

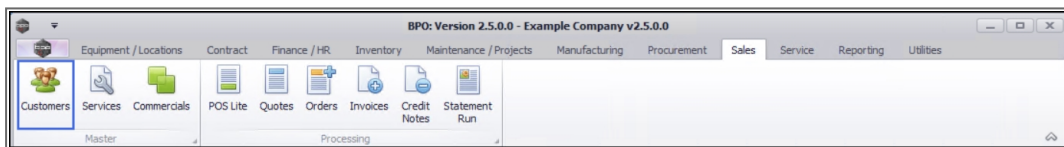
SALES

CUSTOMERS - CREDIT NOTES

After a Credit Note has been created, it has to go through an approval process which includes:

- Releasing Credit Note for Approval / Removing Credit Note from Approval
- Approving / Rejecting Credit Note
- Print Credit Note (this step will post the transaction to Pastel)

Ribbon Access: *Sales > Customers*



1. The **Customer Listing** screen will be displayed.
2. Select the **Site** where the Customer can be located.
 - The example has **Durban** selected.
3. Select the **Status** for the Customer.
 - The example has **Active** selected.
4. Select the **row** of the **customer** whose credit note(s) you wish to work with.
5. Click on the **Credit Notes** tile.

Customer Listing - BPO: Version 2.4.0.11 - Example Company

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

Add Edit Delete Sync View Save Layout Workspaces Hold Release Approve Account Dedine Account

Processing Format Status Processing Current Refresh Export Reports Print Statement

Links

Enter text to search...

Processing

Journals

Quotes

Orders

Invoices

Contract Invoices

Credit Notes

Contract Credit Notes

CustomerCode	CustomerType	CustomerName	Department	Dep#Name	SiteDescription	CustomerCreditLimit	CustomerWebSite	CustomerPhoneNumber	CustomerVATNo
CUS001	RE	Cash Sales Account			Durban	10,000.00		000 000 0000	0000000000
HQP001	RE	Hope Works (Pty) Ltd			Durban	5,000.00	www.hopeworks.co.za	031 123 4567	987654321
DER001	RE	Derton / Technologies			Durban	250.00	www.dertonweb.co.za	031 123 4785	987654321
OFF001	RE	Office Supplies Unlimited			Durban	75,000,000.00	www.off.co.za	031 789 4561	987654321
YES001	CO	Young Electric			Durban	100,000.00		0825555555	2314687641
WES001	RE	Westwood Dynamic			Durban	10,000,000.00	www.web.co.za	031 789 4561	123456789
TIA001	RE	Titan Group			Durban	100,000.00	www.web.co.za	031 852 9632	123258741369
BOT0001	IT	Bothas Networking Inc			Durban	50,000.00	www.web.co.za	031 789 4563	9876543201
SAM001	RE	Samanthas Diner			Durban	45,000.00	www.samsdiner.co.za	031 123 4567	123456789
DAN001	IT	Danny Storm IT Cafe			Durban	75,000.00		031 785 4785	123654789
PAN001	RE	Panda Copiers			Durban	50,000.00		031 123 4567	123456789
HAC001	IT	Hack PC - IT Shop			Durban	0.00		031 789 4561	6654357155
PIN0001	GV	Pink Shoes			Durban	0.00		031 456 7894	1234
HIL000001	HILLCRESTP	Mary Contrary			Durban	0.00		083 559	00000
JUS001	RE	Just In Time			Durban	50,000.00	www.justintime.co.za	031 123 4567	123456789
LIT0001	RE	Little Bee Honey			Durban	0.00	www.bee.co.za	031 123 4567	123456789
GRE001	RE	Green Tea Supplies			Durban	75,000.00		031 456 7891	123456789
FIN0001	RE	Fine Hair Salon			Durban	0.00	www.finehair.co.za	031 123 4567	1234
BET0001	RE	Bettes Summer Shop at t...			Durban	0.00			1234
DAN001	RE	North West Branch			Durban	0.00			0
DAN002	IT	Dancing Shoes			Durban	10,000.00		031 123 4567	123456789
BTG0001	CO	Big Bargains			Durban	10,000.00		031 456 7897	123456789
MAN0001	RE	Mandy Norton			Durban	0.00			0
DAN0003	IT	Dance Shoes			Durban	0.00			123456789

Open Windows

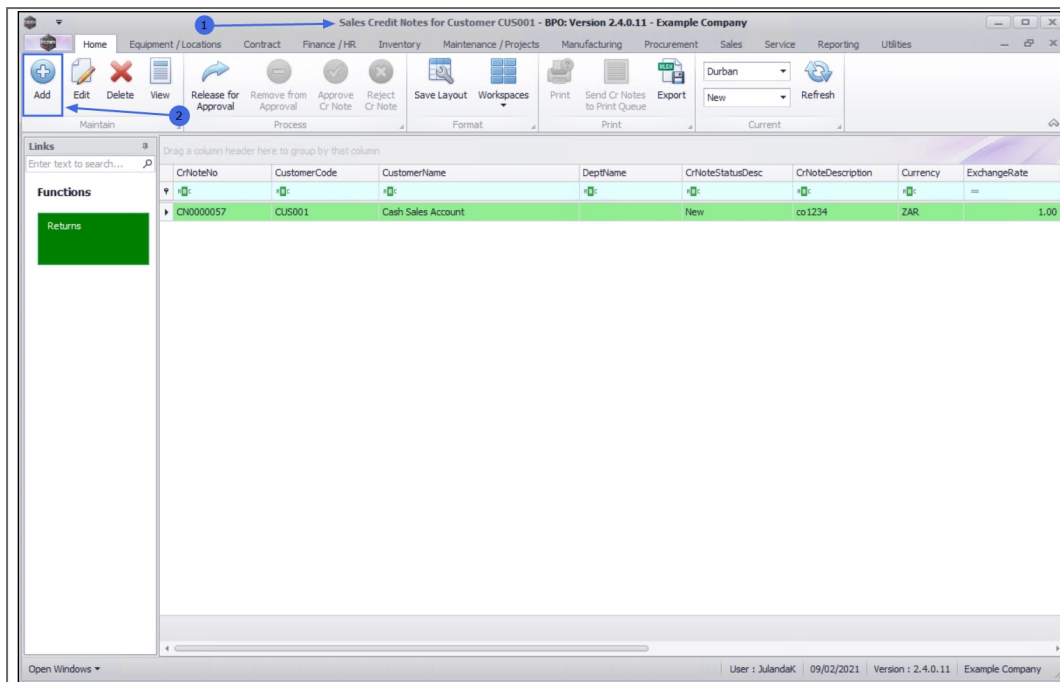
User : JulandaK 09/02/2021 Version : 2.4.0.11 Example Company

ADD CREDIT NOTE

1. The **Sales Credit Notes for Customer [Customer Code]** screen will display.
2. Click on **Add**.



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



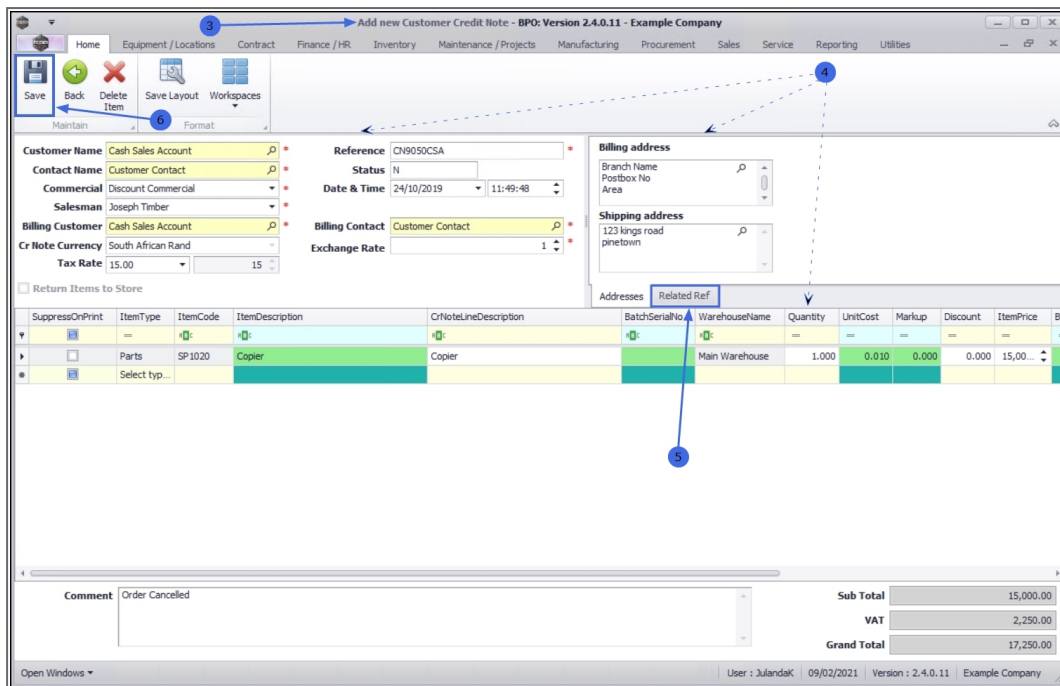
3. " The Add new Customer Credit Note screen will be displayed. " on page 2
4. Complete the Customer Credit Note details as required.
5. Click on **Related Ref** tab to link any reference information related to the Credit Note, e.g. Project Reference, Reason Code, Invoice Number etc.
6. Click on **Save** to save the credit note as a **New** Credit Note and return to the **Sales Credit Notes for Customer** 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 Customer** [Customer Code] screen;
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. Ensure that the **Status** has been set to **New**.

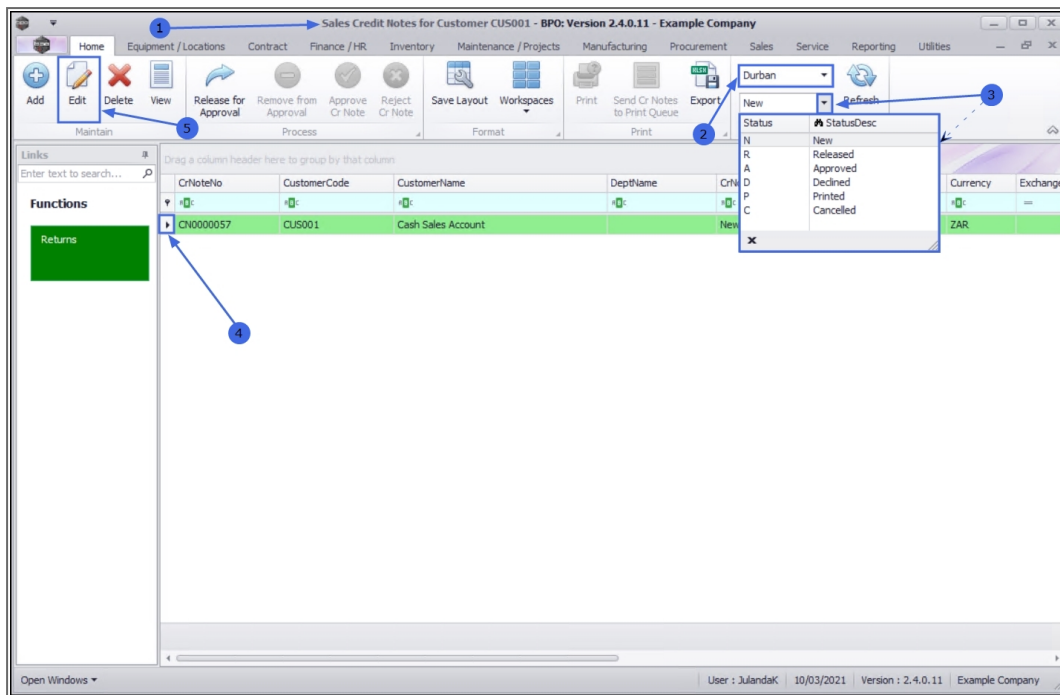


You can edit credit notes only in the New Status.

4. Select the **row** of the Sales Credit Note you wish to edit.
5. Click on **Edit**.



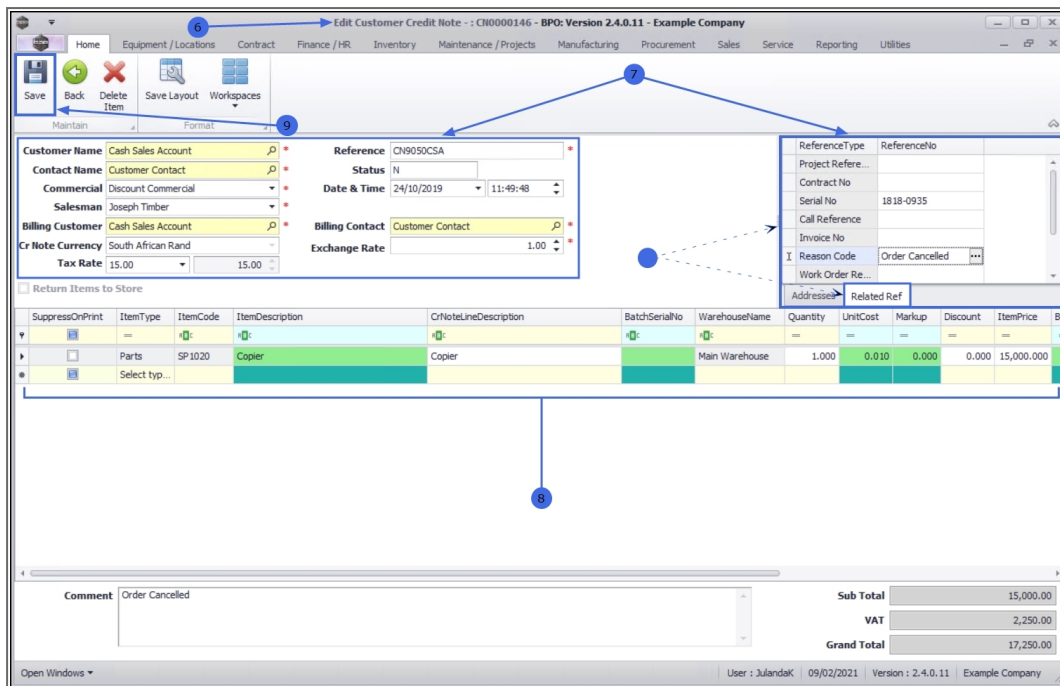
Short cut key: **Right click** to display the **Process** menu list. Click on **Edit**.



6. " The Edit Customer Credit Note - [credit note number] screen will be displayed. " on page 2
7. You can make changes to the **Heading Information**, **Addresses** or **Related References tabs**.
 - 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 Customer** 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 Customer** [customer code];
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. Ensure that the **Status** is set to **New**.

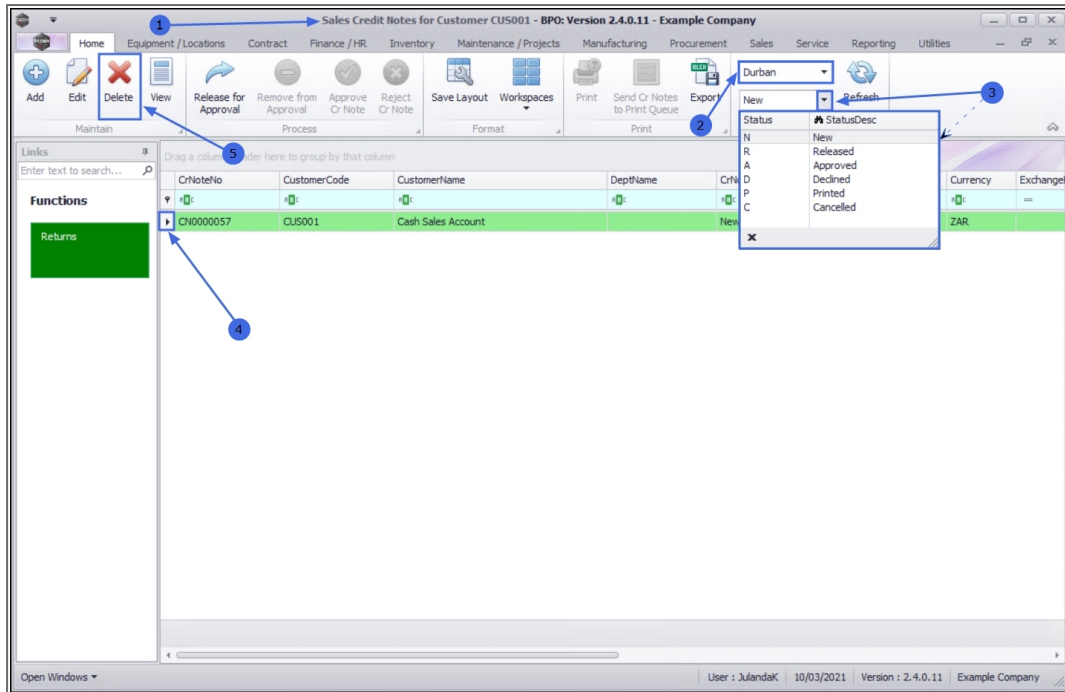


You can cancel Credit Notes only in the New Status

4. Select the **row** of the Credit Note you wish to **cancel**.
5. Click on **Delete**.



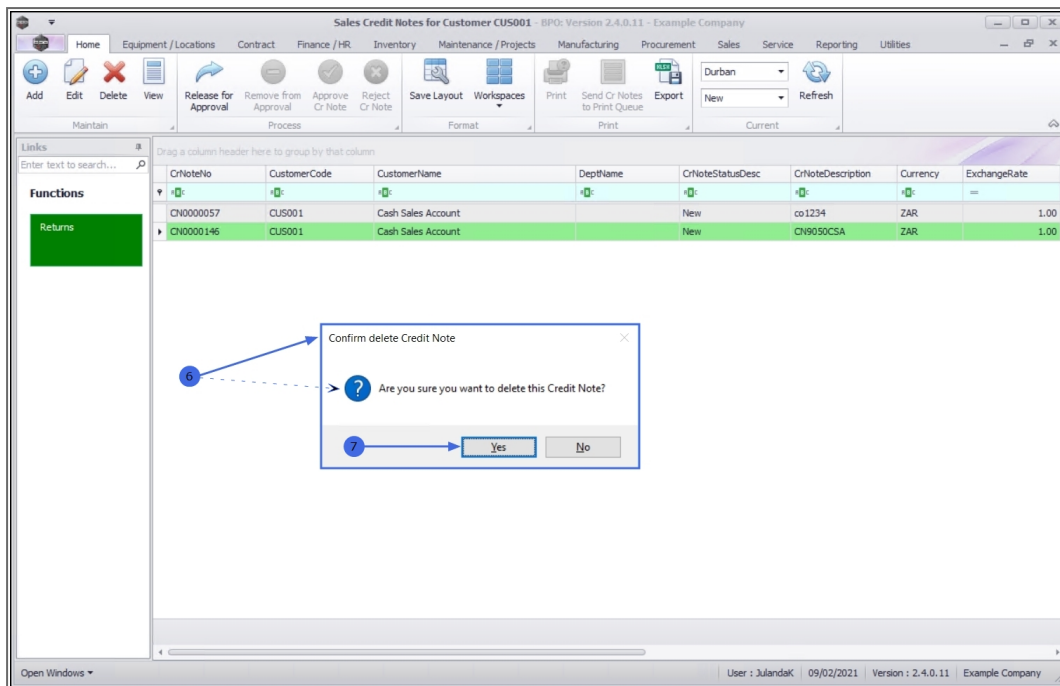
Short cut key: **Right click** to display the **Process** menu list. Click on **Delete**.



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



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



The Credit Note will be removed from the *Sales Credit Notes for Customer* screen.

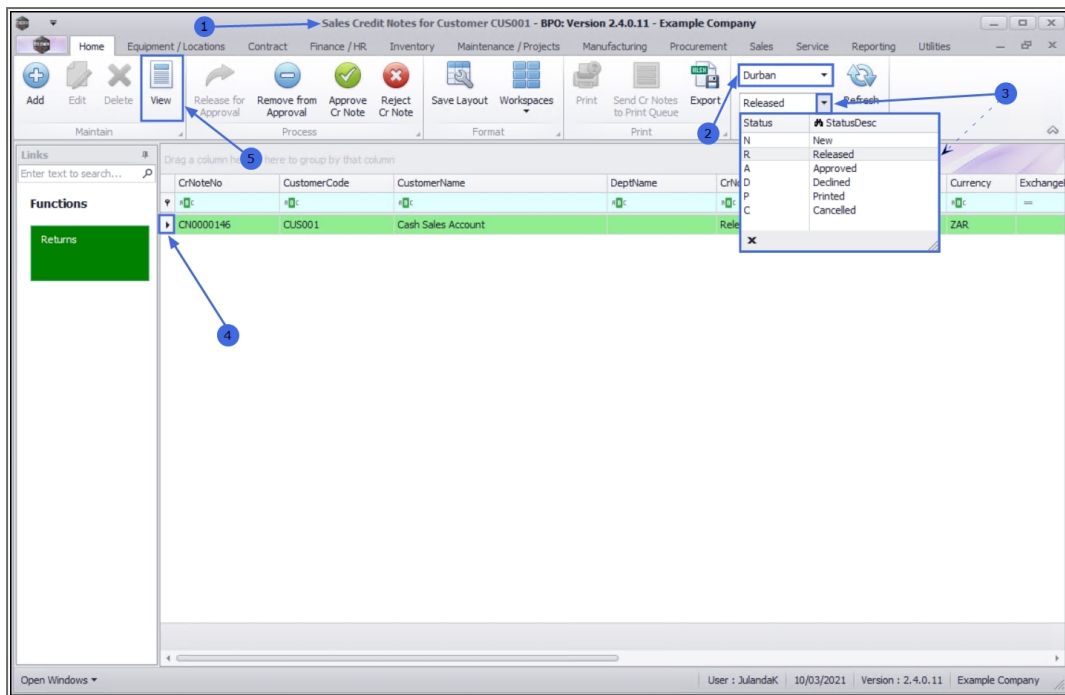
VIEW CREDIT NOTE

1. From the *Sales Credit Notes for Customer* [customer code] listing screen.
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. Select the **Status** of the Credit Notes you wish to view.



You can view credit notes in the Released or New status.

4. Select the **row** of the Credit Note you wish to view.
5. Click on **View**.

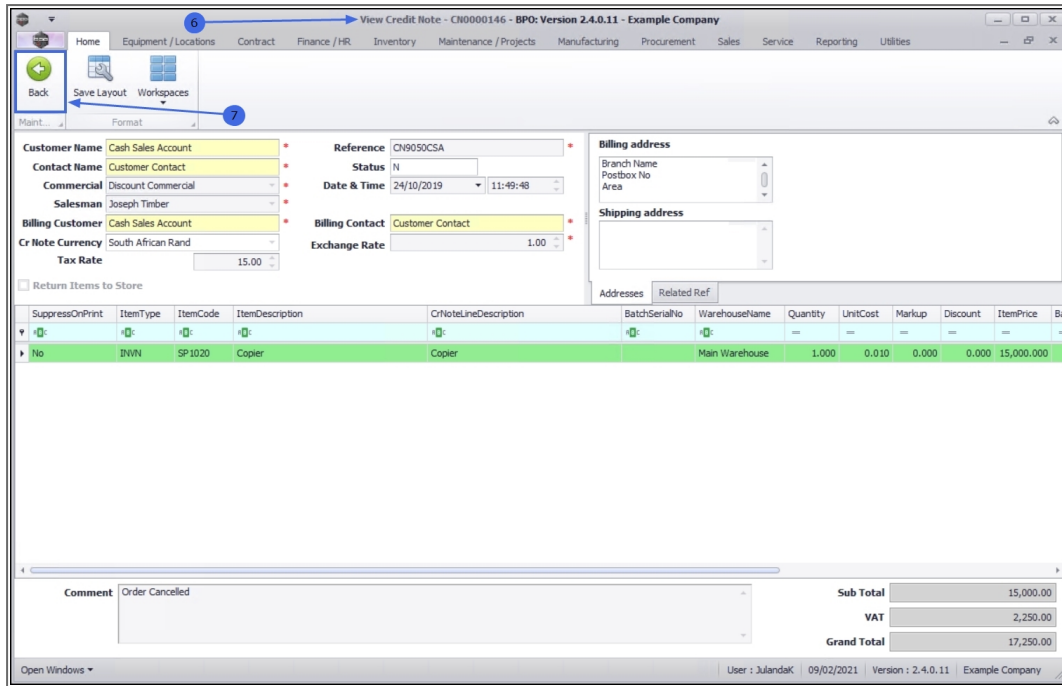


6. The **View Credit Note - [credit note number]** screen will display.



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.



View Credit Note - CN0000146 - BPO: Version 2.4.0.11 - Example Company

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

Back Save Layout Workspaces

Plant... Format

Customer Name: Cash Sales Account
 Contact Name: Customer Contact
 Commercial: Discount Commercial
 Salesman: Joseph Timber
 Billing Customer: Cash Sales Account
 Cr Note Currency: South African Rand
 Tax Rate: 15.00

Reference: CN9050CSA
 Status: N
 Date & Time: 24/10/2019 11:49:48
 Billing Contact: Customer Contact
 Exchange Rate: 1.00

Billing address
 Branch Name
 Postbox No
 Area

Shipping address

Return Items to Store

SuppressOnPrint	ItemType	ItemCode	ItemDescription	CrNoteLineDescription	BatchSerialNo	WarehouseName	Quantity	UnitCost	Markup	Discount	ItemPrice	Balance
No	INVN	SP1020	Copier	Copier		Main Warehouse	1.000	0.010	0.000	0.000	15,000.000	

Comment: Order Cancelled

Sub Total: 15,000.00
 VAT: 2,250.00
 Grand Total: 17,250.00

Open Windows User: JulandaK 09/02/2021 Version: 2.4.0.11 Example Company

RELEASE FOR APPROVAL

1. From the **Sales Credit Notes for Customer** [customer code] listing screen,
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. Ensure that the **Status** has been set to **New**.



You can release credit notes for approval only in the New status.

4. Select the **row** of the Credit Note you wish to release for Approval.
5. Click on **Release for Approval**.

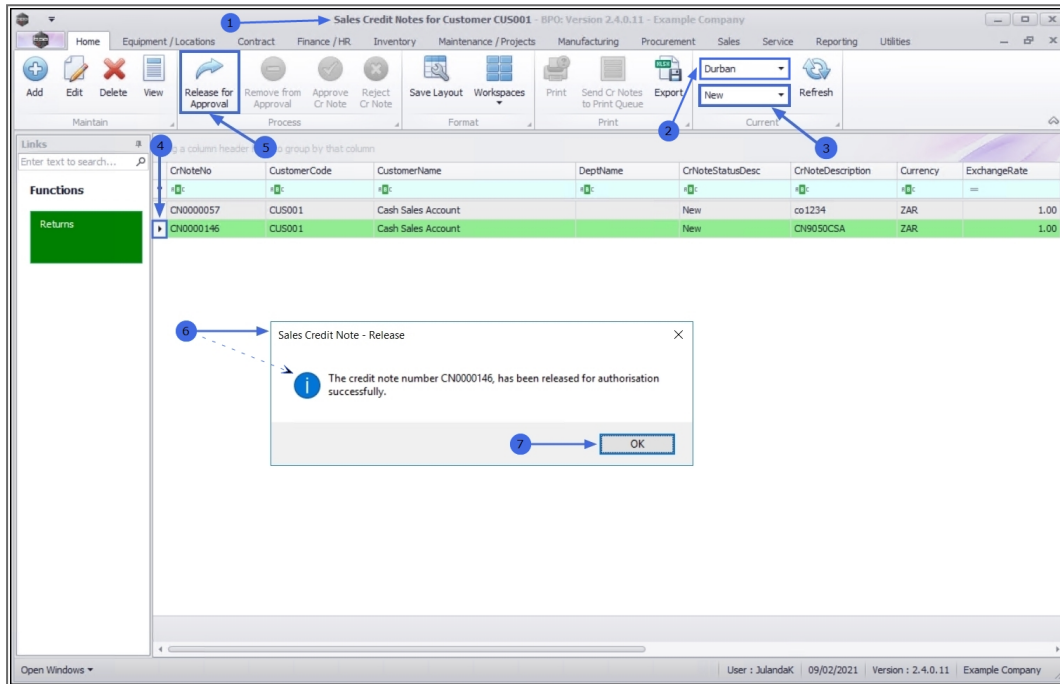


Short cut key: **Right click** to display the **All groups** menu list. Click on **Release**.

6. When you receive the **Sales Credit Note - Release** message to confirm;
 - **The credit note number [credit note number], has been released for authorisation successfully.**
7. Click on **OK**.



For a detailed handling of this topic refer to **Credit Notes - Release for Approval**



The Status for the Credit Note has changed to **Released**.

PLACE ON HOLD

1. From the **Sales Credit Notes for Customer [customer code]** listing screen,
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. Change the **Status** to **Released** to list all the Credit Notes that have been Approved.



Only credit notes that have been Released can be placed on hold.

4. Select the **row** of the Credit Note you wish to remove from approval.
5. Click on **Remove from Approval**.

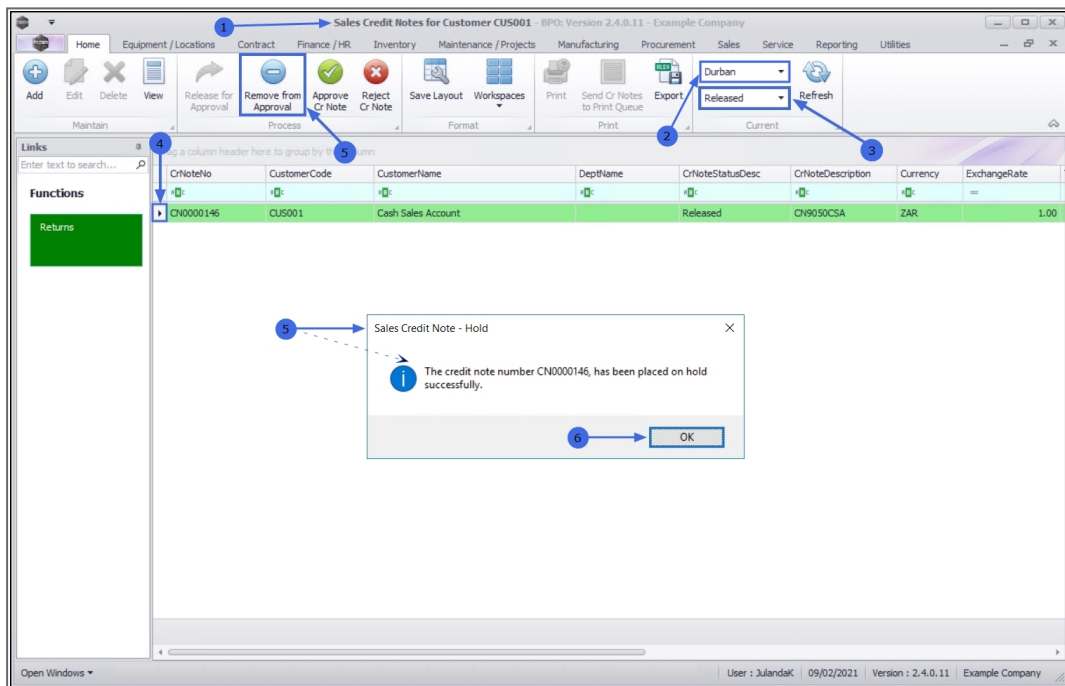


Short cut key: **Right click** to display the **All groups** menu list. Click on **Remove**.

6. When you receive the **Sales Credit Note - Hold** message to confirm;
 - **The credit note number [credit note number], has been placed on hold successfully.**
7. Click on **OK**.



For a detailed handling of this topic refer to Credit Notes - Place on Hold



The Credit Note Status has changed to **New**.

APPROVE CREDIT NOTE

1. From the **Sales Credit Notes for Customer** [customer code] listing screen,
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. Change the **Status** to **Released**.



Only credit notes that have been Released can be approved.

4. Click on the **row** of the Credit Note you wish to approve.
5. Click on **Approve Cr Note**.

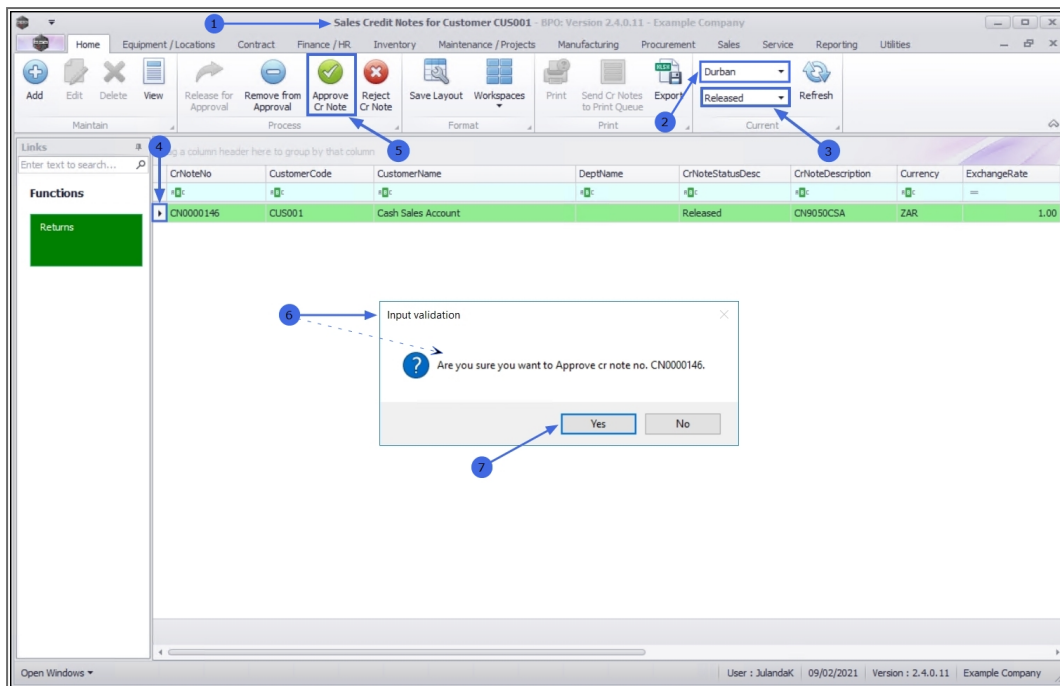


Short cut key: **Right click** to display the **All groups** menu list. Click on **Approve**.

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



For a detailed handling of this topic refer to [Credit Notes - Approve Credit Note](#)



The credit note Status Description has been updated to **Approved**.

REJECT CREDIT NOTE

1. From the **Sales Credit Notes for Customer [customer code]** listing screen,
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. Change the **Status** to **Released**.



Only credit notes that have been Released can be rejected.

4. Select the **row** of the Credit Note you wish to reject.
5. Click on **Reject Cr Note**.

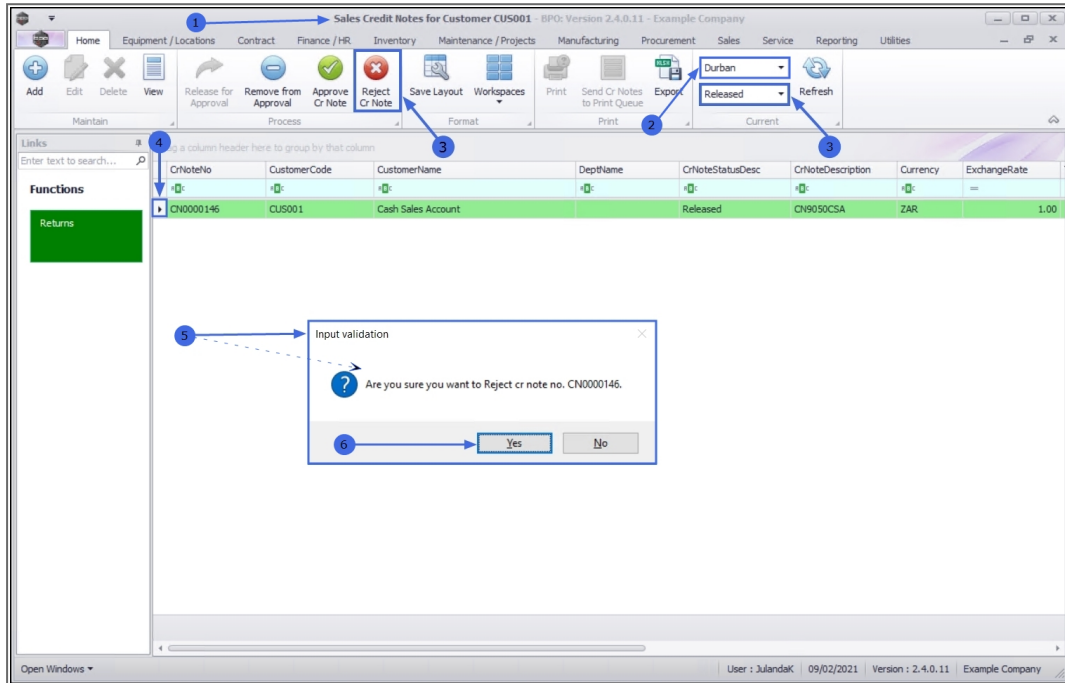


Short cut key: **Right click** to display the **All groups** menu list. Click on **Reject**.

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**.



For a detailed handling of this topic refer to [Reject Credit Note](#)



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 Customer [customer code]** screen.
2. Ensure that the correct **Site** has been selected.
 - The example has **Durban** selected.
3. Select the **Status** you required.
 - The example has **Approved** selected.
4. Select the **row** of the Credit Note you wish to print.

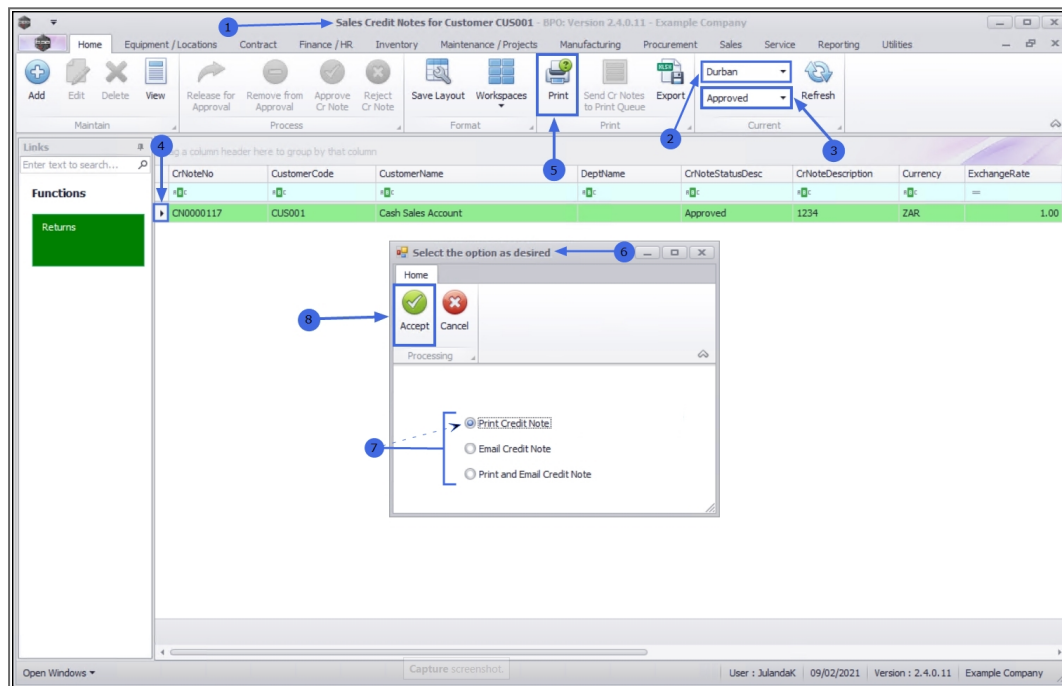
5. Click on **Print**.
6. The **Select the option as desired** screen will display.
7. Select the print option you require.



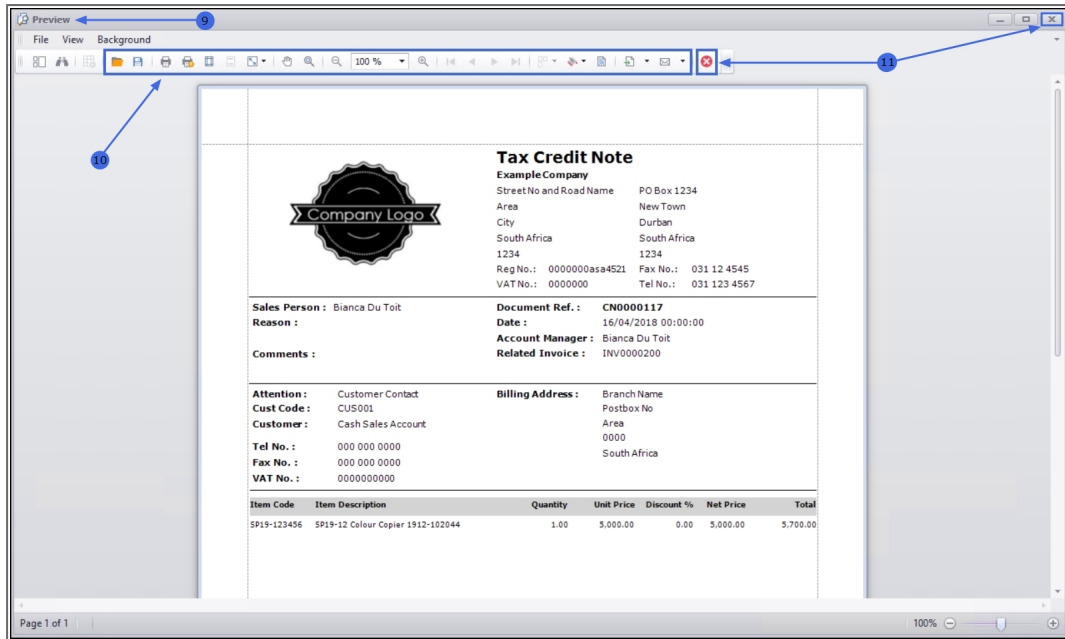
When selecting to **Email Invoice**, the invoice will be emailed via the **BPO Email Service** on the server (not from MS Outlook).

- The example has **Print Credit Note** selected.

8. Click on **Accept**.



9. The **Tax Credit Note** will display in the Preview screen.
10. From this screen you can make cosmetic changes to the document, as well as **Save**, **Print**, **Add a Watermark**, **Export** or **Email** the Invoice.
11. **Close** this screen to return to the **Sales Credit Notes for Customer** screen.

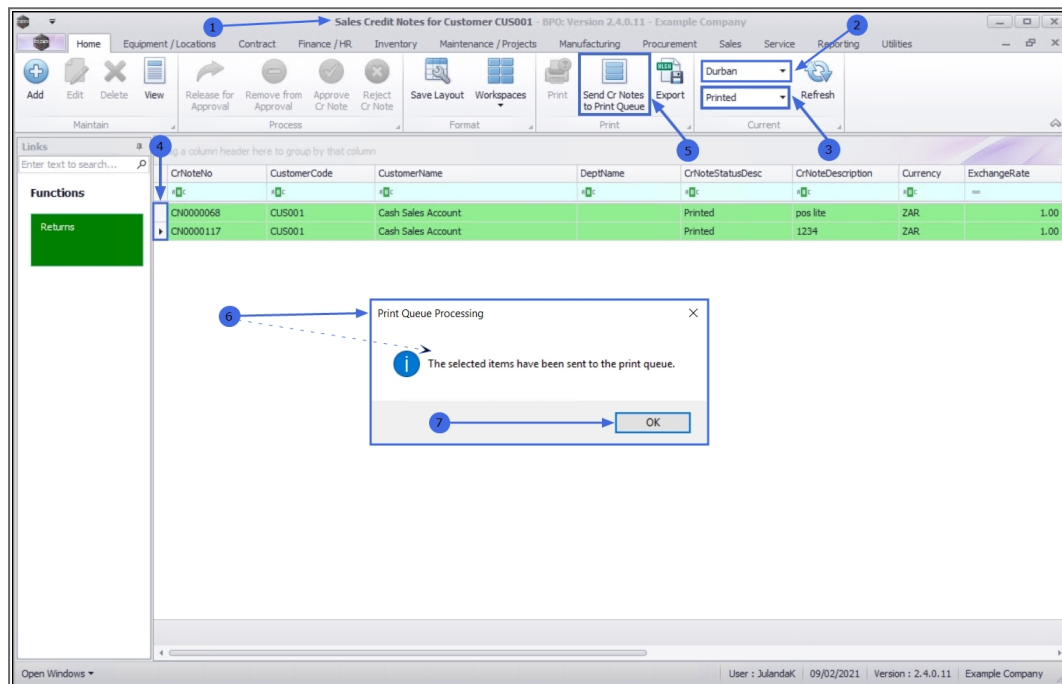


SEND CREDIT NOTES TO PRINT QUEUE

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 Customer [customer code]* screen,
2. 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, 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.
5. Click on **Send Cr Notes to Print Queue**.
 6. When you receive the **Print Queue Processing** message to confirm;
 - **The selected items have been sent to the print queue.**
 7. Click on **OK**.



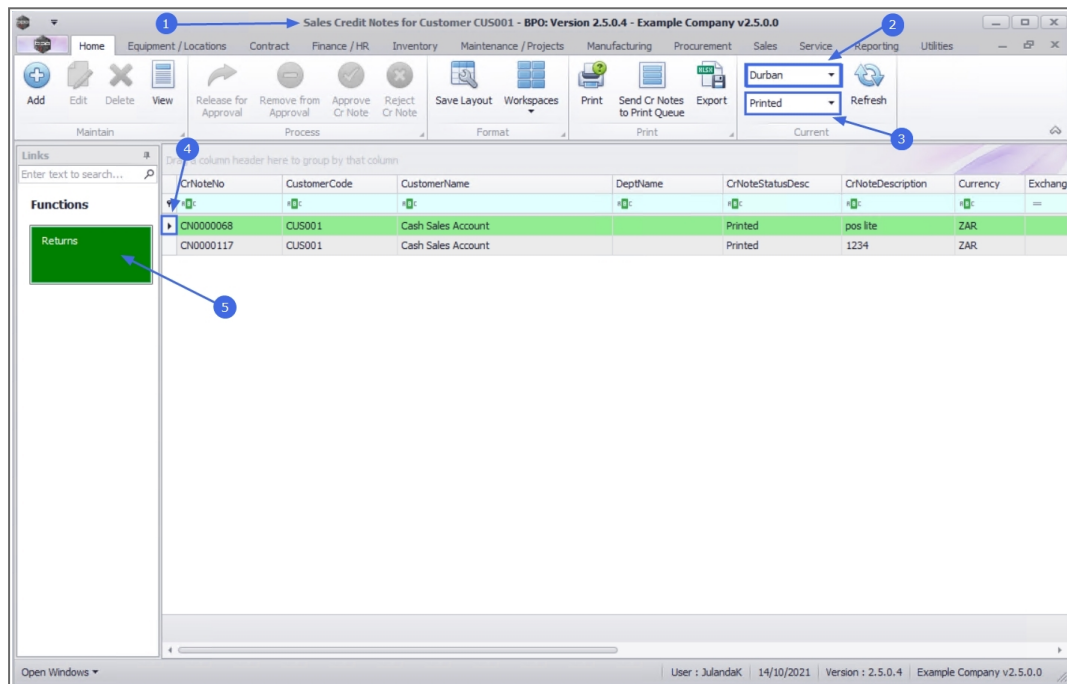
CREDIT NOTE RETURNS

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. 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.



6. The **Returns for Sales CrNote : CR[credit note number]** screen will display.
7. From this screen you can view any **return items** linked to the selected credit note.
8. Click on **Print** to print the Parts Issue Note.
9. Click on **Back** to return to the **Sales Notes for Customer** screen.

For a detailed handling of this topic refer to [Credit Notes - Returns](#)

6 → Returns for Sales Credit Note : CN0000068 - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

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

Back Save Layout Workspaces Print Export Refresh

9 Print 8

Drag a column header here to group by that column

DocNo	DocType	EventDate	PartCode	PartDesc	WarehouseName	BinLocationName	SerialNo	UnitCost	Quantity	Value
RE00000102	RETURN	21/04/2017	2020-147C	Cyan toner SP2020	OTC_Whse_DBN	OTC_Bin_DBN	147c	448.319	2.000	
RE00000102	RETURN	21/04/2017	2020-147L	SP2020 Clear Toner	OTC_Whse_DBN	OTC_Bin_DBN		400.000	1.000	

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Open Windows User : JulandaK 14/10/2021 Version : 2.5.0.4 Example Company v2.5.0.0

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