

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

## CONTRACT

## CONTRACT CREDIT NOTES WITH AUTO RE-INVOICE

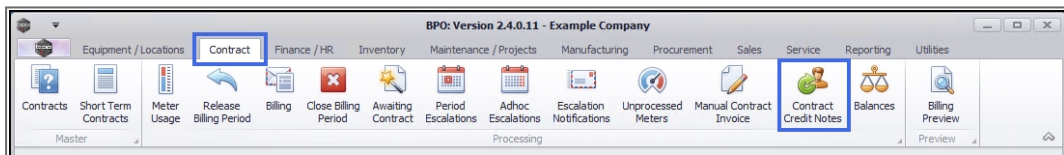
This process will generate a contract invoice once the credit note has gone through [Approval](#).

Important: Credit notes (and invoices) must be processed within the current financial period

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**Ribbon Access:** Contract > Contract Credit Notes

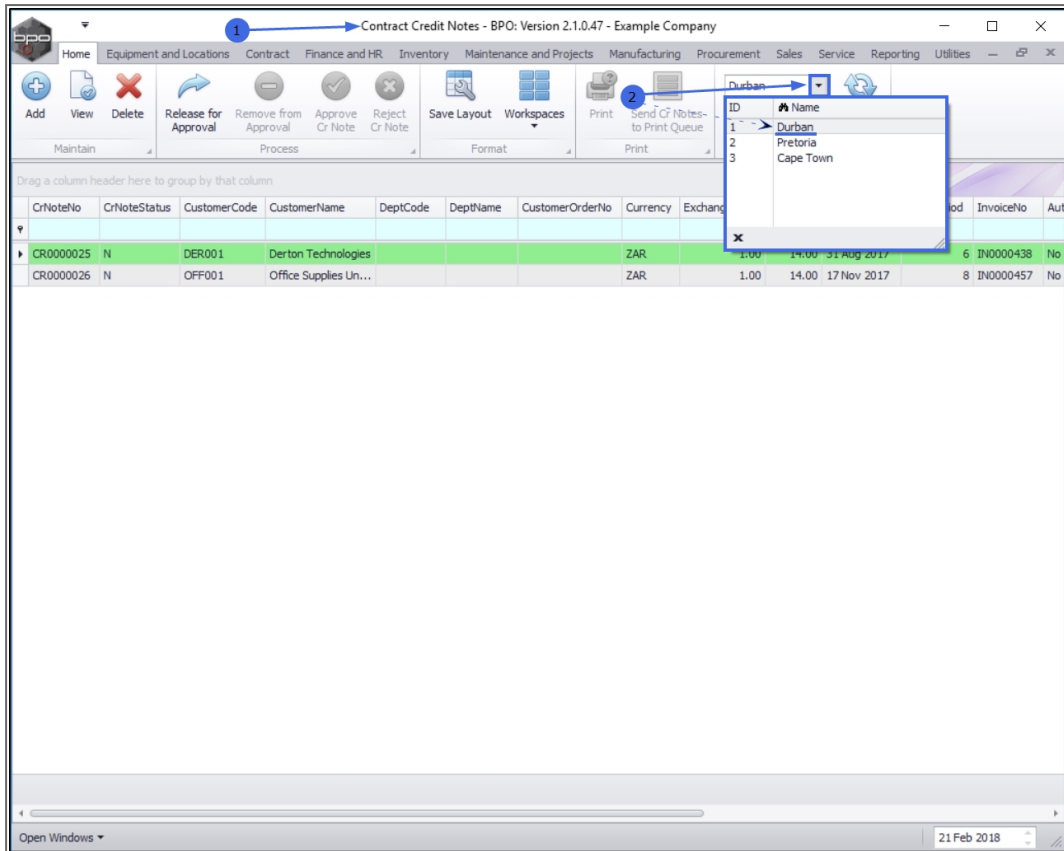
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1. The **Contract Credit Notes** screen will be displayed.

### Select the Site and Status

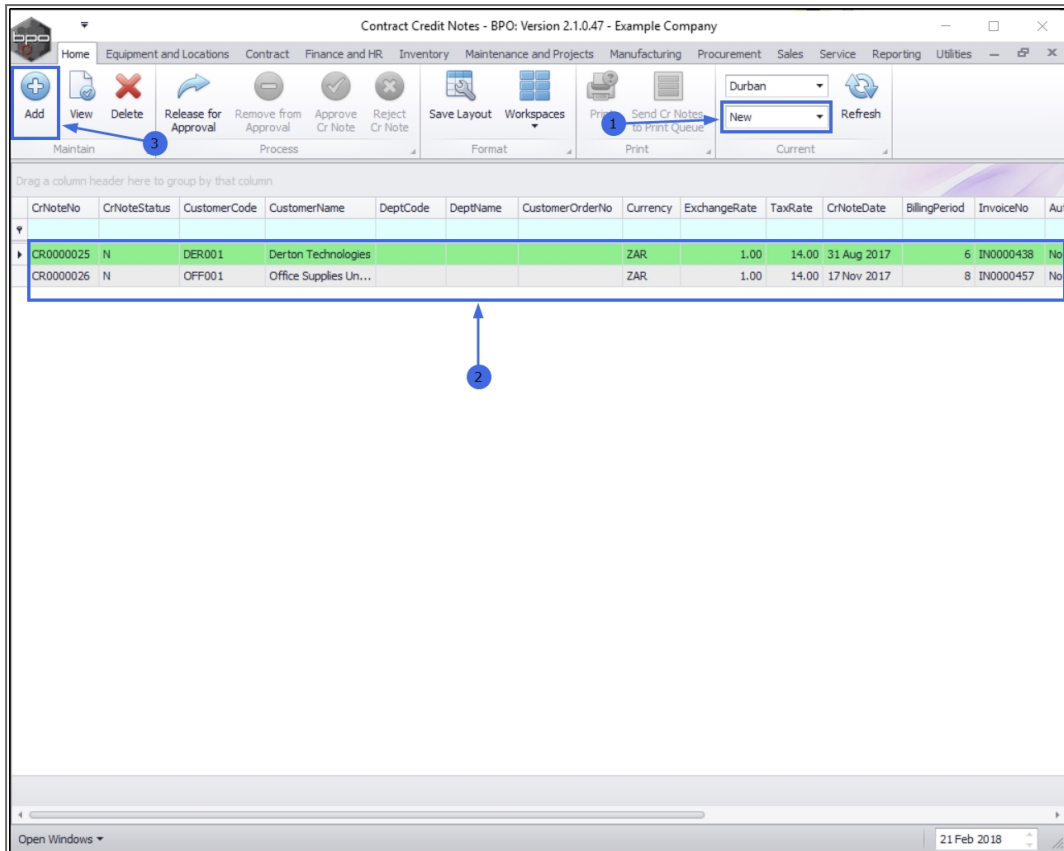
2. Click on the drop-down **arrow** in the **Site** field and select from the list, the Site in which you wish to work.
  - In this example, **Durban** is selected.



1. This screen will open by default with the **Status** set to **New**. This does not need to be changed, in order to add a Contract Credit Note.
2. Once the **Site** is selected, as explained above, the screen will populate with all of the **New** Contract Credit Notes linked to that specific Site.

## ADD CONTRACT CREDIT NOTE

3. Click on **Add**.



1. The **Add new Contract Credit Note** screen will be displayed.

## **SEARCH BY CUSTOMER / SEARCH BY INVOICE NUMBER**

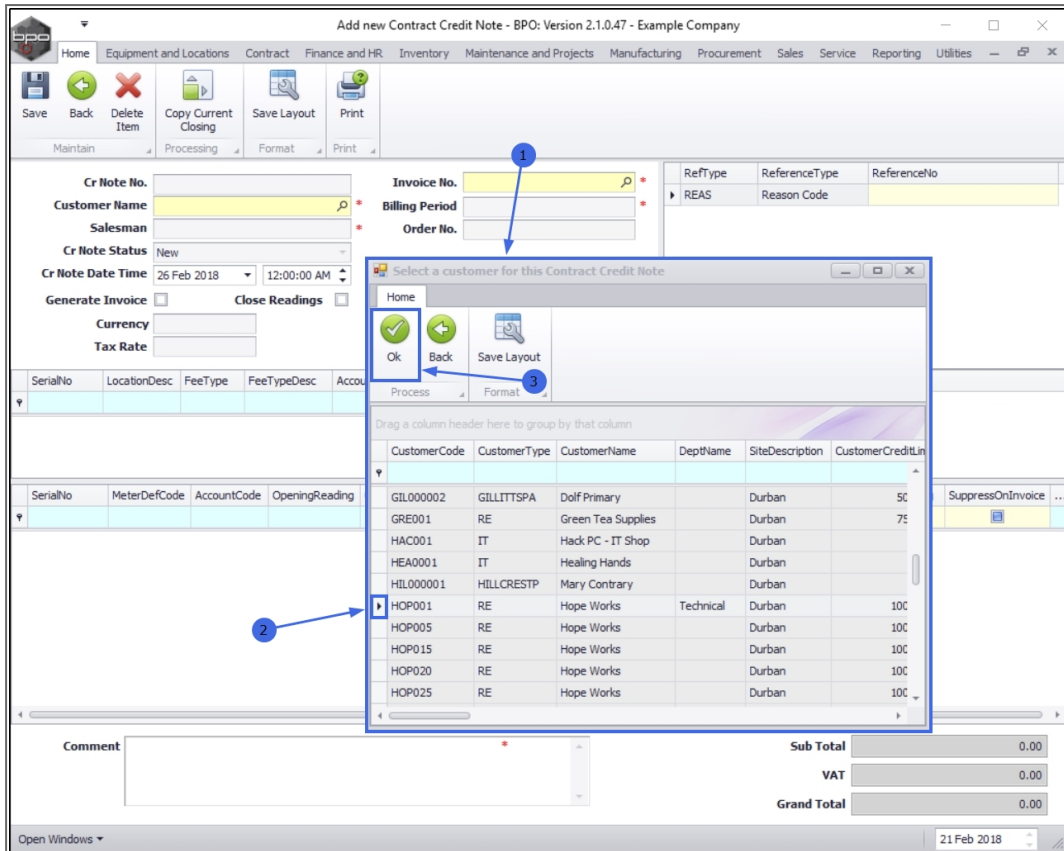
There are **2** methods for bringing up the customer and invoice details:

- Either**, You can search for and select the customer first and then search and select the correct invoice number linked to that customer.
- Or**, you can search for and select the invoice number first, which will auto populate the customer details.

For the purpose of this manual, we will document the first process.

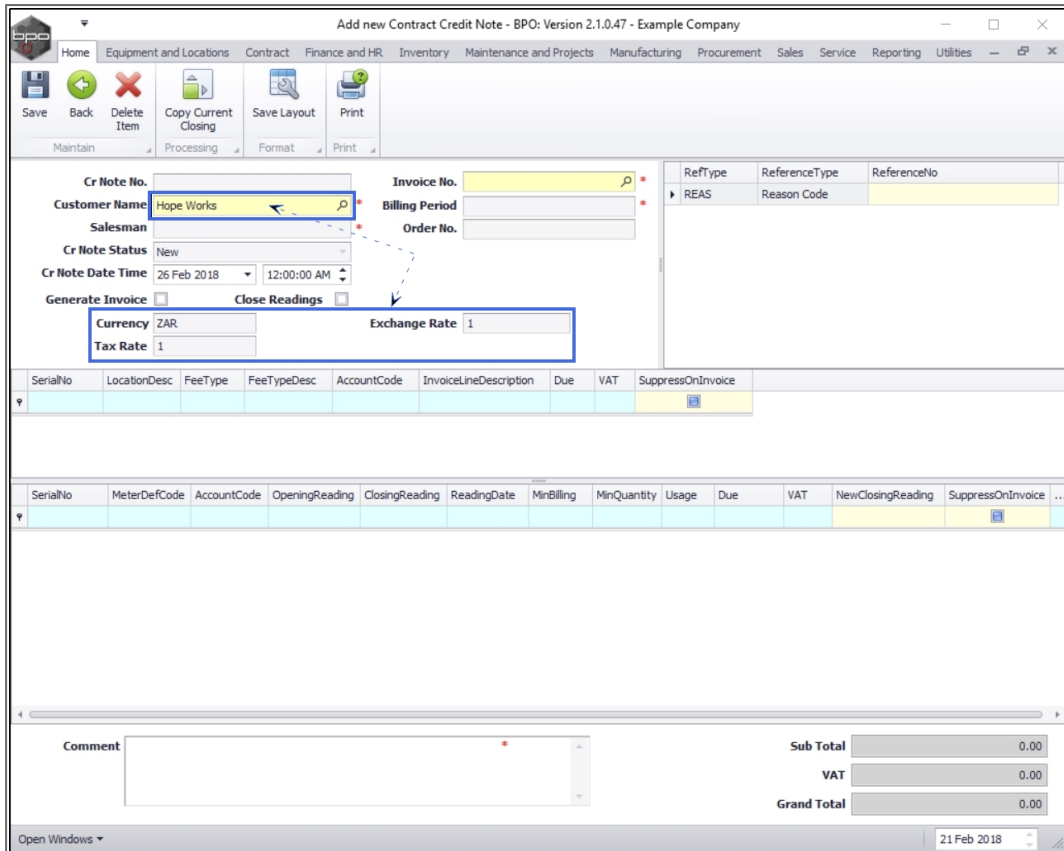
2. **Customer Name:** Click on the search button in this field.

1. The **Select a customer for this Contract Credit Note** screen will pop up.
2. Select the **row** of the **customer** that you wish to raise a **credit note** for.
3. Click on **Ok**.



## FINANCIAL DETAILS

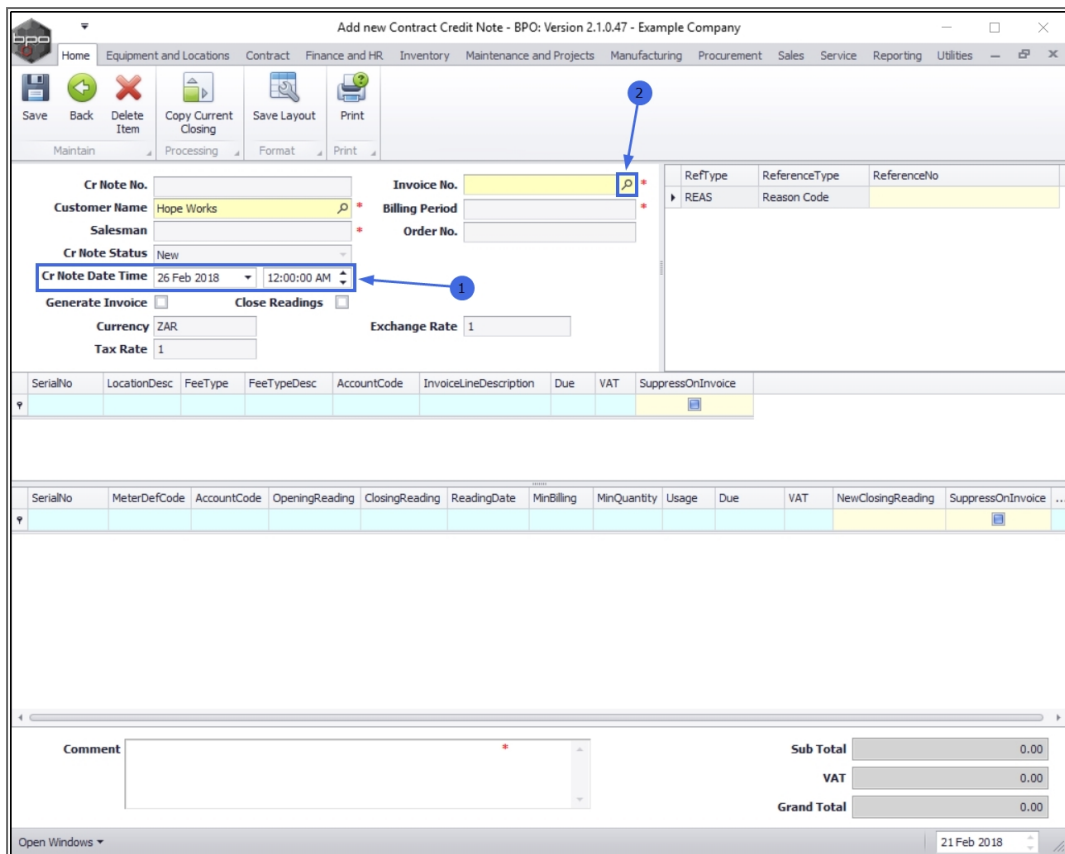
- As you select the customer name , the **Currency**, **Tax Rate** and **Exchange Rate** fields will auto populate based on the **contract billing information** already set up on the customer.



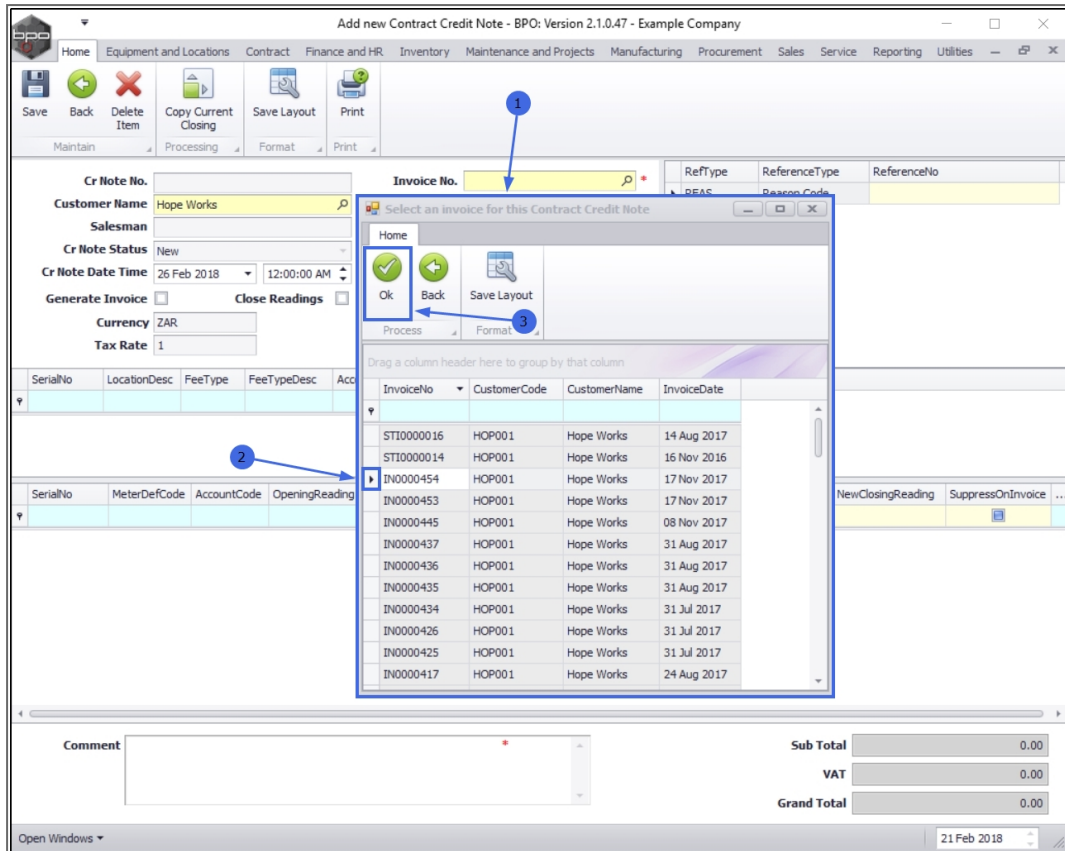
1. **Credit Note Date Time:** At this point in the process, these fields will auto populate with the current date and time.

## SELECT INVOICE NO.

2. **Invoice No:** Click on the **search** button.

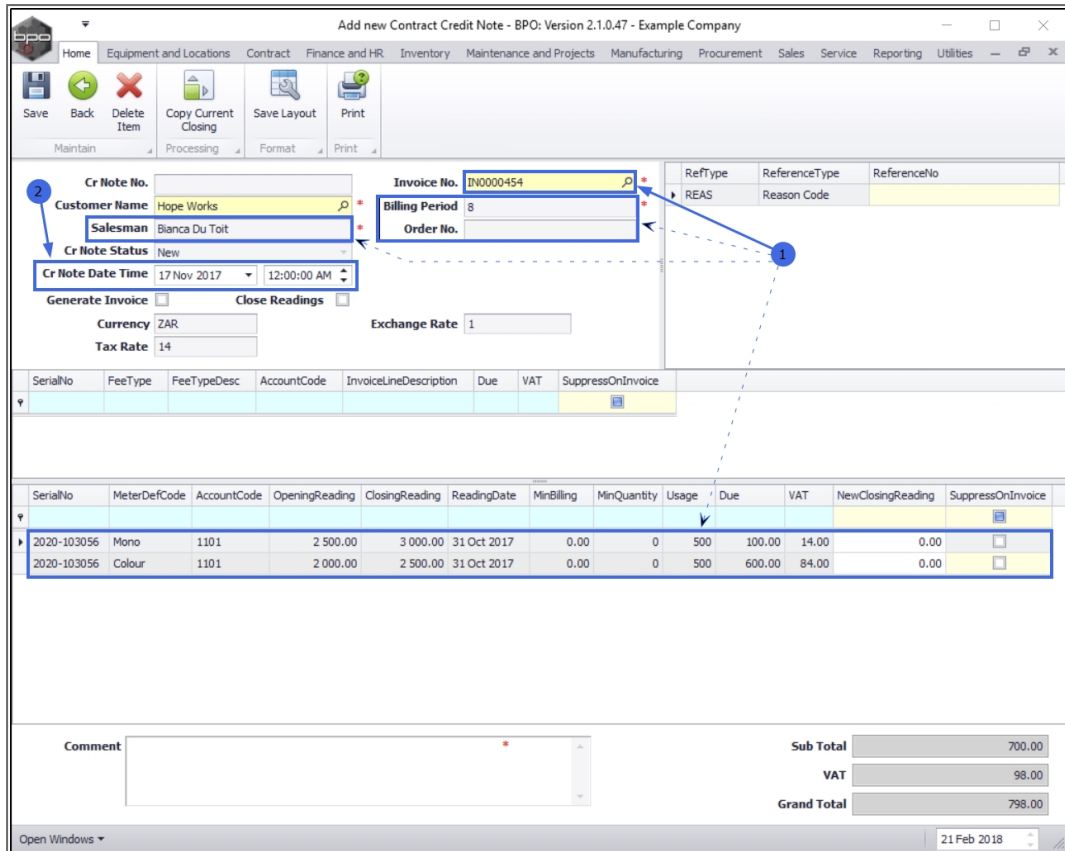


1. The **Select an invoice for this Contract Credit Note** screen will pop up.
2. Select the **row** of the **contract invoice** that you wish to raise a **credit note** for.
3. Click on **Ok**.



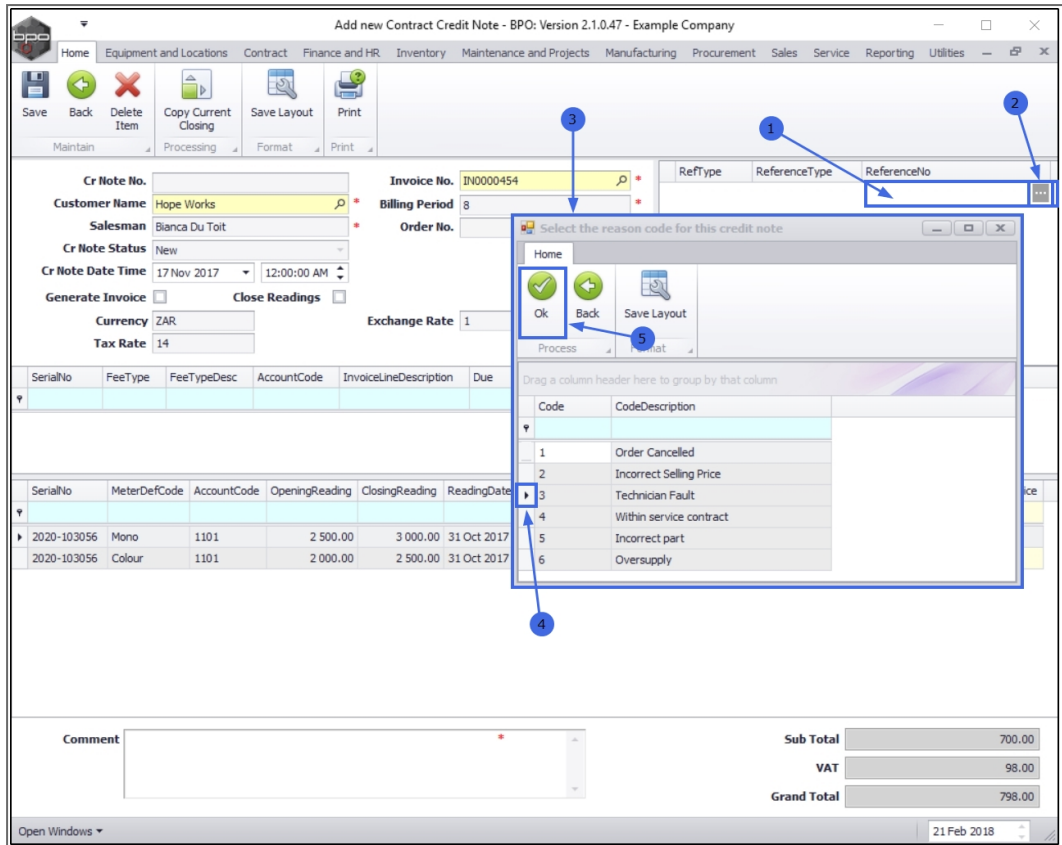
1. As you select the **Invoice No.**, the **Salesman**, **Billing Period**, **Order No.** and the **Item** data grid fields will auto populate based on the details already linked to the selected contract invoice.
2. At this point, the credit note **Date** and **Time** will change to the **original date** of the contract invoice selected.





## SELECT REFERENCE NO. (REASON CODE)

1. Click in the **Reference No** field.
2. An **ellipsis** button will be revealed.
3. Click on this button to display the **Select the reason code for this credit note** pop up screen.
4. Select the **row** of the **reason code** that you wish to allocate to this credit note.
5. Click on **Ok**.



1. The selected reason will populate the **Reference No.** field.

## Fees

2. There may be **fees** linked to this invoice but you cannot edit the fee details in this screen.

## Suppress On Invoice Check Box

3. You can click on the **Suppress On Invoice** check box at the end of any selected fee line.
- This will **hide** the fee line amount on the contract invoice, although the **total** contract invoice amount will include this.

## METER FEES

1. Most of the fields in the Meter Fees frame are **uneditable**.

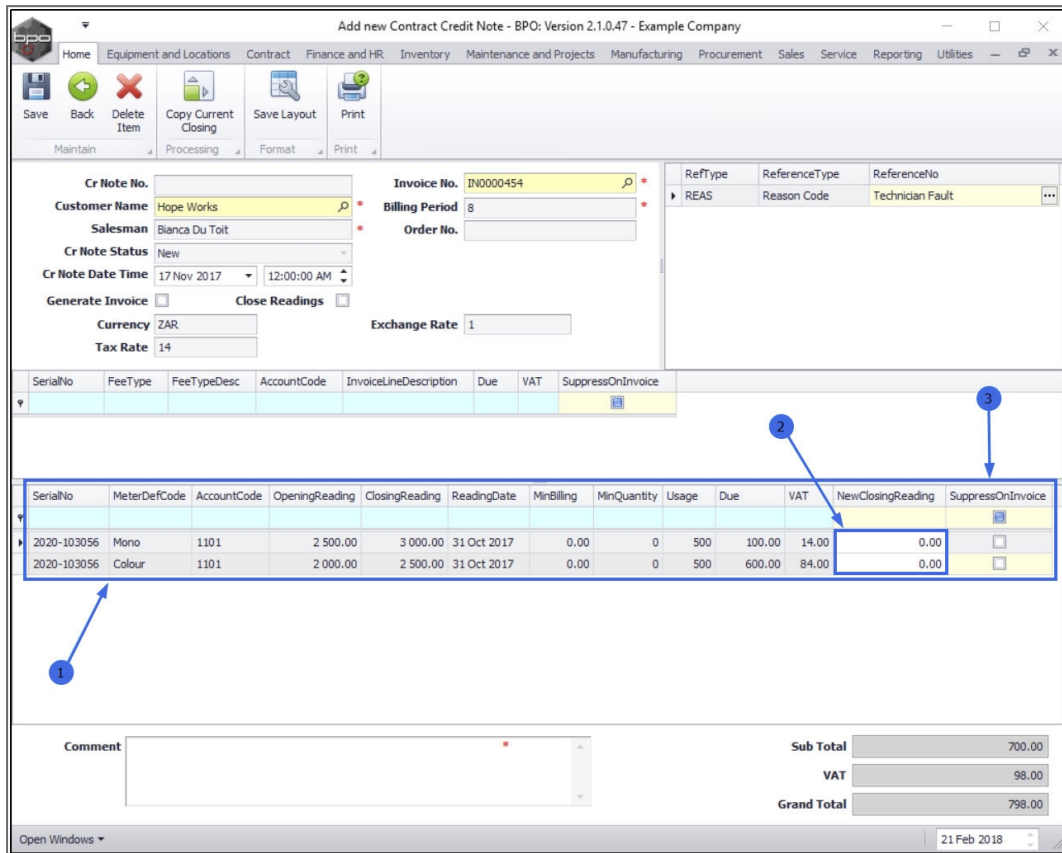
## NEW CLOSING READING

2. If the **closing readings** on the original invoice were recorded incorrectly, you can type in the **correct** current machine meter reading(s) in this column.

## Suppress on Invoice Check Box

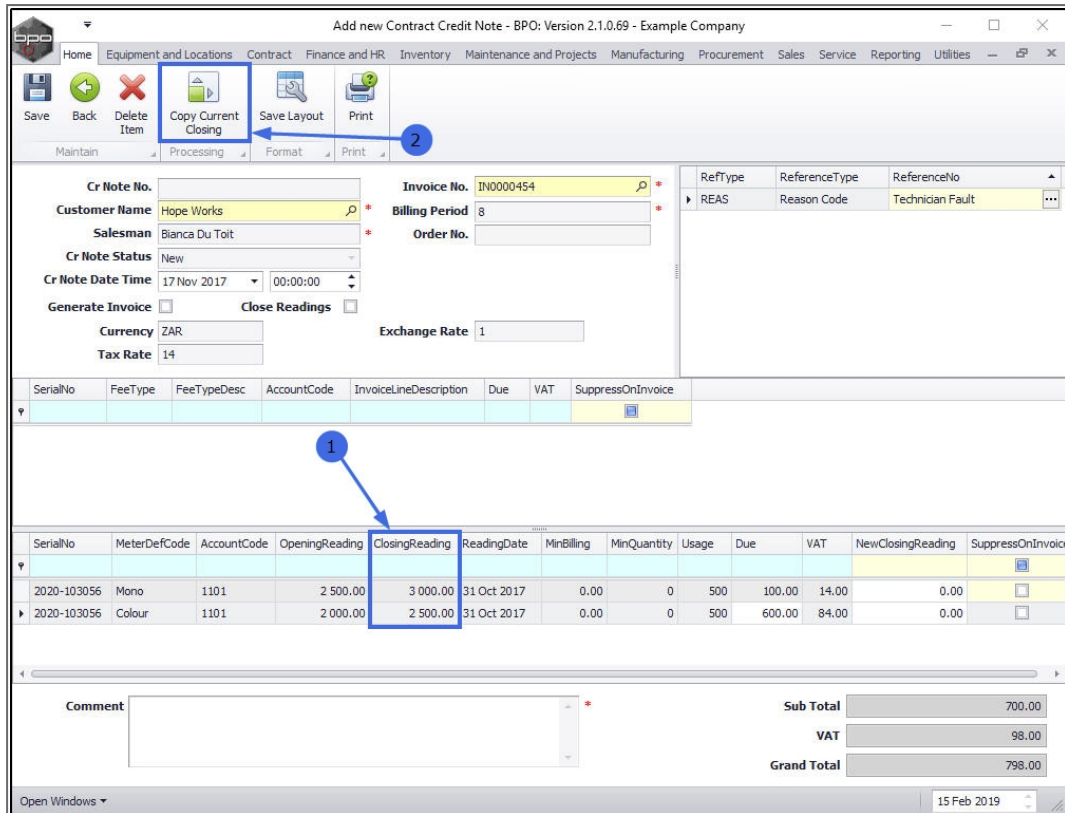
3. You can click on the **Suppress On Invoice** check box at the end of any selected meter fee line.

- This will **hide** the meter fee line amount on the contract invoice although the **total** contract invoice amount will include this.



## Copy Current Closing Button

- If the **closing readings** on the original invoice were recorded correctly,
- You can click on the **Copy Current Closing** button.



- The **New Closing Reading** fields will populate with the same figures as the **Closing Reading** fields.
  - **Note:** This is useful, for example, if there are **several** lines of meter readings linked to the invoice and **only one** needs to be changed for the purpose of the credit note being created. The system will populate **all** the meter rows then you can search and edit manually, the one reading that was captured incorrectly.

Add new Contract Credit Note - BPO: Version 2.1.0.69 - Example Company

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

Save | Back | Delete Item | Copy Current Closing | Save Layout | Print

Cr Note No. [ ] Invoice No. IN0000454 \* fType ReferenceType ReferenceNo  
 Customer Name Hope Works \* Billing Period 8 \* AS Reason Code Technician Fault  
 Salesman Bianca Du Toit \* Order No. [ ]  
 Cr Note Status New  
 Cr Note Date Time 17 Nov 2017 00:00:00  
 Generate Invoice  Close Readings   
 Currency ZAR Exchange Rate 1  
 Tax Rate 14

SerialNo	FeeType	FeeTypeDesc	AccountCode	InvoiceLineDescription	Due	VAT	SuppressOnInvoice
							<input type="checkbox"/>

SerialNo	MeterDefCode	AccountCode	OpeningReading	ClosingReading	ReadingDate	MinBilling	MinQuantity	Usage	Due	VAT	NewClosingReading	SuppressOnInvoice
2020-103056	Mono	1101	2 500.00	3 000.00	31 Oct 2017	0.00	0	500	100.00	14.00	3 000.00	<input type="checkbox"/>
2020-103056	Colour	1101	2 000.00	2 500.00	31 Oct 2017	0.00	0	500	600.00	84.00	2 500.00	<input type="checkbox"/>

Comment [ ] \* Sub Total 700.00  
 VAT 98.00  
 Grand Total 798.00

Open Windows | 15 Feb 2019

1. In this example, the **New Closing Readings** have been adjusted.

## Comment

2. Type in a relevant comment / reason for this contract credit note.

Add new Contract Credit Note - BPO: Version 2.1.0.69 - Example Company

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

Save | Back | Delete Item | Copy Current Closing | Save Layout | Print

Maintain | Processing | Format | Print

Cr Note No.  Invoice No.  RefType  ReferenceType  ReferenceNo

Customer Name  Billing Period  REAS Reason Code Technician Fault

Salesman  Order No.

Cr Note Status

Cr Note Date Time

Generate Invoice  Close Readings

Currency  Exchange Rate

Tax Rate

SerialNo	FeeType	FeeTypeDesc	AccountCode	InvoiceLineDescription	Due	VAT	SuppressOnInvoice
							<input type="checkbox"/>

SerialNo	MeterDefCode	AccountCode	OpeningReading	ClosingReading	ReadingDate	MinBilling	MinQuantity	Usage	Due	VAT	NewClosingReading	SuppressOnInvoice
2020-103056	Mono	1101	2 500.00	3 000.00	31 Oct 2017	0.00	0	500	100.00	14.00	2 940.00	<input type="checkbox"/>
2020-103056	Colour	1101	2 000.00	2 500.00	31 Oct 2017	0.00	0	500	600.00	84.00	2 250.00	<input type="checkbox"/>

Comment

Sub Total 700.00  
VAT 98.00  
Grand Total 798.00

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## GENERATE INVOICE CHECK BOX

- When you have finished editing the required details in this screen, click on the **Generate Invoice** check box.

Add new Contract Credit Note - BPO: Version 2.1.0.69 - Example Company

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

Save Back Delete Item Copy Current Closing Save Layout Print

Maintain Processing Format Print

Cr Note No.  Invoice No.  \* RefType ReferenceType ReferenceNo  
 Customer Name  \* Billing Period  \* REAS Reason Code Technician Fault  
 Salesman  \* Order No.   
 Cr Note Status   
 Cr Note Date Time  00:00:00  
 Generate Invoice  Close Readings   
 Currency  Exchange Rate   
 Tax Rate

SerialNo	FeeType	FeeTypeDesc	AccountCode	InvoiceLineDescription	Due	VAT	SuppressOnInvoice
							<input type="checkbox"/>

SerialNo	MeterDefCode	AccountCode	OpeningReading	ClosingReading	ReadingDate	MinBilling	MinQuantity	Usage	Due	VAT	NewClosingReading	SuppressOnInvoice
2020-103056	Mono	1101	2 500.00	3 000.00	31 Oct 2017	0.00	0	500	100.00	14.00	2 940.00	<input type="checkbox"/>
2020-103056	Colour	1101	2 000.00	2 500.00	31 Oct 2017	0.00	0	500	600.00	84.00	2 250.00	<input type="checkbox"/>

Comment  \* Sub Total   
 VAT   
 Grand Total

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## SAVE CONTRACT CREDIT NOTE

1. The **Generate Invoice** check box will be selected.
2. Click on **Save**.



Add new Contract Credit Note - BPO: Version 2.1.0.69 - Example Company

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

Save Back Delete Item Copy Current Closing Save Layout Print

Maintain Processing Format Print

Cr Note No. Invoice No. INV0000454  
 Customer Name Hope Works Billing Period 8  
 Salesman Bianca Du Toit Order No.  
 Cr Note Status New  
 Cr Note Date Time 17 Nov 2017 00:00:00  
 Generate Invoice  Close Readings   
 Currency ZAR Exchange Rate 1  
 Tax Rate 14

SerialNo	FeeType	FeeTypeDesc	AccountCode	InvoiceLineDescription	Due	VAT	SuppressOnInvoice
							<input type="checkbox"/>

SerialNo	MeterDefCode	AccountCode	OpeningReading	ClosingReading	ReadingDate	MinBilling	MinQuantity	Usage	Due	VAT	NewClosingReading	SuppressOnInvoice
2020-103056	Mono	1101	2 500.00	3 000.00	31 Oct 2017	0.00	0	500	100.00	14.00	2 940.00	<input type="checkbox"/>
2020-103056	Colour	1101	2 000.00	2 500.00	31 Oct 2017	0.00	0	500	600.00	84.00	2 250.00	<input type="checkbox"/>

Comment Incorrect meter reading

Sub Total 700.00  
 VAT 98.00  
 Grand Total 798.00

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The contract credit note will be **saved** and you will return to the **Contract Credit Notes** listing screen.

1. Here you can view the newly created credit note which has now been allocated a **Credit Note No.**
2. If necessary, **scroll right** to view the remaining columns in this screen.

CrNoteNo	CrNoteStatus	CustomerCode	CustomerName	DeptCode	DeptName	CustomerOrderNo	Currency	ExchangeRate	TaxRate	CrNoteDate	BillingPeriod	InvoiceNo	Au
CR0000025	N	DER001	Derton Technologies				ZAR	1.00	14.00	31 Aug 2017	6	IN0000438	No
CR0000026	N	OFF001	Office Supplies Un...				ZAR	1.00	14.00	17 Nov 2017	8	IN0000457	No
CR0000027	N	HOP001	Hope Works	Tech	Technical		ZAR	1.00	14.00	17 Nov 2017	8	IN0000454	Ye

Here you can see the specific details of the contract credit note:

1. The **Auto Generate Invoice** column is set to **Yes**.
2. The **Comments** column contains the reason for the contract credit note.
3. The system has noted that there are no **Auto Close Readings** linked to this contract credit note.

derNo	Currency	ExchangeRate	TaxRate	CrNoteDate	BillingPeriod	InvoiceNo	AutoGenerateInv	Status	Comments	SalesmanName	AutoCloseReading	CreatedBy
	ZAR	1.00	14.00	31 Aug 2017	6	IN0000438	No		Readings adjustment	Belinda Sharman	Yes	Abigail Milne
	ZAR	1.00	14.00	17 Nov 2017	8	IN0000457	No		Meter readings incorrect.	Belinda Sharman	Yes	Abigail Milne
	ZAR	1.00	14.00	17 Nov 2017	8	IN0000454	Yes	A	Incorrect meter reading	Bianca Du Toit	No	Abigail Milne

## RELEASE AND APPROVE CONTRACT CREDIT NOTE

- You will now need to [Release and Approve](#) the contract credit note.

## PRINT AUTO GENERATED INVOICE

- On **approval** the system will auto generate a **new invoice**.
- You can then [print](#) the auto generated contract invoice.

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