

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

SALES

CREDIT NOTES - REJECT CREDIT NOTE

Ribbon Access: Sales > Credit Notes



- 1. The Sales Credit Notes listing screen will be displayed.
- 2. Select the **Site** where the credit note can be located.
 - The example has **Durban** selected.
- 3. Change the **Status** to **Released**.
- 4. Click on 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.



Reject Credit Note

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HOP001	Hope Works (Pty) Ltd		Released	test	ZAR
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- 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 to proceed, or
 - Click on **No** to ignore the request .



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CREDIT NOTE REJECTION COMMENTS

If you did not enter a rejection comment for the credit note, then BPO

will prompt you to do so.

- 8. When you receive the message requesting;
 - Please add the rejection comment against this credit note?
- 9. Click on **OK** to proceed.



Reject Credit Note

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- 10. The comment **text box** will display, allowing you to type the rejection comment.
- 11. When you have completed the comment, click on **Save**.



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



Reject Credit Note

Add Ed	Home Equi				Sales Cred	lit Notes - BPO: Version 2.5.0.0 - E	ample	Company v2.5.0.0				_ D X
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_		•	CN0000018	DER001		Derton / Technologies			Relea	ised	test	ZAR
Returns			CN0000037	YES001		Young Electric			Relea	ased	123456	ZAR
			CN0000038	SAM001		Samanthas Diner			Relea	ased	test	ZAR
			CN0000042	HOP001		Hope Works (Pty) Ltd			Relea	ased	inv0000299	ZAR
			CN0000054	HOP001		Hope Works (Pty) Ltd			Relea	ised	1234	ZAR
			CN0000055	HOP001		Hope Works (Pty) Ltd			Relea	ased	test	ZAR
			CN0000062	HOP001	Cradit Nat	to Authorization		12	~	ed	retest cr note	ZAR
			CN0000083	HOP001	Credit Nor	te Autionsation	100	12	^	ed	CRNote2	ZAR
			CN0000086	HOP001		4				ed	quick part return	ZAR
			CN0000107	HOP001		The Credit Note no., CN0000018, h	as been	declined successfully		ed	test	ZAR
			CN0000108	HOP001						ed	test	ZAR
			CN0000109	HOP001	_					ed	test	ZAR
			CN0000142	PIN0001		13		OK		ed	new credit note	ZAR
			CN0000146	CUS001				- OK		ed	CN9050CSA	ZAR

The rejected credit note can now be viewed in the **Sales Credit Notes** listing screen, where the **Status** is set to **Declined**.

MNU.064.010

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