

# SALES

## INTRODUCTION TO CREDIT NOTES

This manual provides an overview of the processes and functionality available from the **Sales Credit Note** listing screen.

A Sales Credit Note is a document issued by the seller and sent to the buyer when there is a reduction in the amount payable to the seller, due to an error in the original invoice or other reasons. It is the reversal, in part or full, of a Sales Invoice.

Sales Credit Notes need to go through an approval process in order to complete the transaction.

When doing a Credit Note for stock items, you have an option to return the stock item and replace it.

All item types can be credited, but when crediting stock, a decision must be made as to whether or not to return stock and if replacement of the part is required. This will raise a return request that must be actioned by the storeman to return the part to warehouse. However, when crediting a Point Of Sales (POS) Invoice, the stock will be returned automatically to the designated Auto Issue warehouse.



### Examples where parts may not need to be returned to store:

- Items that have been Invoiced with an incorrect Selling Price, will only require a partial credit, where only the incorrect portion of the Selling Price for the Item will be credited.
- Stock items that falls under a Customer's Contract inclusions and was billed in error. The stock or part will remain with the

Customer, but the Invoice should not have been raised and a Credit Note therefore needs to be issued for these items.



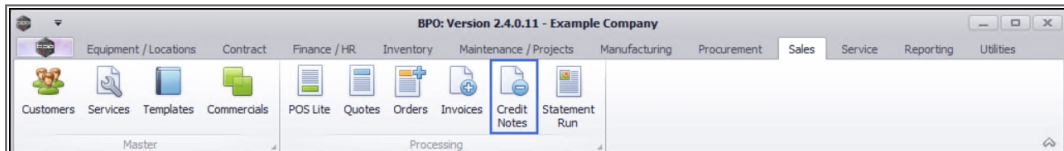
### Examples where parts may require stock return:

- Items that are damaged or faulty will be brought back into store for repair or write off; and a working part can be issued against the part request in its place, then invoiced.
- The incorrect part was issued and invoiced. This requires return of the incorrect item; then request, issue and invoicing of the correct part.

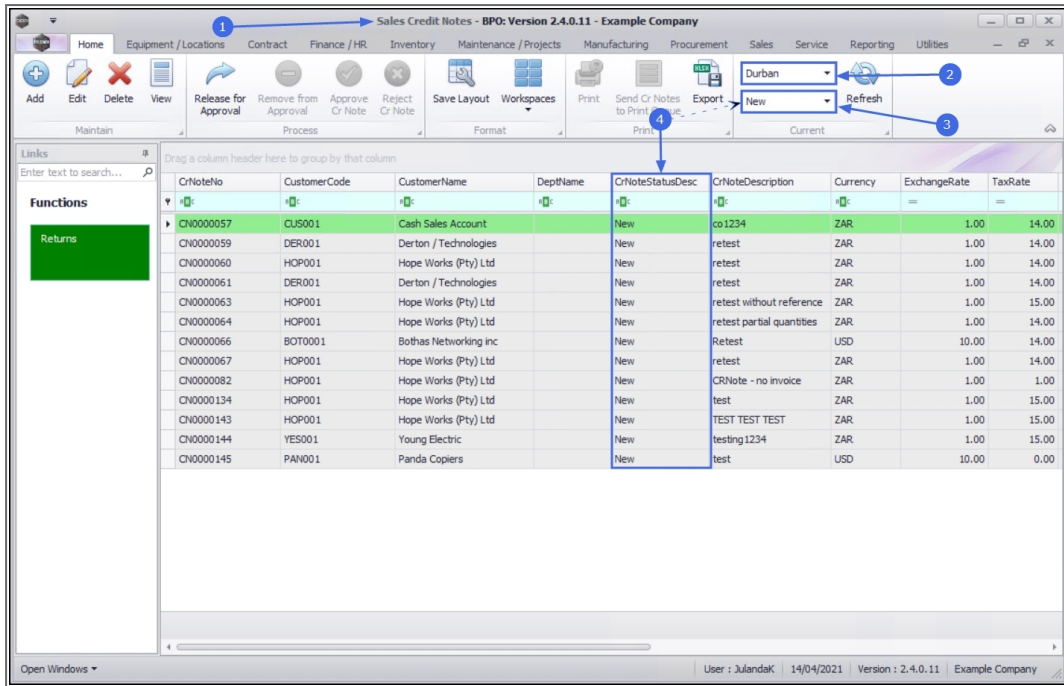
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### Ribbon Access: *Sales > Credit Notes*

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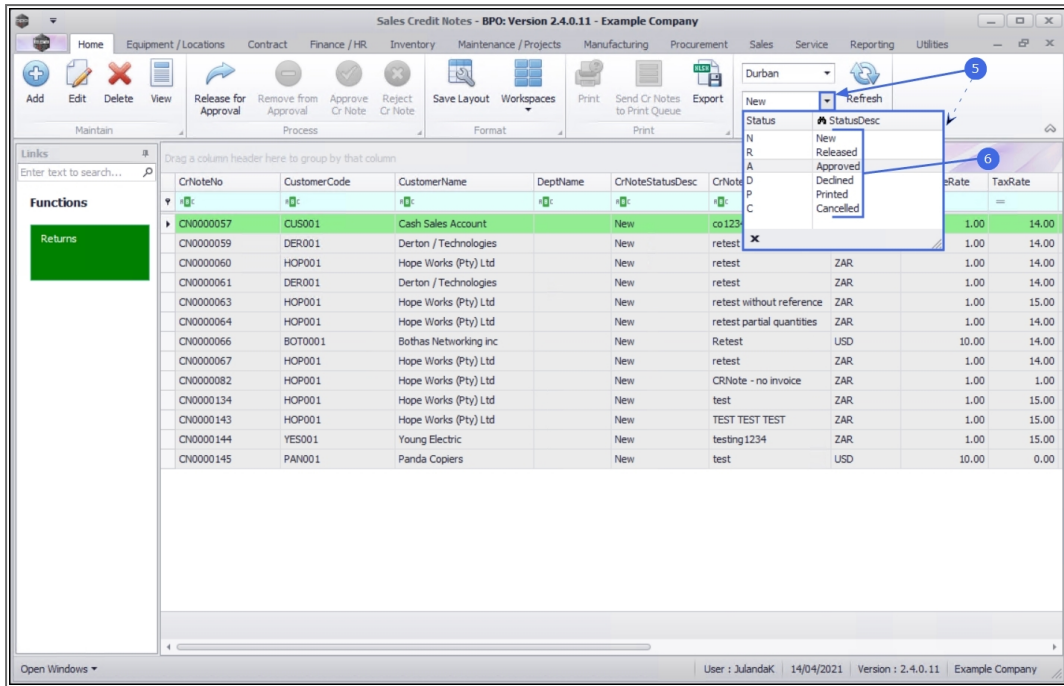
1. The **Sales Credit Notes** listing screen will be displayed.
2. Select the **Site** you wish to work in.
  - The example has **Durban** selected.
3. The **Status** will open by default in the **New** status.
4. The list of sales credit notes displayed, will always be linked to the selected status.
  - The sales credit notes in the Cr Notes Status Desc column has been filtered using the Status selected as **New**.



## **FILTER BY CREDIT NOTE STATUS**

To view sales credit notes in a different status:

5. Click on the down **arrow** in the **Status** field to display the Status drop-down list.
6. Click on the **status** option you wish to view.

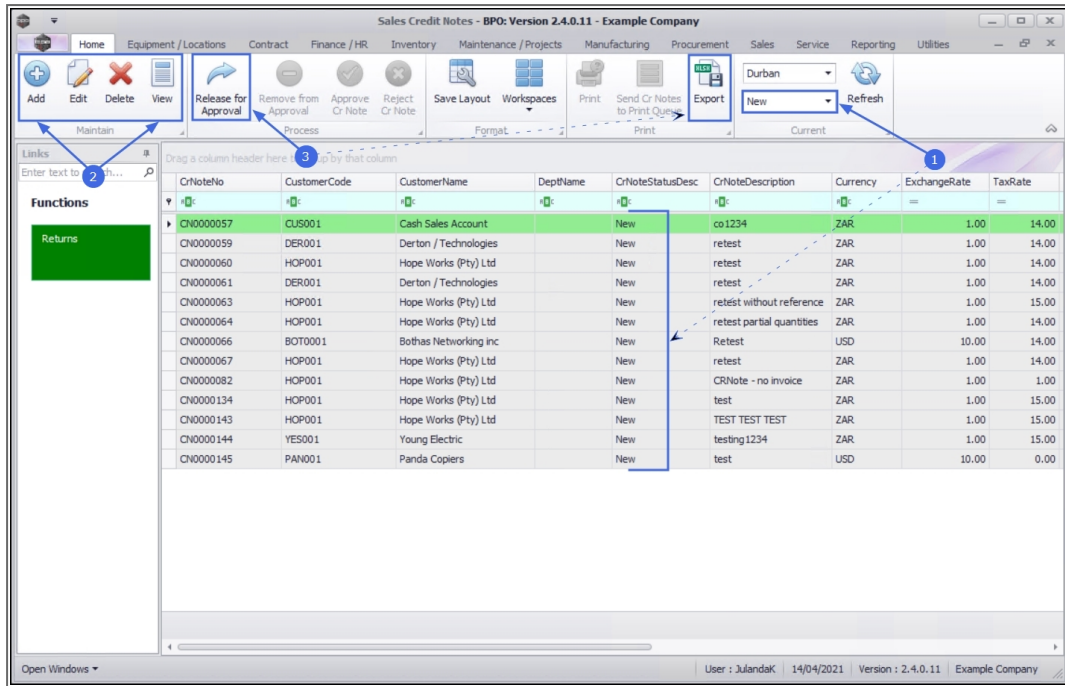


## MAINTAIN BUTTONS

There are various ribbon toolbar action buttons available depending on the screen status and will display as available (bold) or unavailable (greyed out).

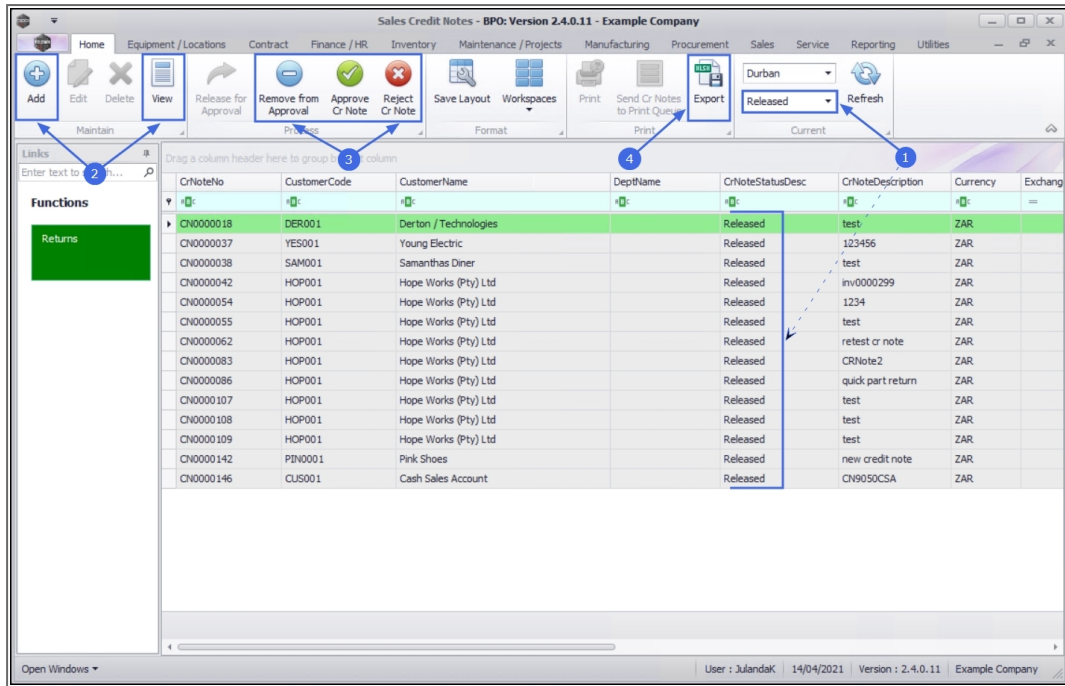
## NEW STATUS

1. Change the **Status** to **New**.
2. In this status, you can [Credit Notes - Issue a Credit Note](#), [Credit Notes - Edit Credit Note](#), [Credit Notes - Cancel a Credit Note](#) and [Credit Notes - View a Credit Note](#).
3. You can [Credit Notes - Release for Approval](#) and [Export](#) a list of all the New Credit Notes to a Microsoft Excel Spreadsheet.



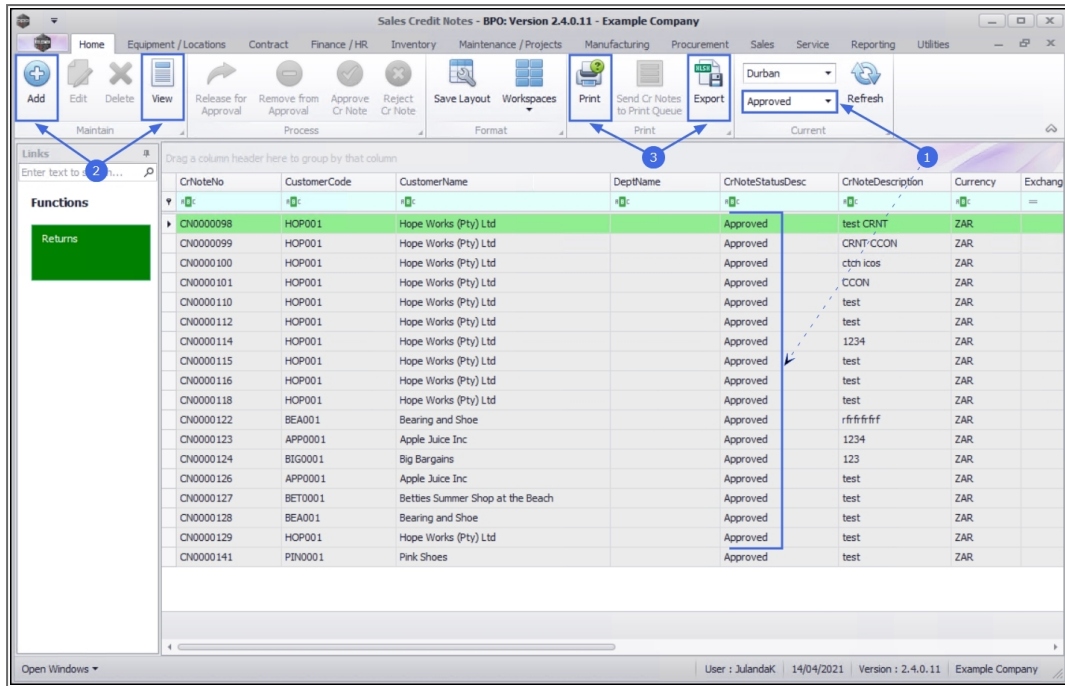
## RELEASED STATUS

1. Change the **Status** to **Released**.
2. In this status, you can [Credit Notes - Issue a Credit Note](#) and [Credit Notes - View a Credit Note](#).
3. You can also [Credit Notes - Place on Hold](#), [Credit Notes - Approve Credit Note](#) or [Reject Credit Note](#).
4. You can also [Export](#) the list of released Credit Notes to a Microsoft Excel Spreadsheet.



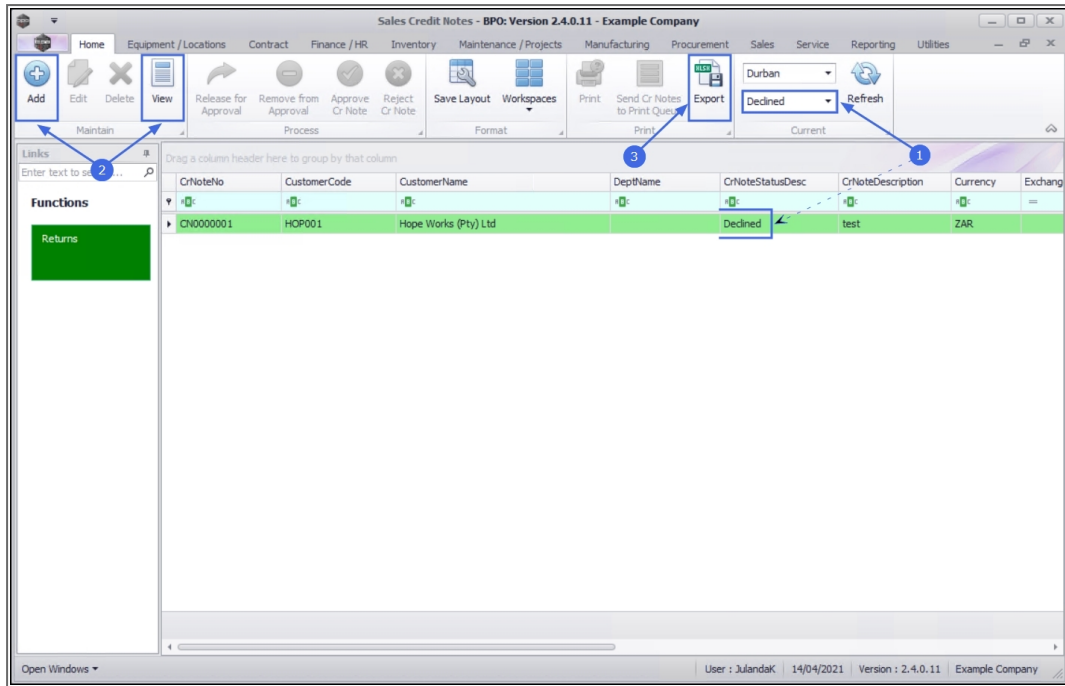
## APPROVED STATUS

1. Change the Status to **Approved**.
2. In this status, you can [Credit Notes - Issue a Credit Note](#) and [Credit Notes - View a Credit Note](#).
3. You also now have the option to [Print](#) the Credit Note and [Export](#) the list of approved Credit Notes to a Microsoft Excel Spreadsheet.



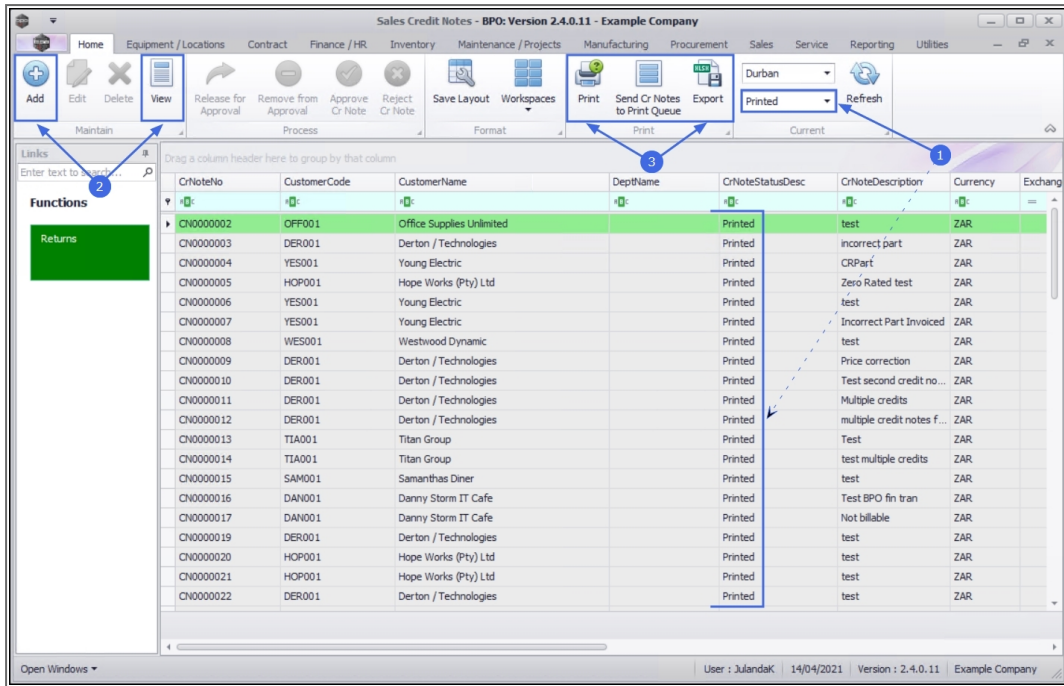
## DECLINED STATUS

1. Change the Status to ***Declined***.
2. In this status, you can [Credit Notes - Issue a Credit Note](#) and [Credit Notes - View a Credit Note](#).
3. You are also able to [Export](#) the list of the declined Credit Notes to a Microsoft Excel Spreadsheet.



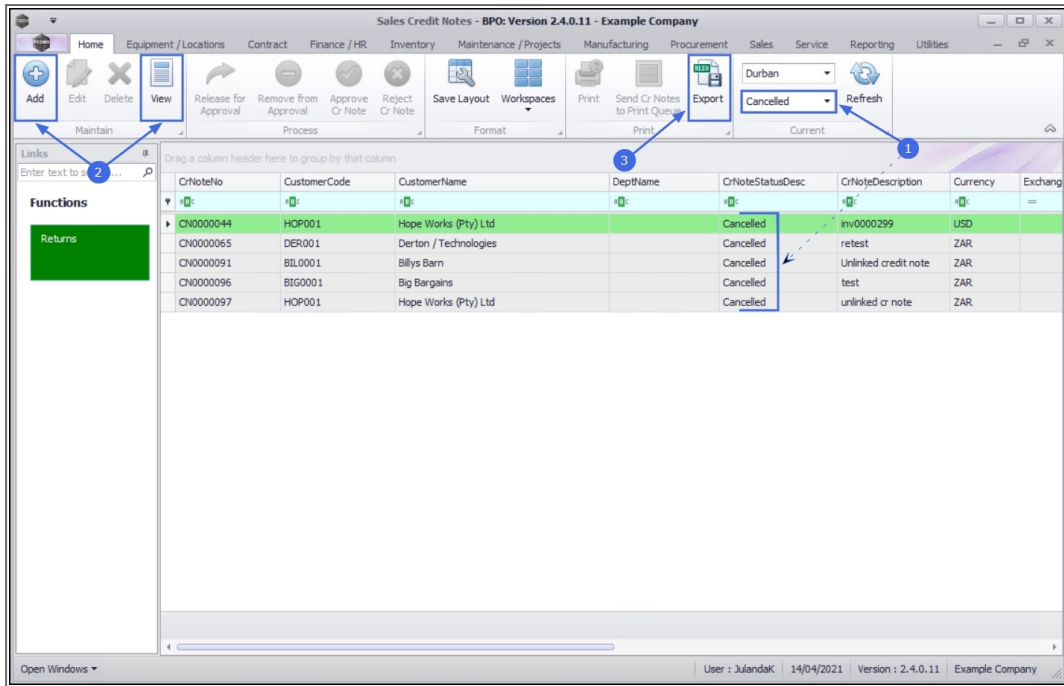
## PRINTED STATUS

1. Change the **Status** to **Printed**.
2. In this status, you can [Credit Notes - Issue a Credit Note](#) and [Credit Notes - View a Credit Note](#).
3. You can [Print](#) or send Credit Note(s) to the [Print Queue](#) as well as [Export](#) a list of all printed Credit Notes to a Microsoft Excel Spreadsheet.



## CANCELLED STATUS

1. Change the Status to **Cancelled**.
2. In this status, you can [Credit Notes - Issue a Credit Note](#) and [Credit Notes - View a Credit Note](#).
3. You are also able to [Export](#) the list of cancelled Credit Notes to a Microsoft Excel Spreadsheet.



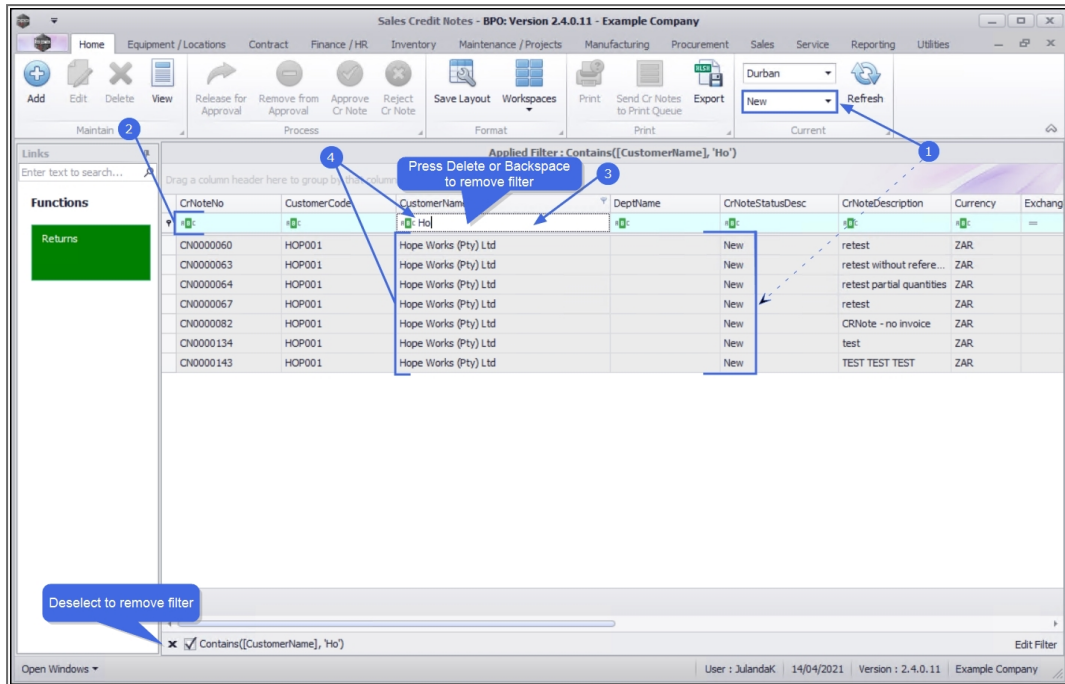
## FILTER BY CUSTOMER

- The **Status** option allows you to filter the list of Credit Notes in the credit note data grid based on the selected filter.
  - The example is listing all the **New** Credit Notes
- You can further refine the list by using the **filter row** in the data grid.
- Click in the **filter field** of the **filter row** in line with the **column** you wish to filter.
  - The example has **Customer Name** selected.
- Start typing the text you wish to filter the list with.
  - The example is using the customer name *Hope Works (Pty) Ltd*.

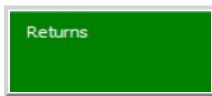
## REMOVE FILTER

To remove the filter, press **Backspace** or **Delete** to remove the filter text, or click on the **filter tick box** to deselect the filter option. This will return the

Credit Note list screen for the Status you have selected.



## FUNCTIONS TILE



From the [Returns](#) tile you can view the [Credit Notes - Returns](#) linked to a selected Credit Note .

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