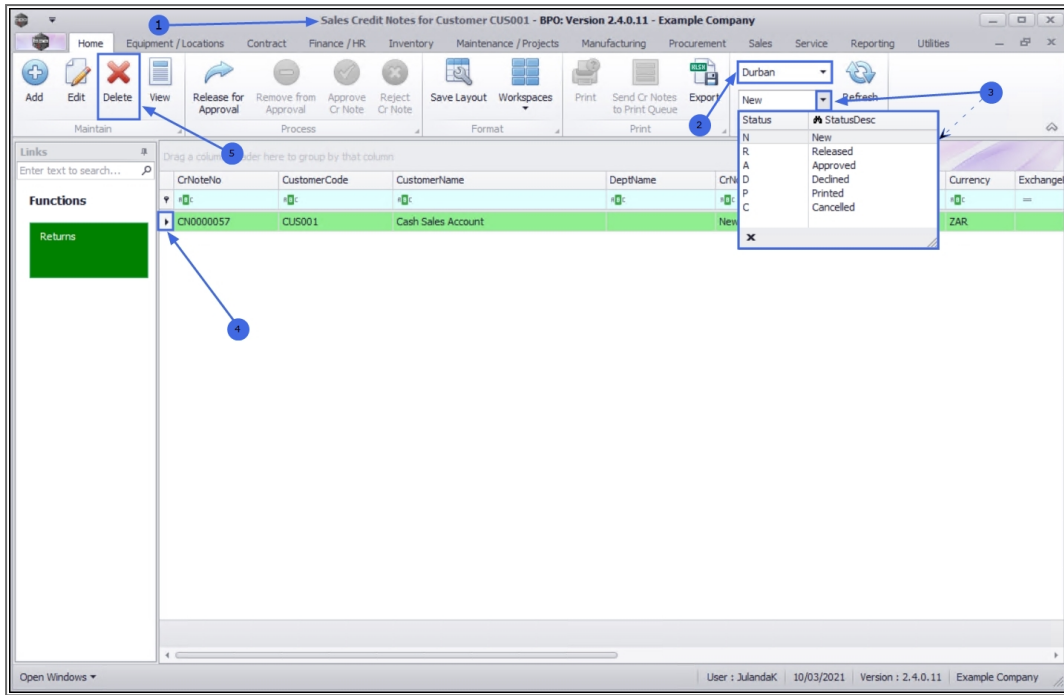3. Ensure that the **Status** is set to **New**.

> ✏️ You can cancel Credit Notes only in the New Status

4. Select the **row** of the Credit Note you wish to **cancel**.
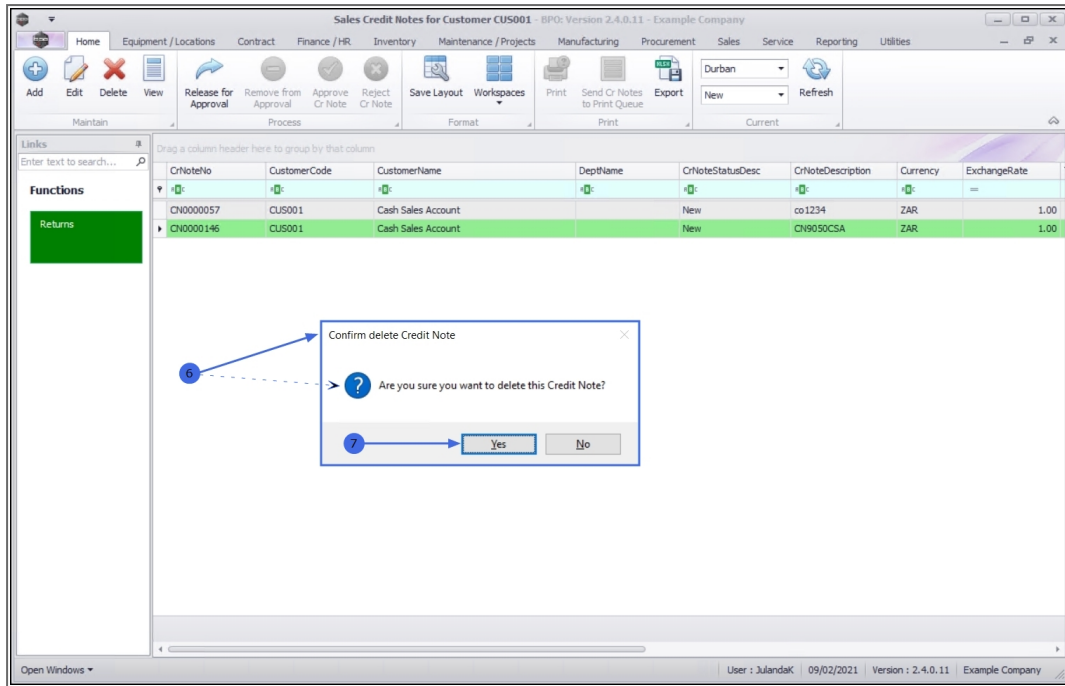5. Click on **Delete**.

> ↗ 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

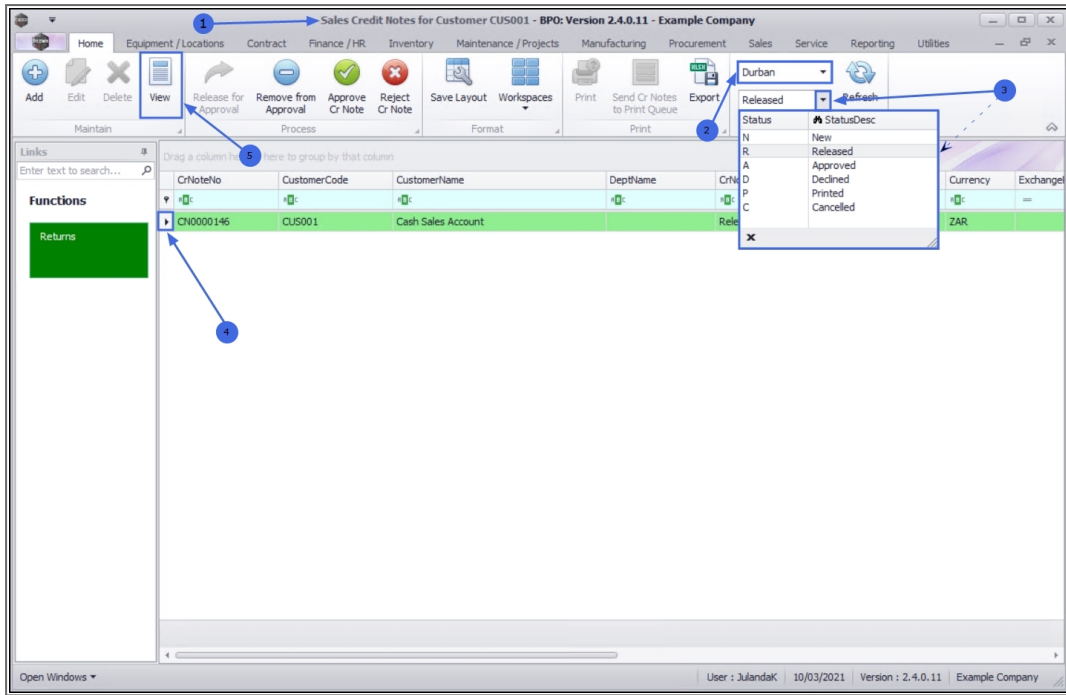The Credit Note will be removed from the **Sales Credit Notes for Customer** screen.

VIEW CREDIT NOTE

1. From the **Sales Credit Notes for Customer [**customer code**]** listing screen.
2. Ensure that the correct **Site** has been selected.
   - The example has **Durban** selected.
3. Select the **Status** of the Credit Notes you wish to view.

> 🖉 You can view credit notes in the Released or New status.

4. Select the **row** of the Credit Note you wish to view.
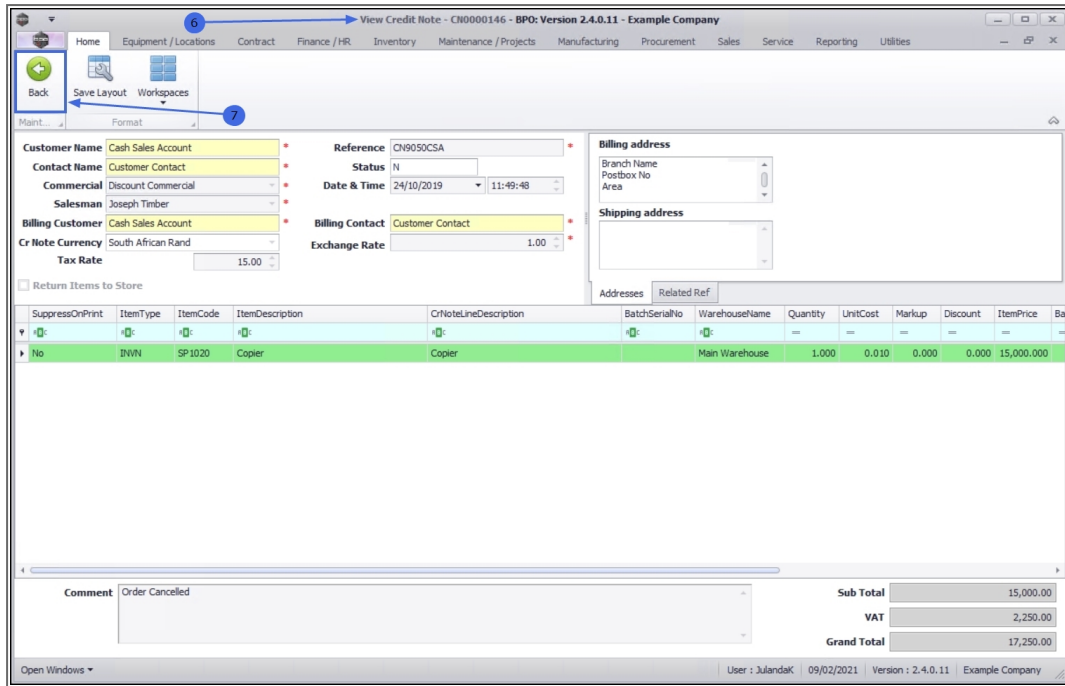5. Click on **View.**

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

> ✏️ <u>No</u> changes can be made to the information on the Credit note as this is a <u>View only</u> screen.

7. Click on **Back** to return to the **Sales Quotes for Customer** screen.

RELEASE FOR APPROVAL

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. Ensure that the **Status** has been set to **New**.

> 🖋 You can release credit notes for approval only in the New status.

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

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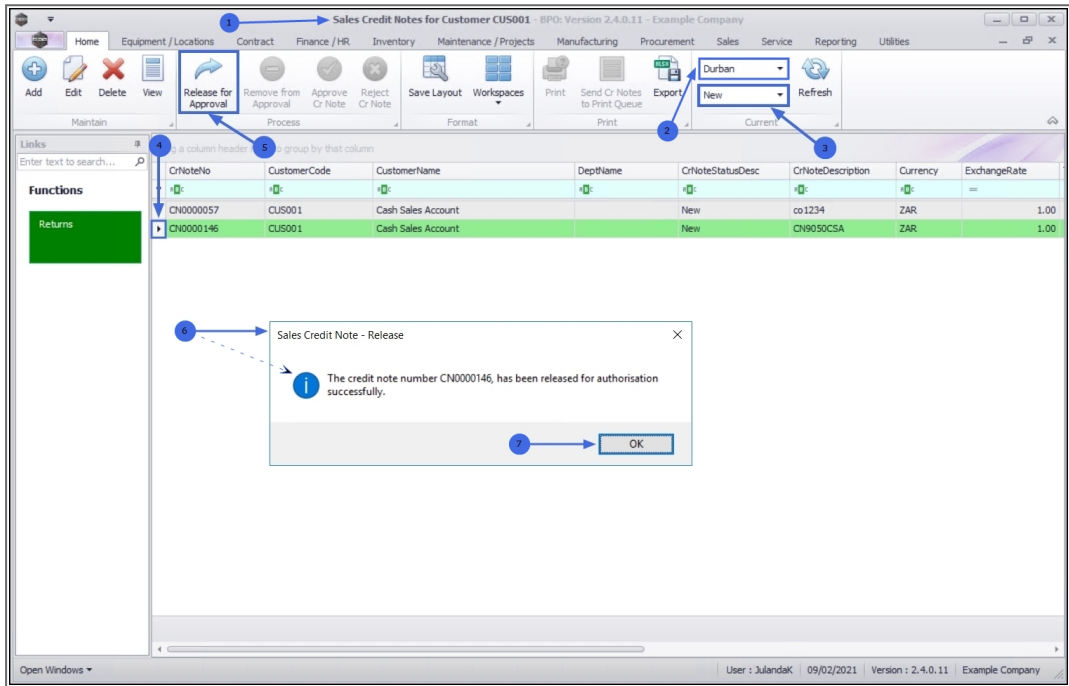
The Status for the Credit Note has changed to **Released**.

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. Change the **Status** to **Released** to list all the Credit Notes that have been Approved.

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

4. Select the **row** of the Credit Note you wish to remove from approval.
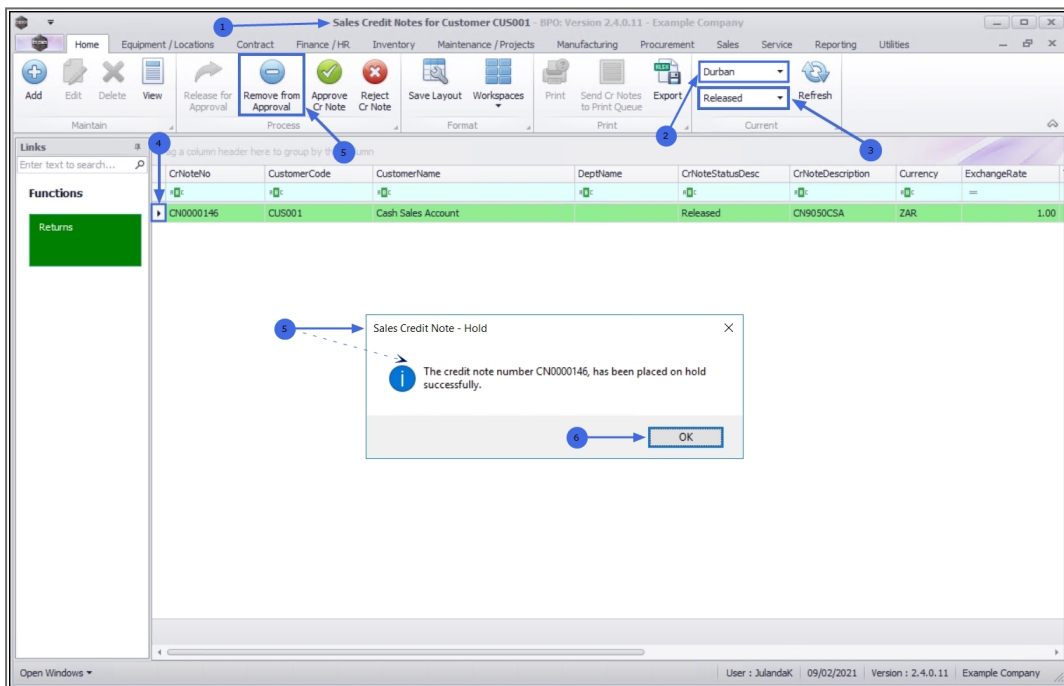
5. Click on **Remove from Approval**.

> 🧭 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 has changed 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. Change the **Status** to **Released**.

   > Only credit notes that have been Released can be approved.

4. Click on the **row** of the Credit Note you wish to approve.

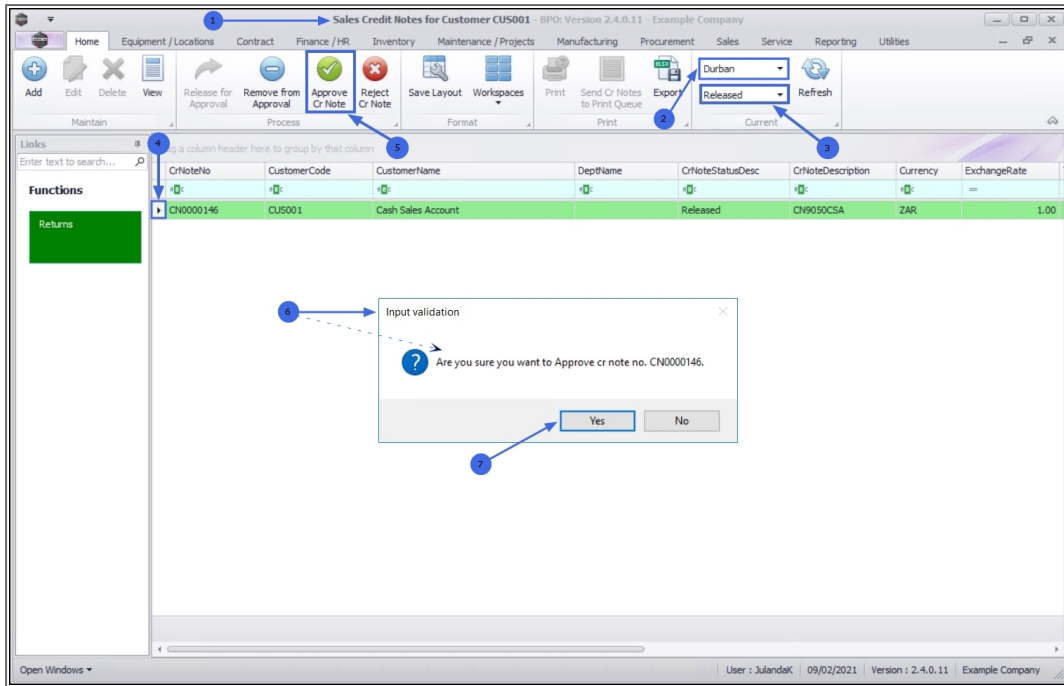5. Click on **Approve Cr Note**.

   > **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 Customer [**customer code**]** listing screen,
2. Ensure that the correct **Site** has been selected.
   - The example has **Durban** selected.
3. Change the **Status** to **Released**.

> 🖉 Only credit notes that have been Released can be rejected.

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. [CN**credit note number**].**

7. Click on **Yes**.

<div style="border:1px solid red; padding:8px;">
📖 For a detailed handling of this topic refer to Reject Credit Note
</div>
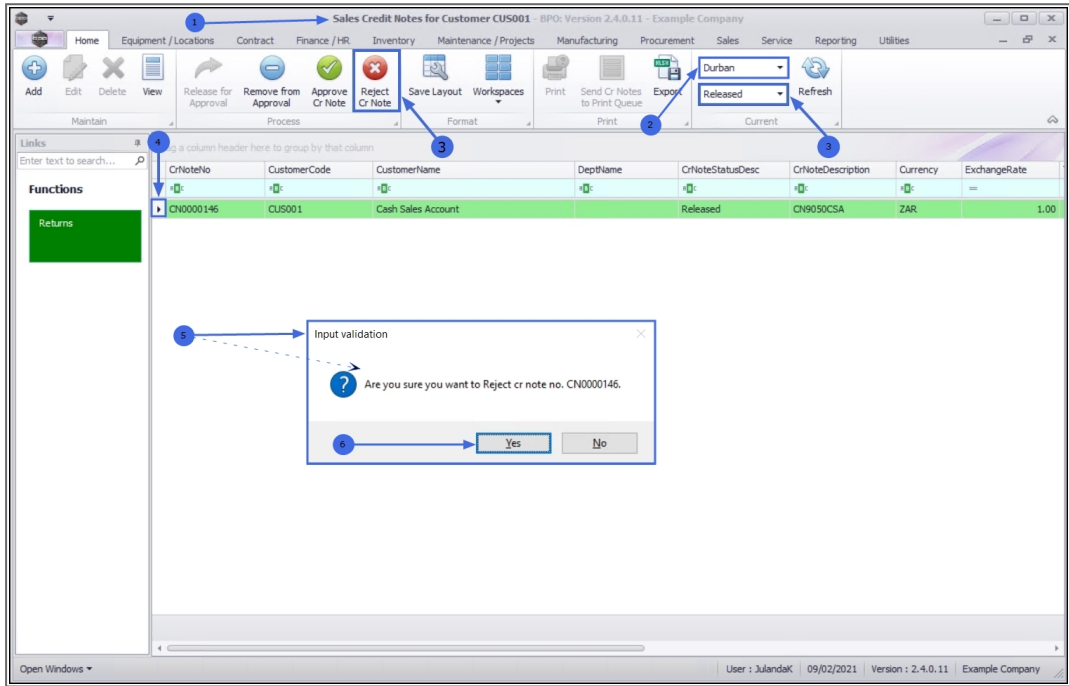
PRINT CREDIT NOTE

> Credit notes that have been **Approved** and have been **Printed** will be available for printing.
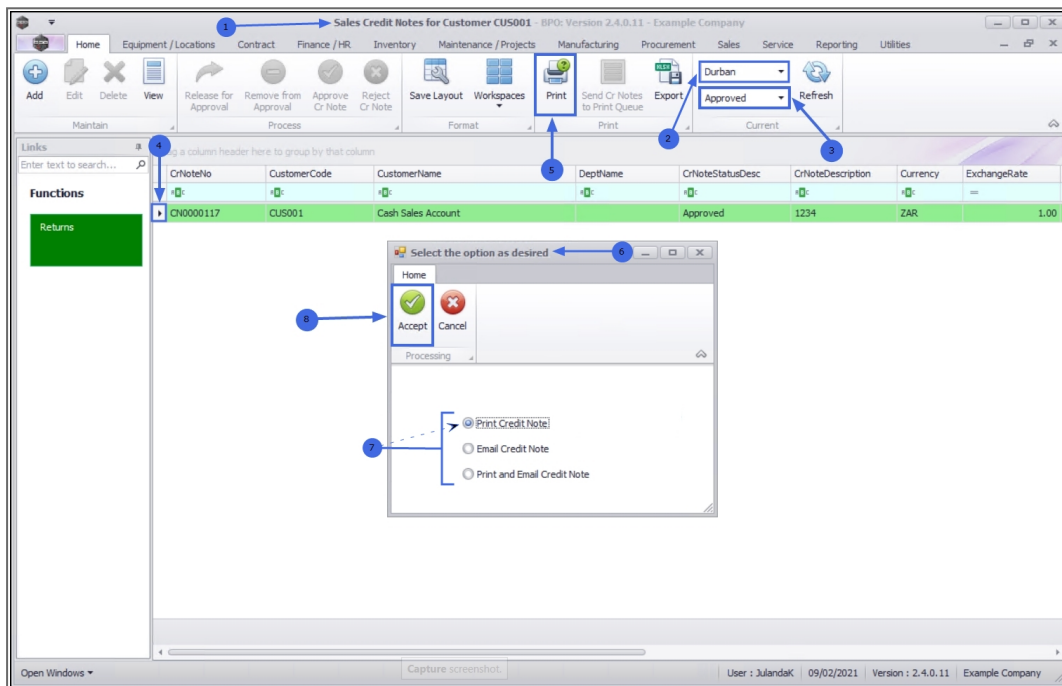
1. From the **Sales Credit Notes for Customer [**customer code**]** screen.
2. Ensure that the correct **Site** has been selected.
   - The example has **Durban** selected.
3. Select the **Status** you required.
   - The example has **Approved** selected.
4. Select the **row** of the Credit Note you wish to print.

5. Click on **Print**.

6. The **Select the option as desired** screen will display.

7. Select the print option you require.

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

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

8. Click on **Accept**.

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 Customer** screen.
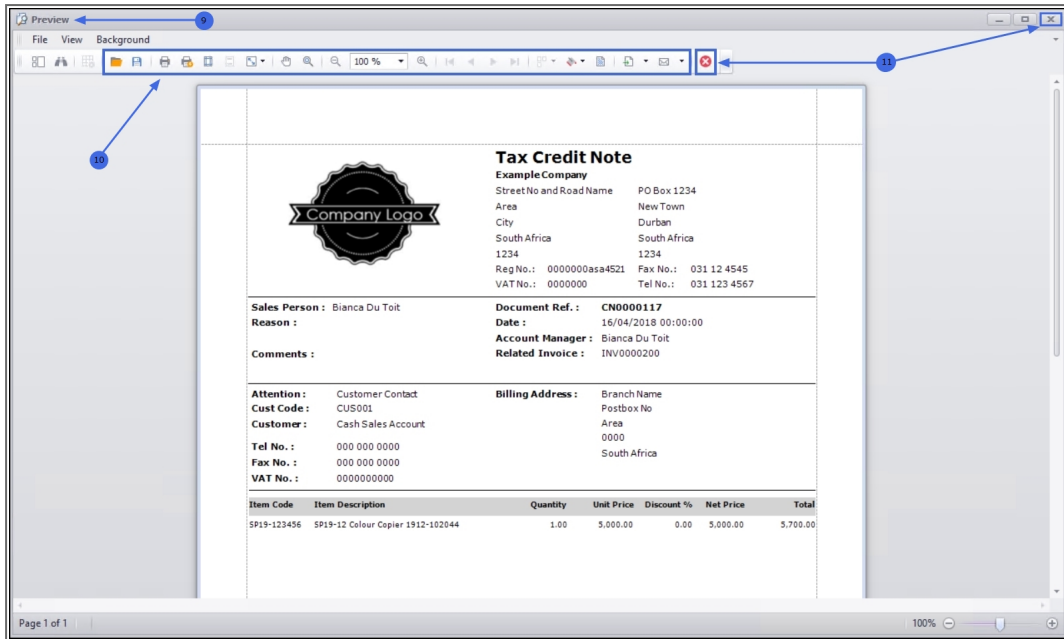
SEND CREDIT NOTES TO PRINT QUEUE

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 Customer [**customer 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, 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**.
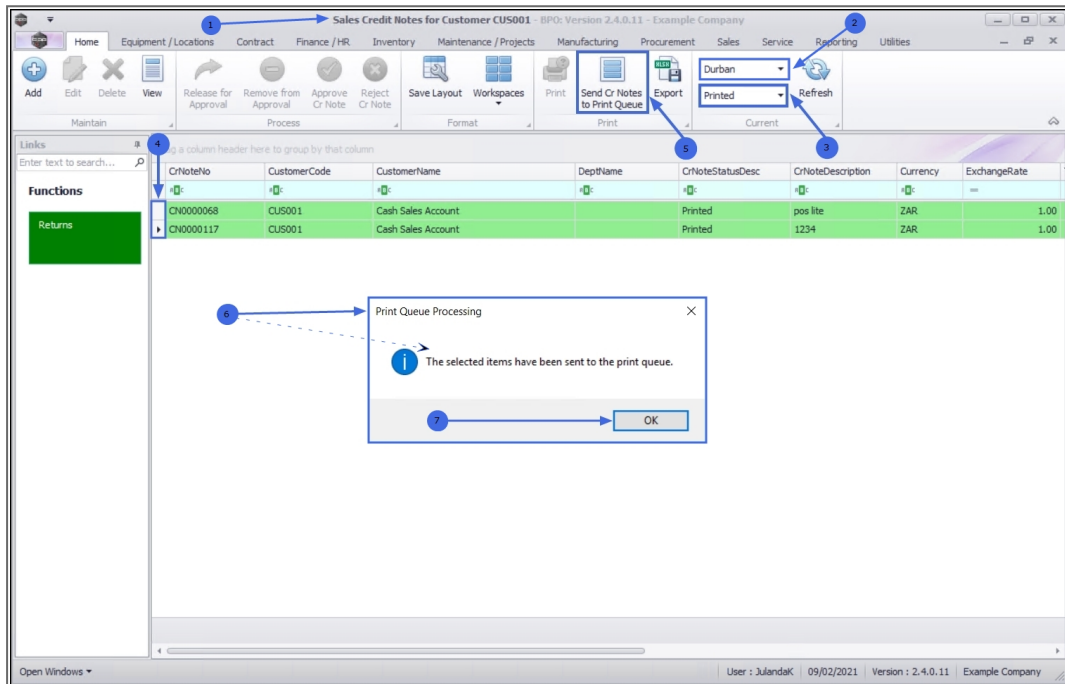
CREDIT NOTE RETURNS

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 <u>Call Screen</u> or the <u>Project Screen</u>

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. 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.
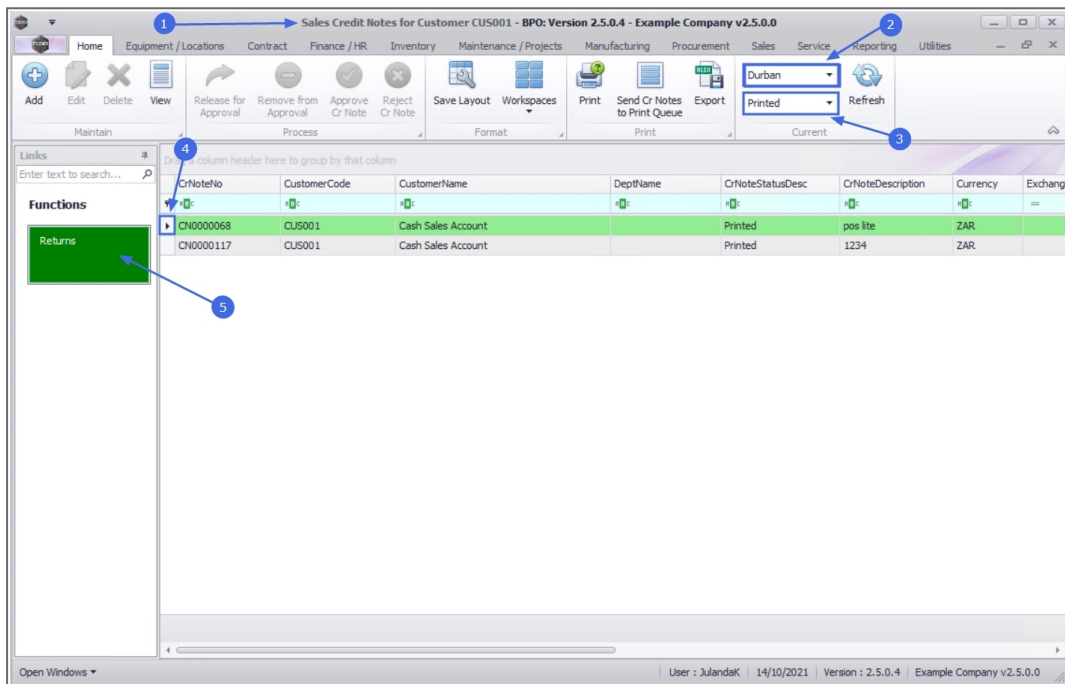
6. The **Returns for Sales CrNote : CR[**credit note number**]** screen will display.
7. From this screen you can <u>view</u> any **return items** linked to the selected credit note.
8. Click on **Print** to print the Parts Issue Note.
9. Click on **Back** to return to the **Sales Notes for Customer** screen.

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

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