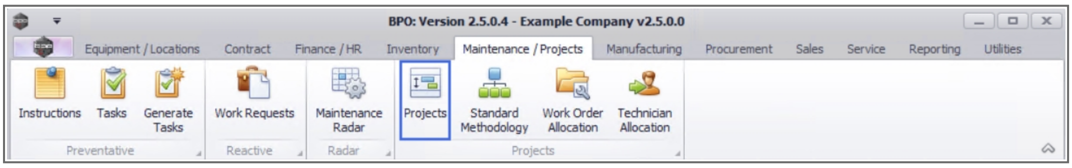
PROJECTS

PROJECT - RAISE CREDIT NOTE

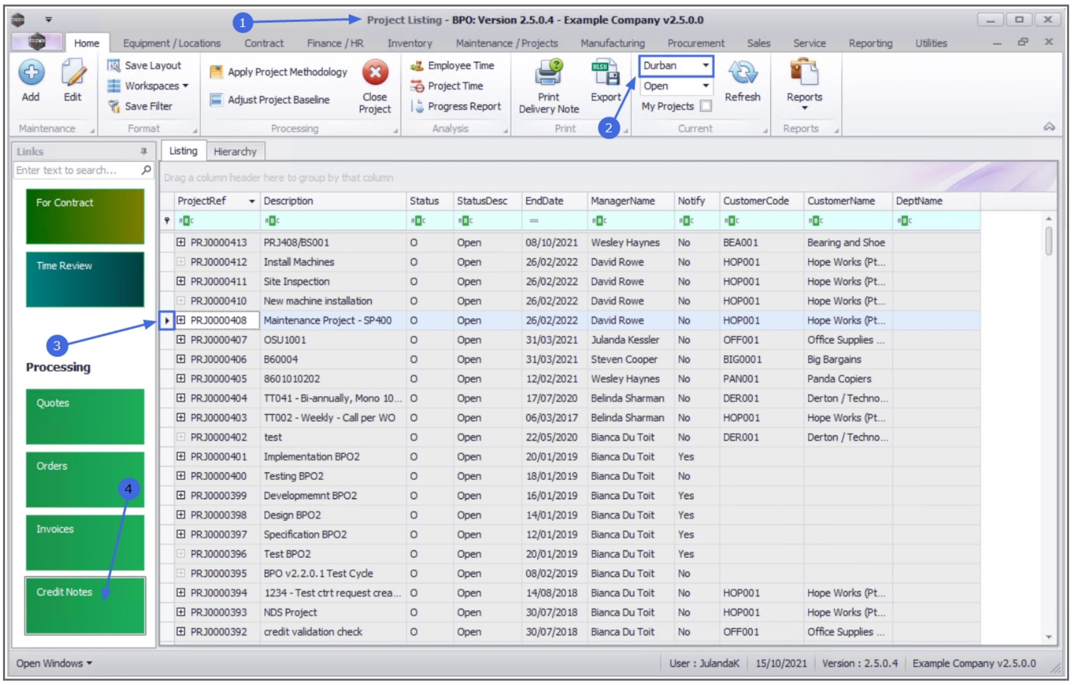
When Project Credit Notes are raised, remember the following:

- 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*



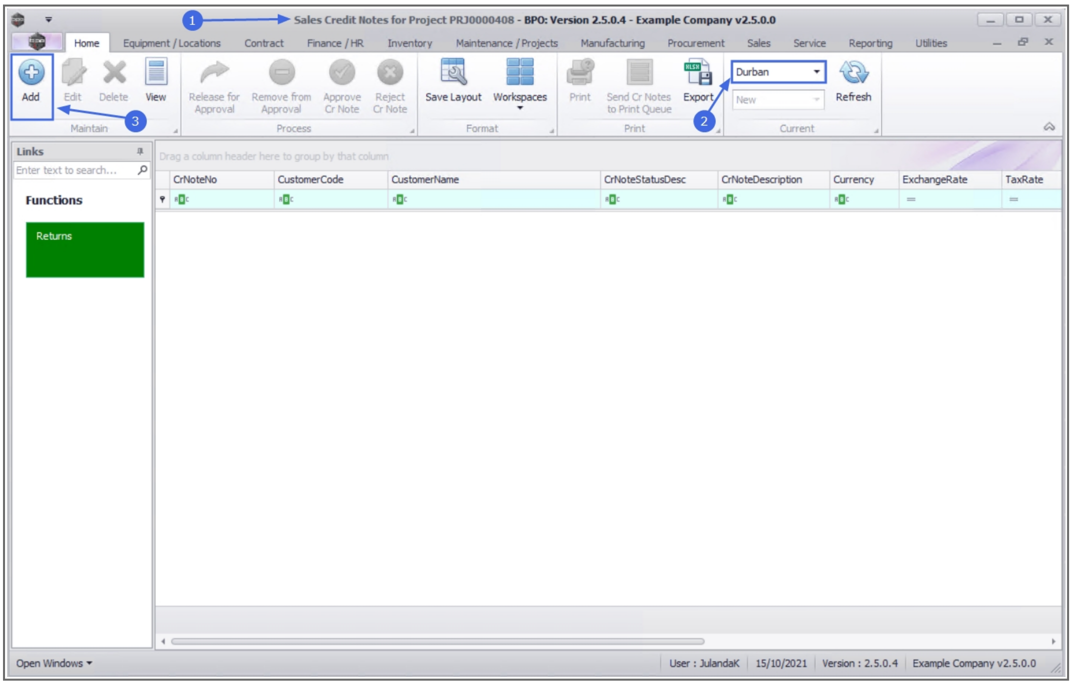
1. The ***Project Listing*** screen will be displayed.
2. Select the ***Site*** where the project can be located.
   - The example has ***Durban*** selected.
3. Select the ***row*** of the ***project*** you wish to raise a credit note for.
4. Click on the ***Credit Notes*** tile.



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***.

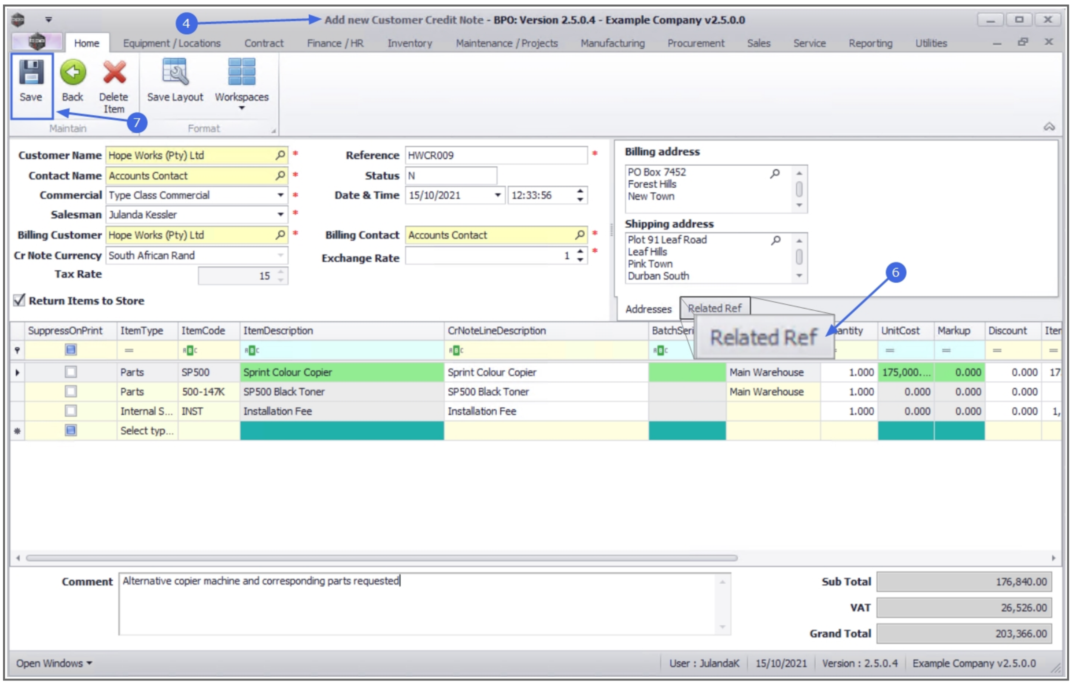
Short cut key: ***Right click*** to display the ***All groups*** menu list. Click on ***Add***.



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.

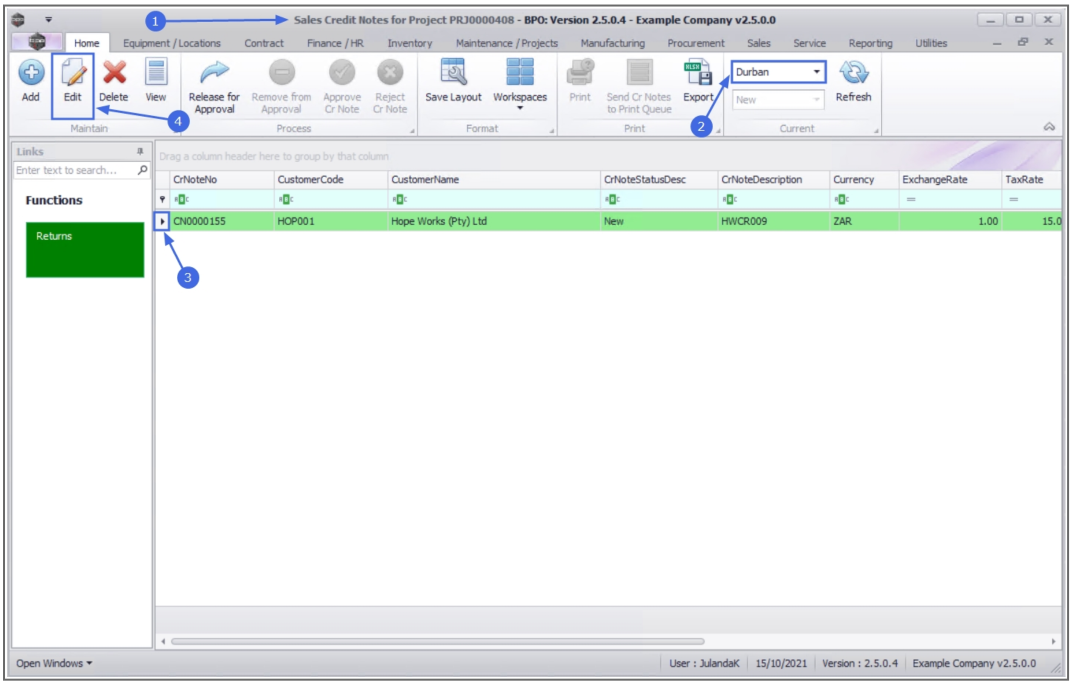
For a detailed handling of this topic refer to Credit Notes - Issue a Credit Note



EDIT CREDIT NOTE

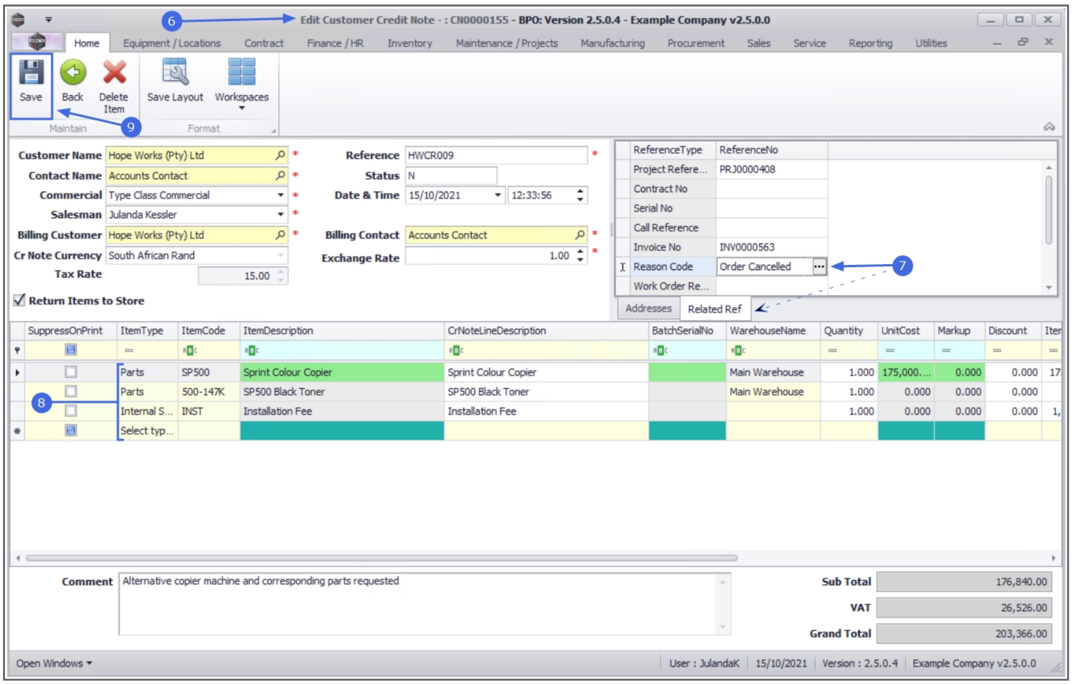
1. From the ***Sales Credit Notes for Project [****project ref number****]*** screen,
2. The ***Site*** from the Project Listing screen will not automatically pull through to the ***Sales Invoices for Project*** screen, ensure that the correct ***Site*** has been selected.
    - The example has ***Durban***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

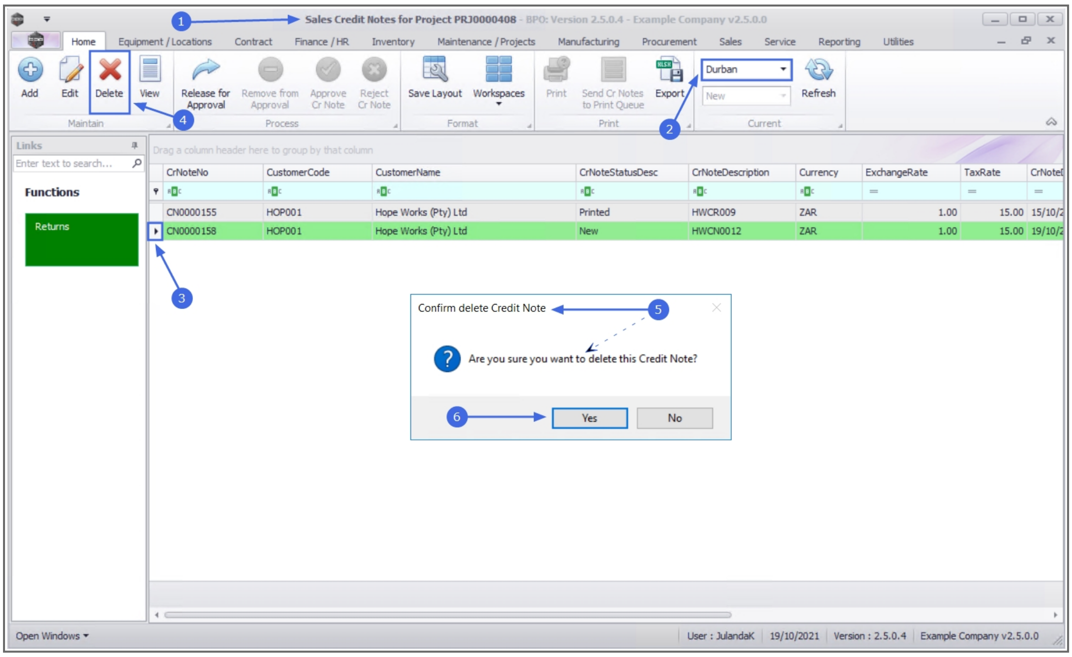


CANCEL A CREDIT NOTE

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***.

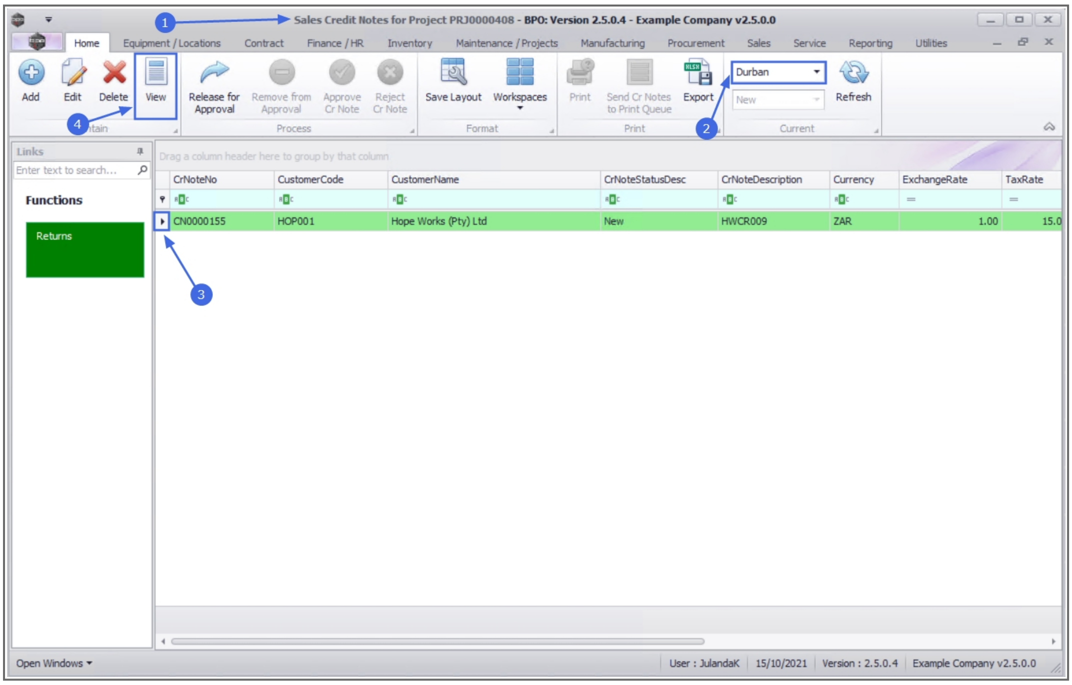
5. When you receive the ***Confirm delete Credit Note*** message;
   - ***Are you sure you want to delete this Credit Note?***
6. Click on ***Yes***.



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

VIEW CREDIT NOTE

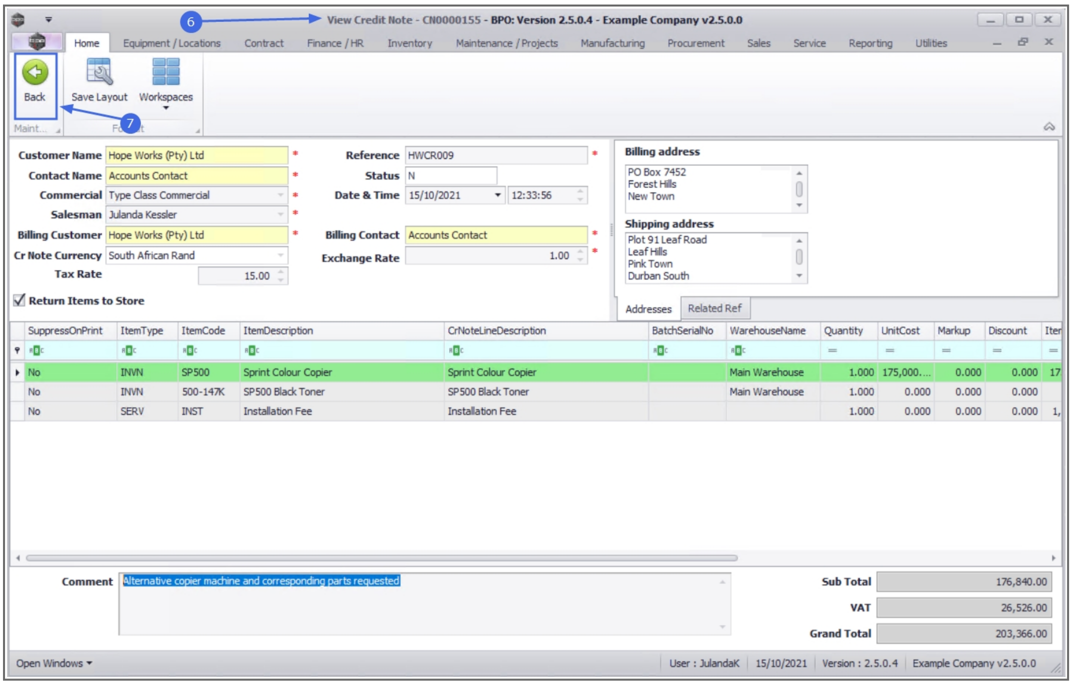
1. From the ***Sales Credit Notes for Project [****project ref number****]*** listing screen,
2. The ***Site*** from the Project Listing screen will not automatically pull through to the ***Sales Invoices for Project*** screen, ensure that the correct ***Site*** has been selected.
    - The example has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

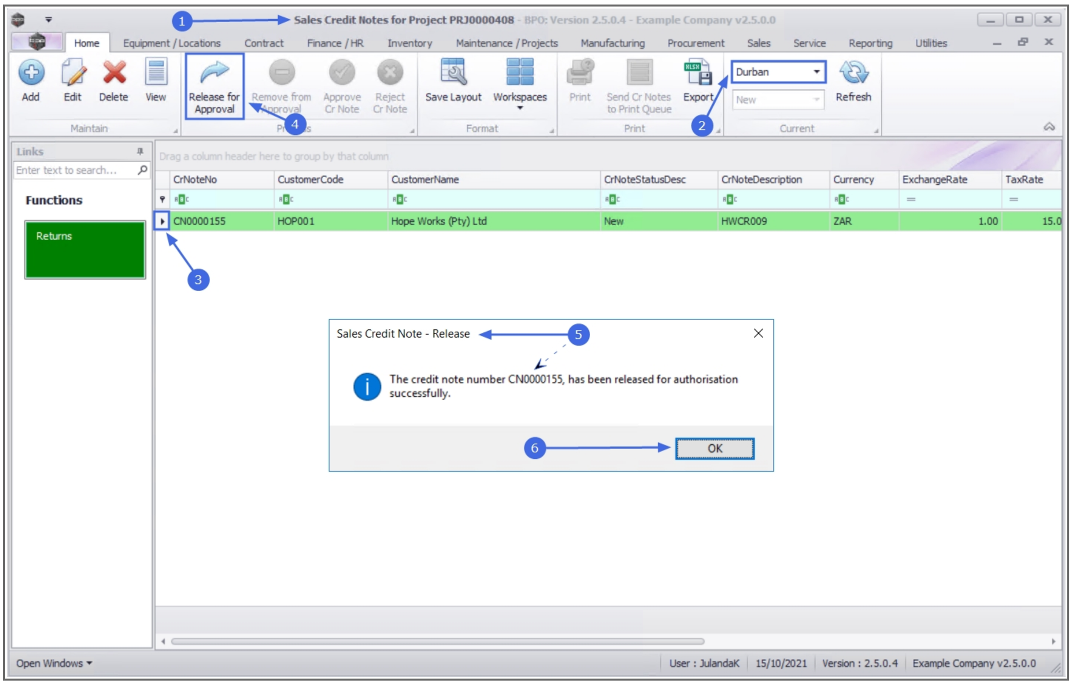


RELEASE FOR APPROVAL

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***.



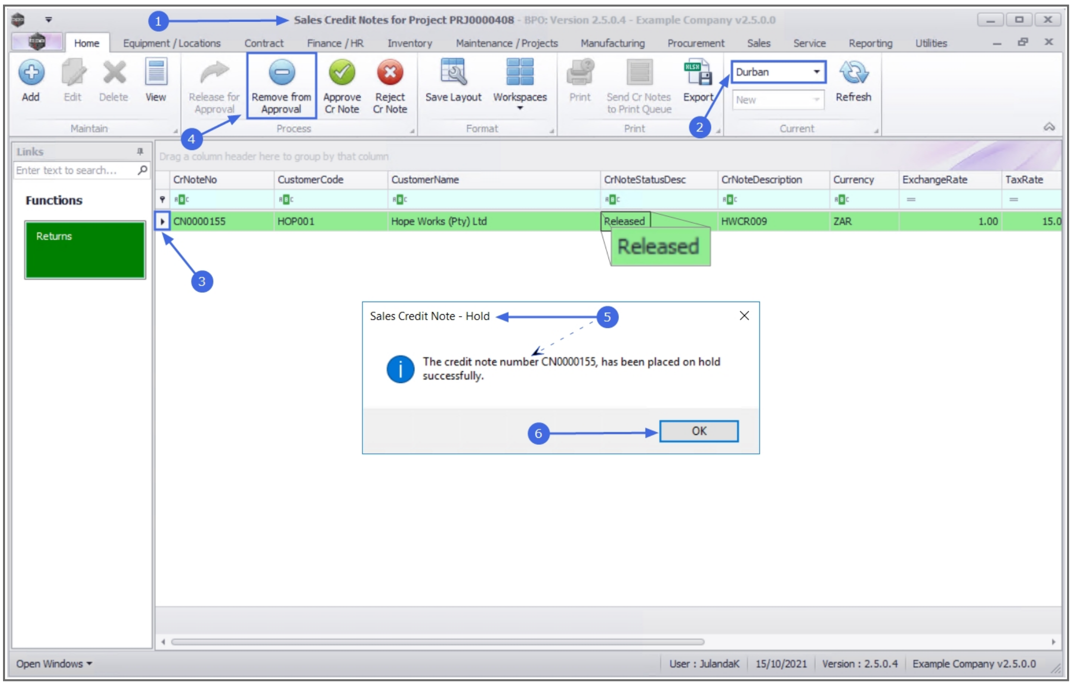
PLACE ON HOLD

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***.



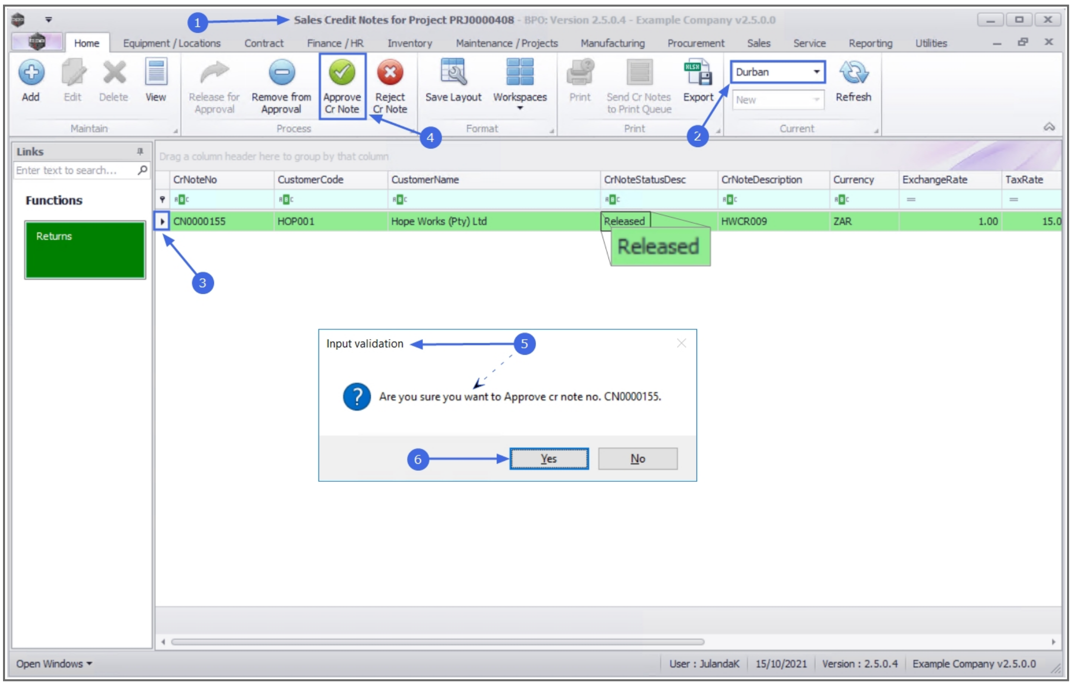
APPROVE CREDIT NOTE

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***.

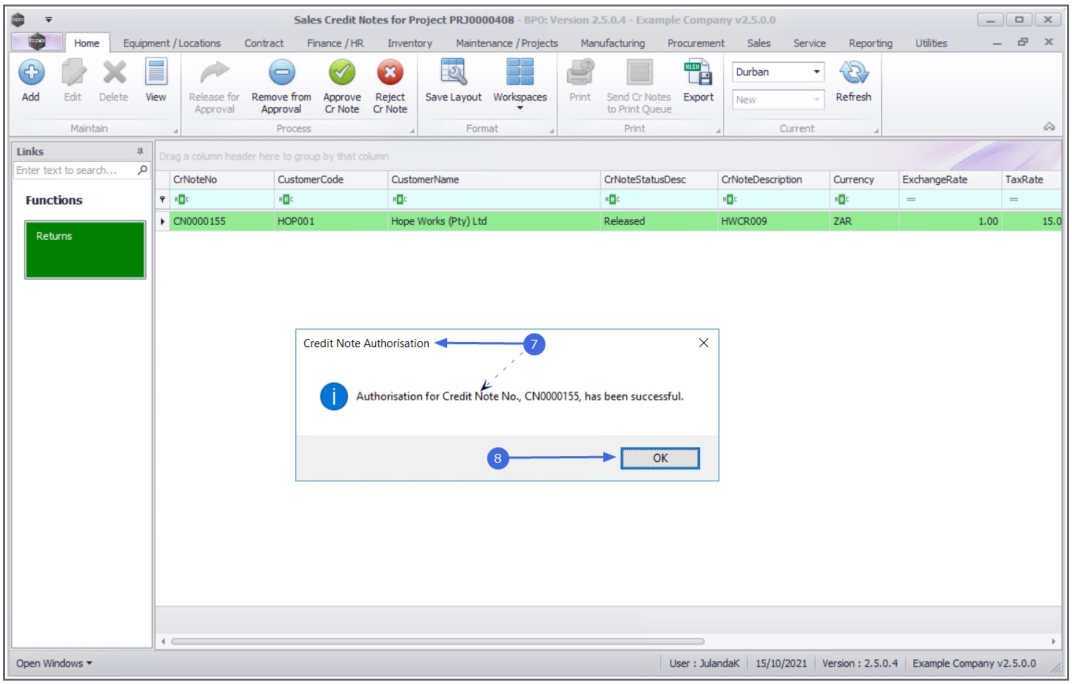
Short cut key: ***Right click*** to display the ***All groups*** menu list. Click on ***Approve***.

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***.

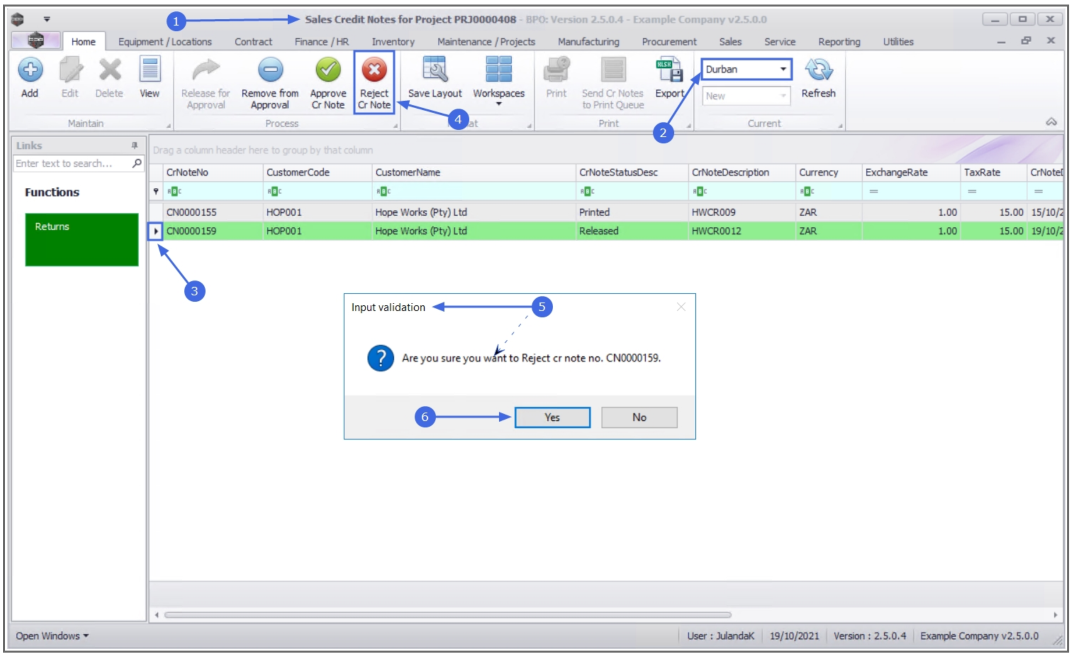


REJECT CREDIT NOTE

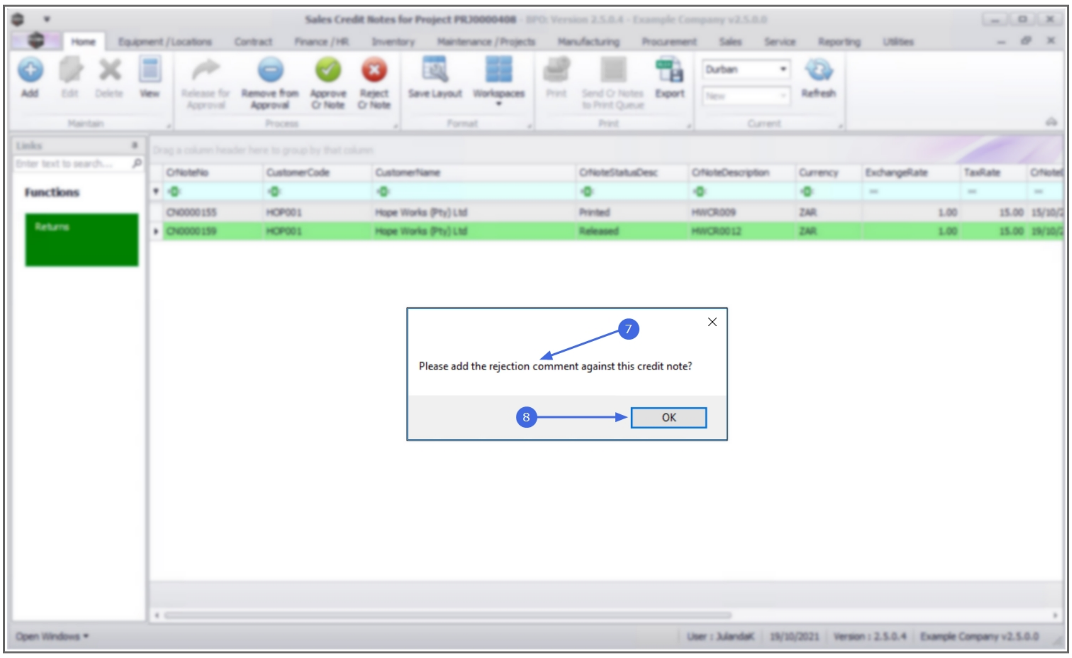
1. From the ***Sales Credit Notes for Project [****project ref number****]*** listing screen,
2. The ***Site*** from the Project Listing screen will not automatically pull through to the ***Sales Invoices for Project*** screen, ensure that the correct ***Site*** has been selected.
    - The example has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

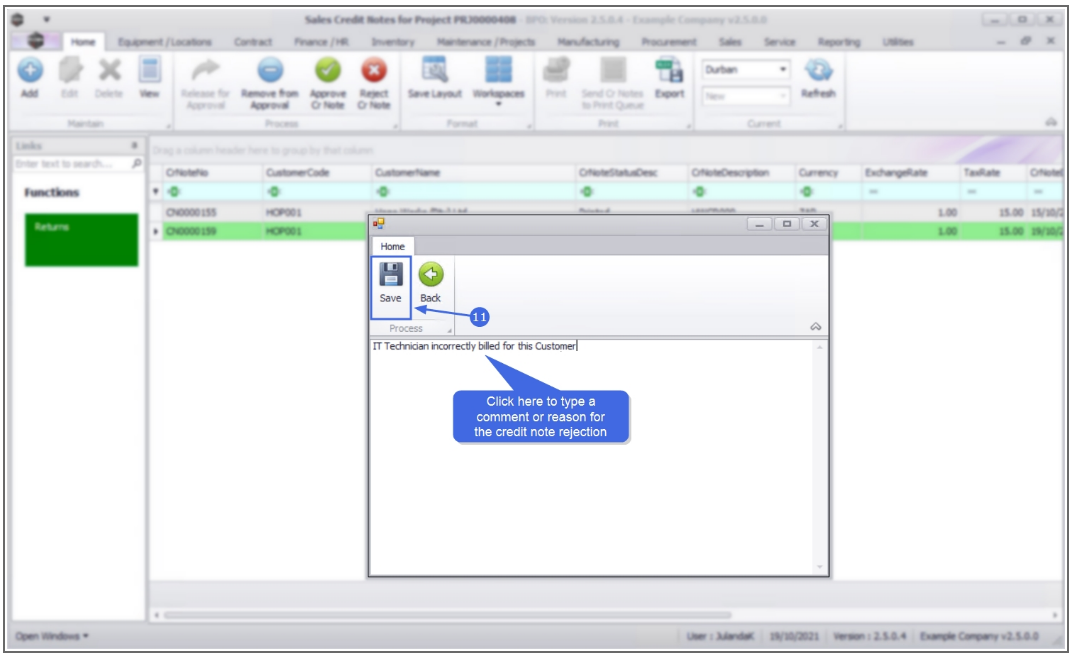
5. When you receive the ***Input Validation*** message to confirm;
    - ***Are you sure you want to Reject cr note no. [****credit note number****].***
6. Click on ***Yes***.



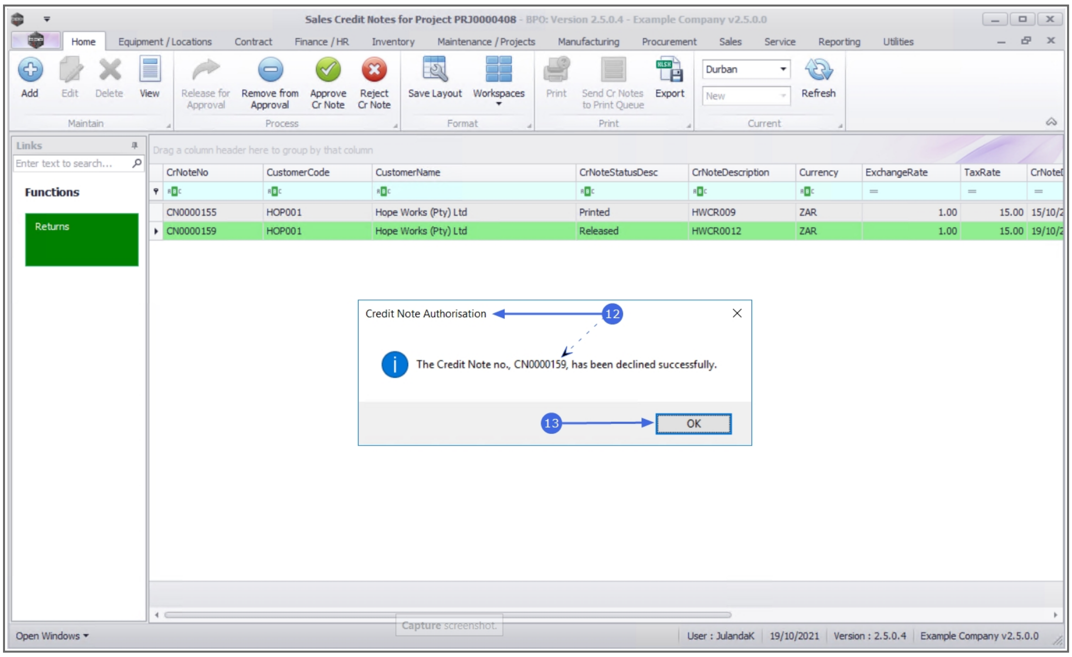
7. Next you will receive a message informing you to;
    - ***Please add the rejection comment against this credit note?***
8. Click on ***OK*** to proceed.



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.

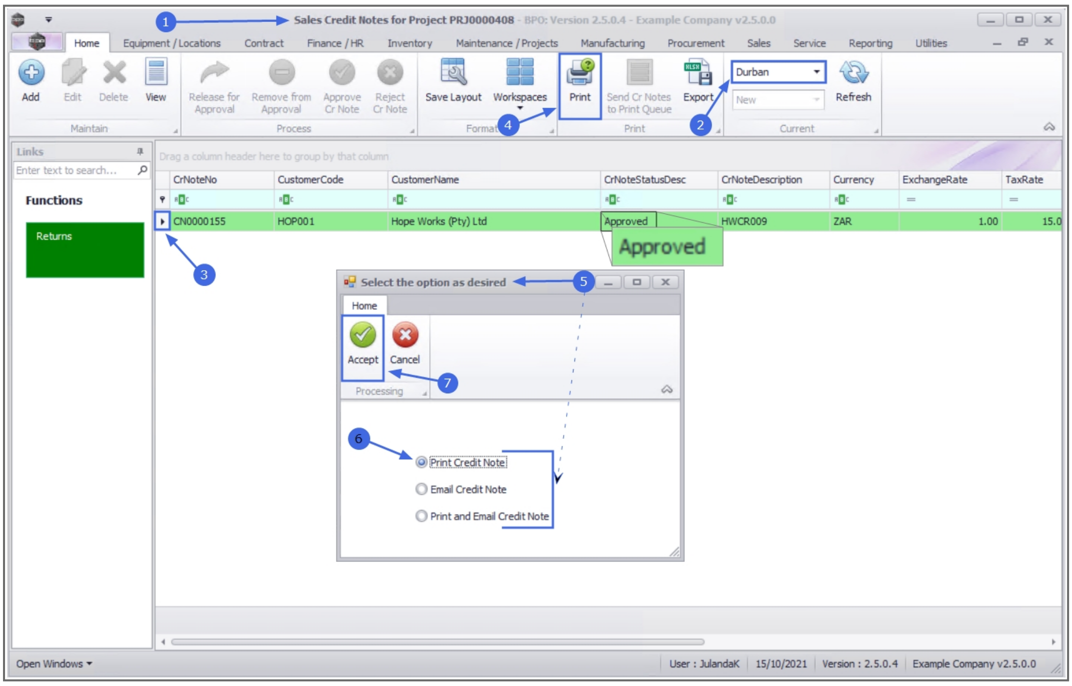
4. Click on ***Print***.

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.

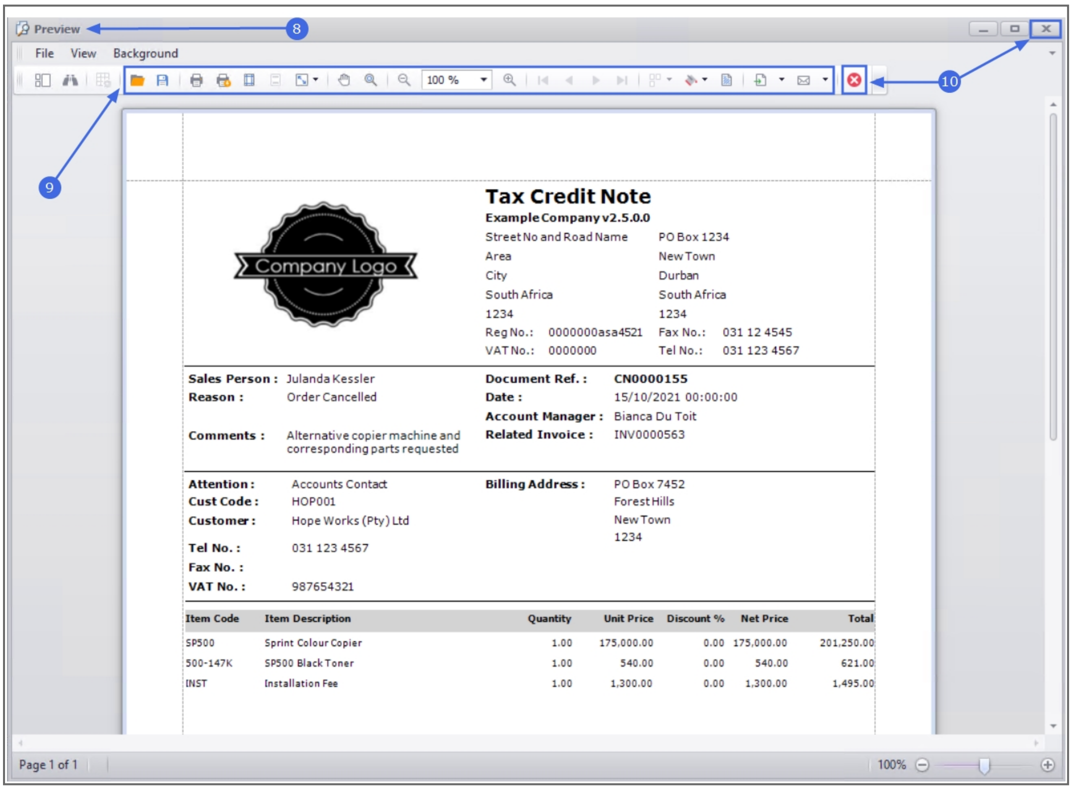
> When selecting to *Email Invoice*, the invoice will be emailed via the *BPO Email Service* on the server and not from MS Outlook.

- 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.



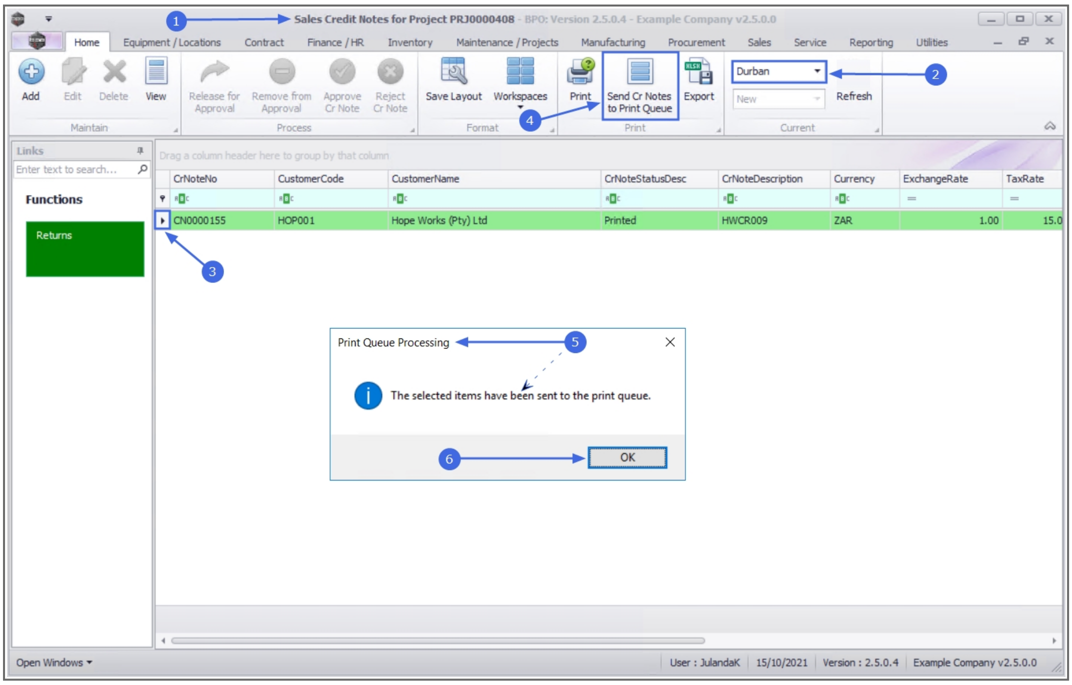
SEND CREDIT NOTES TO PRINT QUEUE

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

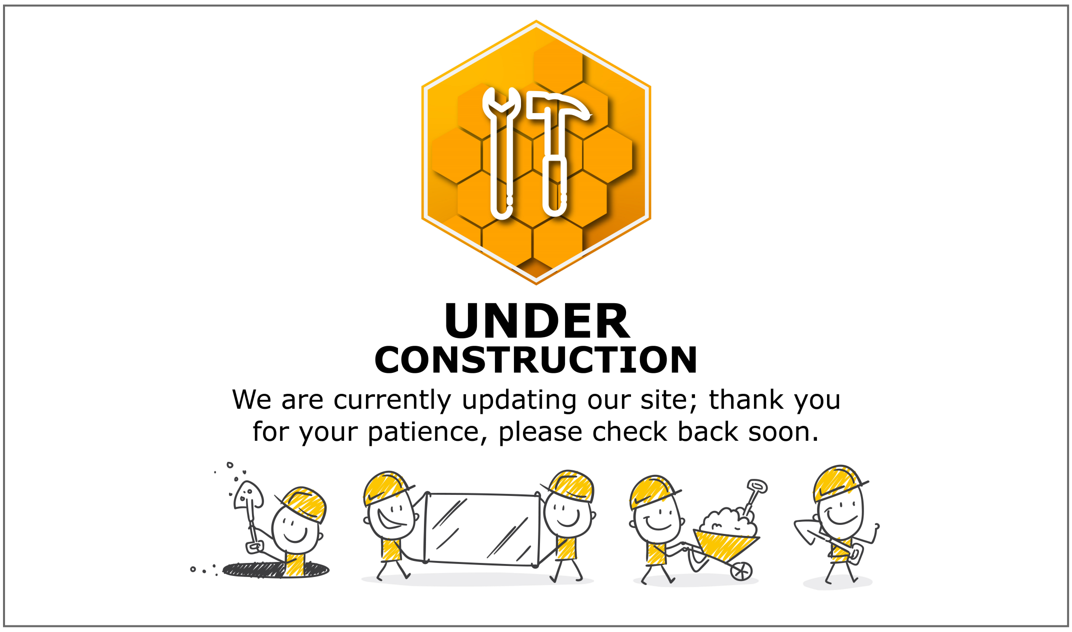
From the Sales Credit Notes for Customer screen you can view the ***Credit Note Returns*** for ***OTC*** and ***POS*** Invoices.

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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