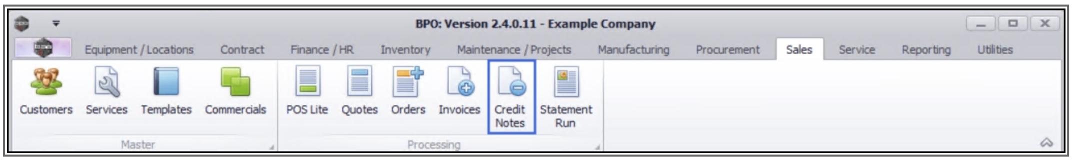
SALES

CREDIT NOTES – PARTIAL CREDIT NOTE

Ribbon Access: *Sales > Credit Notes*

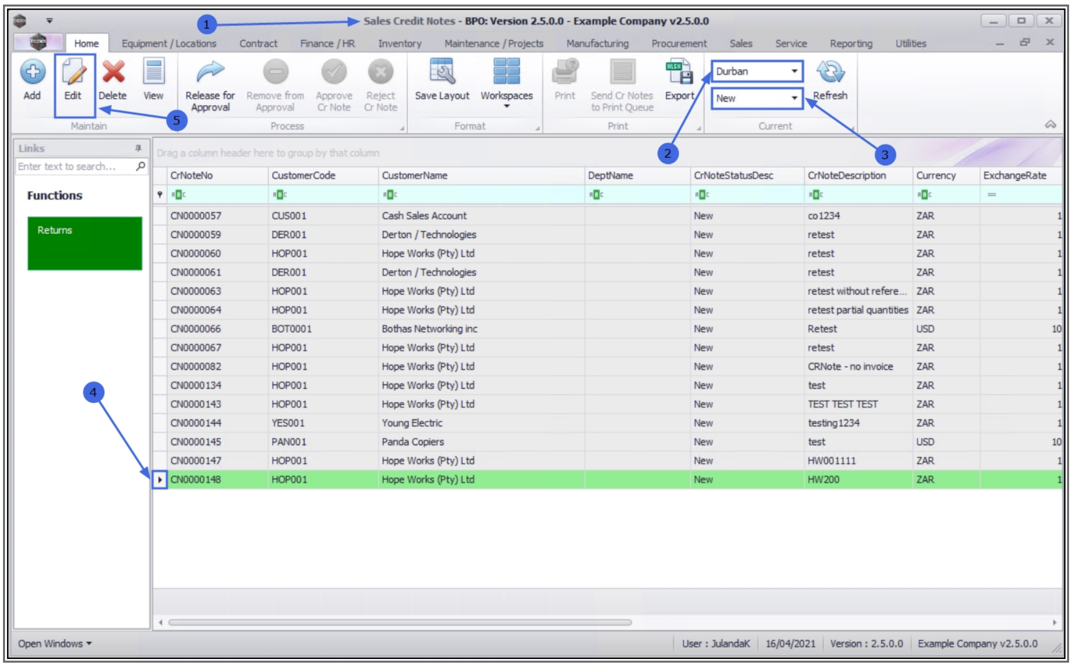


1. The ***Sales Credit Notes*** listing screen will be displayed.
2. Select the ***Site*** where the credit note was created.
    - The example has ***Durban*** selected.
3. Change the ***Status*** to **New**.

> A Credit Note can only be edited in the *New* status.

4. Click on the ***row*** of the credit note you wish to edit.
5. Click on ***Edit***.

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



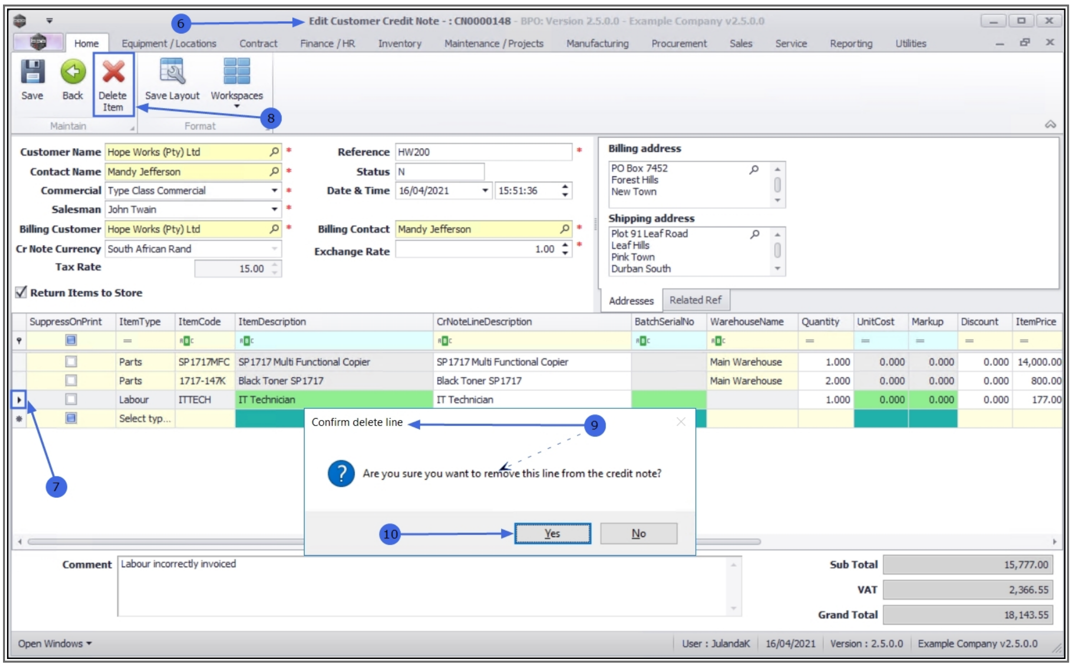
6. The ***Edit Customer Credit Note - CN[****credit note number****]*** screen will be displayed.

CREDIT AN ITEM

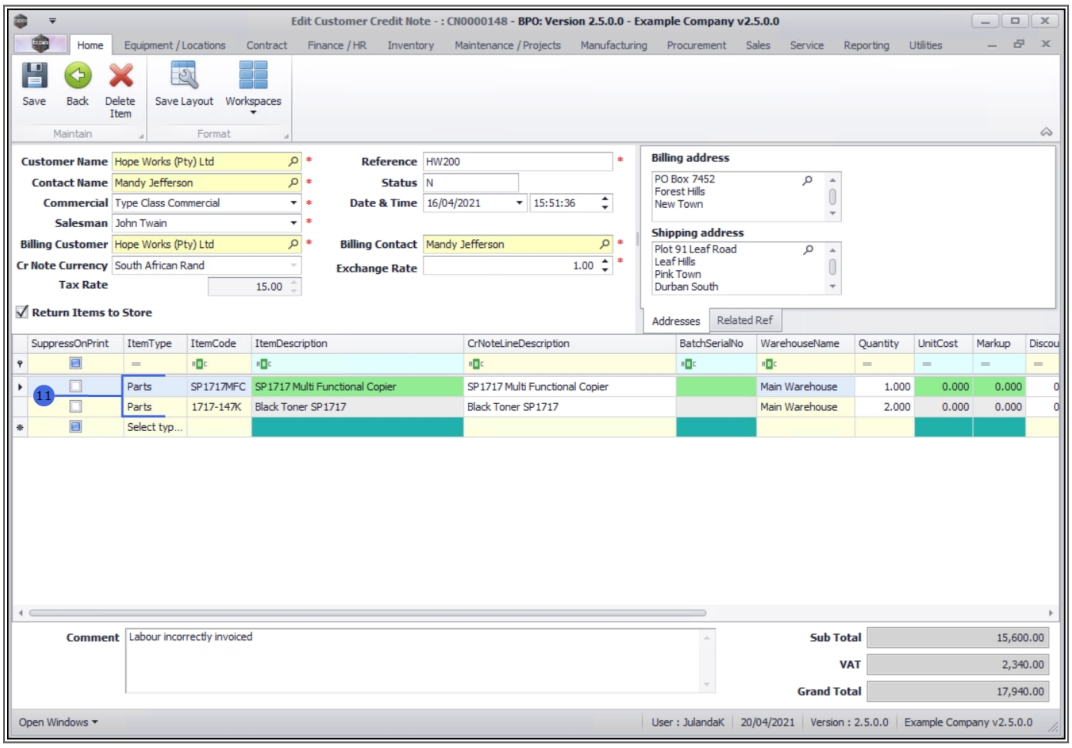
7. In the items data grid, click on the ***row*** of the item you wish to remove from the credit note.
8. Click on ***Delete Item***.

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

9. When you receive the ***Confirm delete line*** message to confirm;
    - ***Are you sure you want to remove this line from the credit note?***
10. Click on ***OK*** *if you are certain about your selection.*



11. The item has been removed from the credit note items data grid.

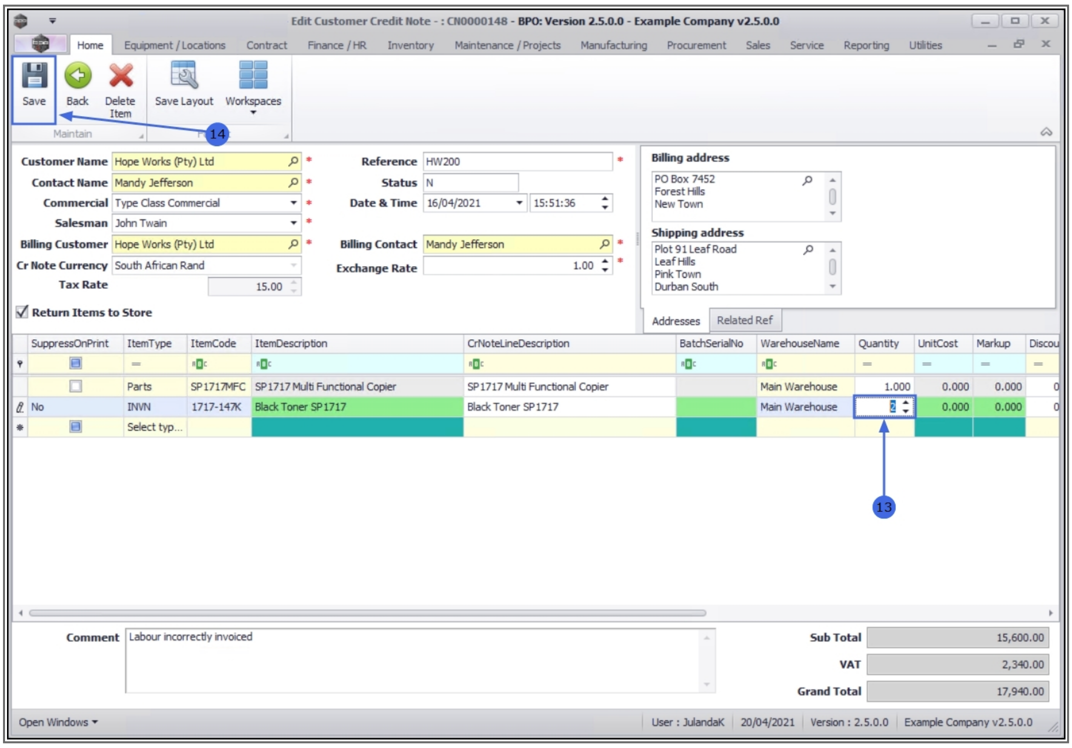


CREDIT A QUANTITY

12. Click in the ***Quantity*** column of the item you wish to change.
13. Type in or use the directional ***arrows*** to ***edit*** the quantity of the item being credited.

SAVE CREDIT NOTE

14. When you have completed all the required information for the Credit Note, click on ***Save***.



You will return to the ***Sales Credit Notes*** listing screen.

Related Topics

- Create a Linked Credit Note
- Cancel or View a Credit Note

- Credit Note Process
- Credit Note Print Process

MNU.064.005