

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

CALLS

NEW DEAL / SERVICE CALL CREDIT NOTES

- 1. Credit a Cancelled Order
- 2. Credit Incorrect Stock & Re-Invoice Correct Stock
- 3. Credit Over-Supply
- 4. Credit and Re-Invoice Correct Selling Price

1. CREDIT CANCELLED ORDER

- 1. Re-instate Work Order (if closed)
- 2. Create Credit Note
- 3. <u>Credit Note Approval</u>
- 4. <u>Return Stock to Stores</u>
- 5. Close Work Order

2. CREDIT INCORRECT STOCK & RE-INVOICE CORRECT STOCK

- 1. <u>Re-instate Work Order</u> (if closed)
- 2. Create Credit Note
- 3. <u>Credit Note Approval</u>
- 4. <u>Return Stock to Stores</u>
- 5. Raise Request for Correct Stock
- 6. Part Request Authorisation
- 7. Issue Stock
- 8. Raise Invoice
- 9. Close Work Order



3. CREDIT OVER SUPPLY

- 1. <u>Re-instate Work Order</u> (if closed)
- 2. Create Credit Note
- 3. Credit Note Approval
- 4. <u>Return Stock to Stores</u>
- 5. Edit Part Request Quantity
- 6. Close Work Order

4. CREDIT AND RE-INVOICE CORRECT SELLING PRICE

- 1. <u>Re-instate Work Order</u> (if closed)
- 2. Create Credit Note (do not select option to return stock to store)
- 3. Credit Note Approval
- 4. <u>Raise Invoice</u> (ensure selling price is correct)
- 5. Close Work Order

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