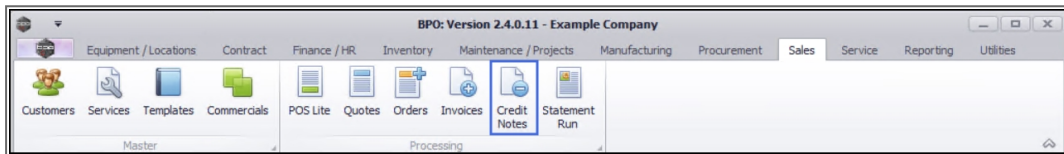# SALES

CREDIT NOTES – REJECT CREDIT NOTE

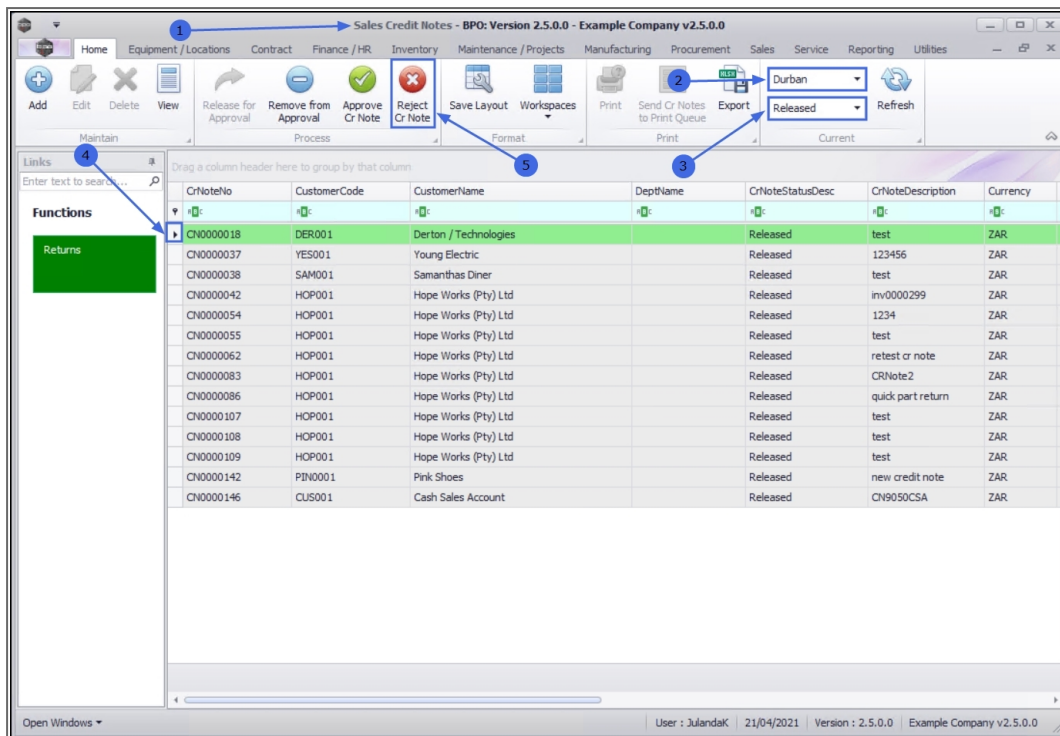**Ribbon Access:** *Sales > Credit Notes*
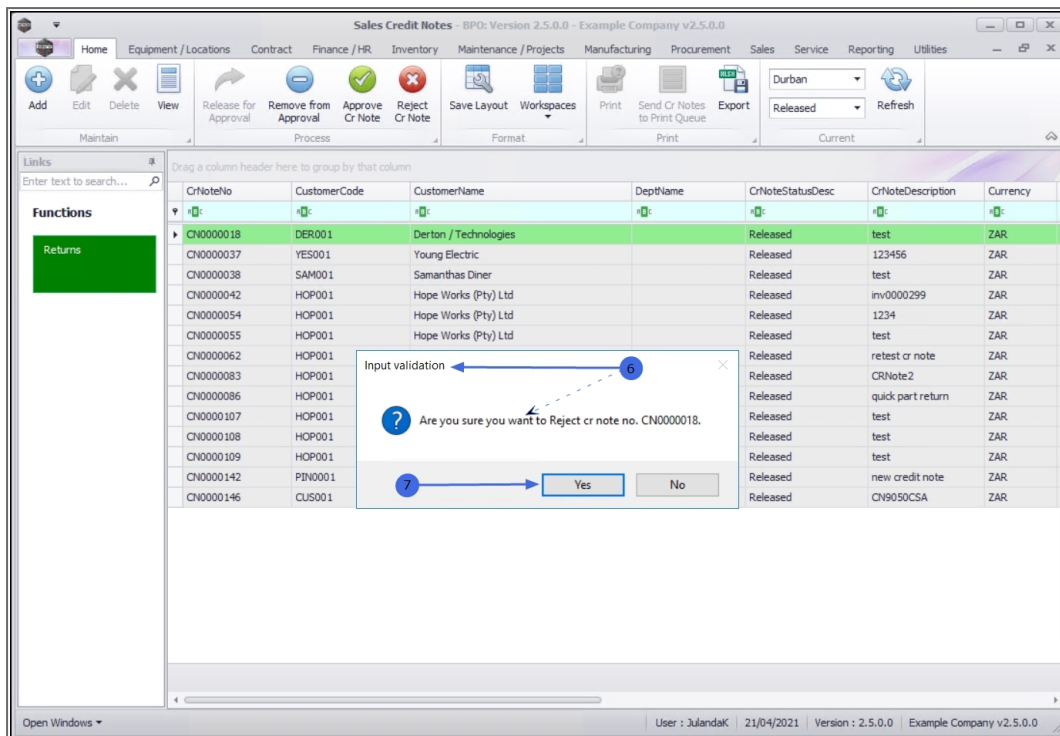

1. The *Sales Credit Notes* listing screen will be displayed.
2. Select the *Site* where the credit note can be located.
   - The example has *Durban* selected.
3. Change the *Status* to **Released**.
4. Click on the *row* of the credit note you wish to reject.
5. Click on *Reject Cr Note*.

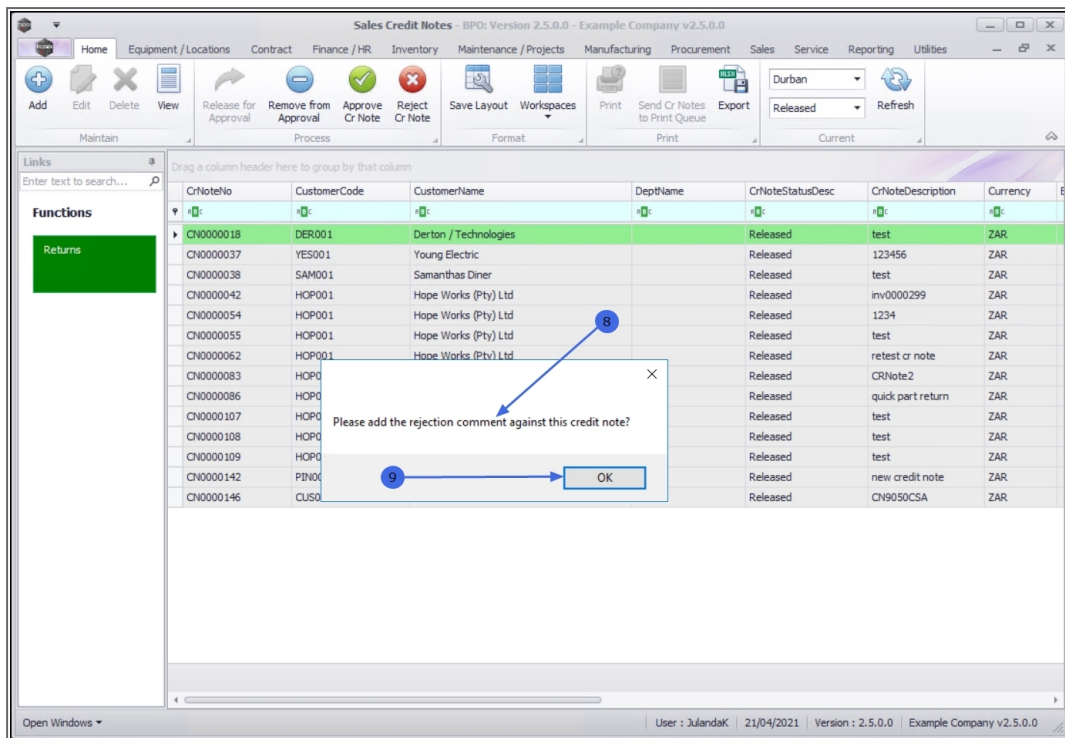**Short cut key:** *Right click* to display the *All groups* menu list. Click on *Reject*.

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* to proceed, or
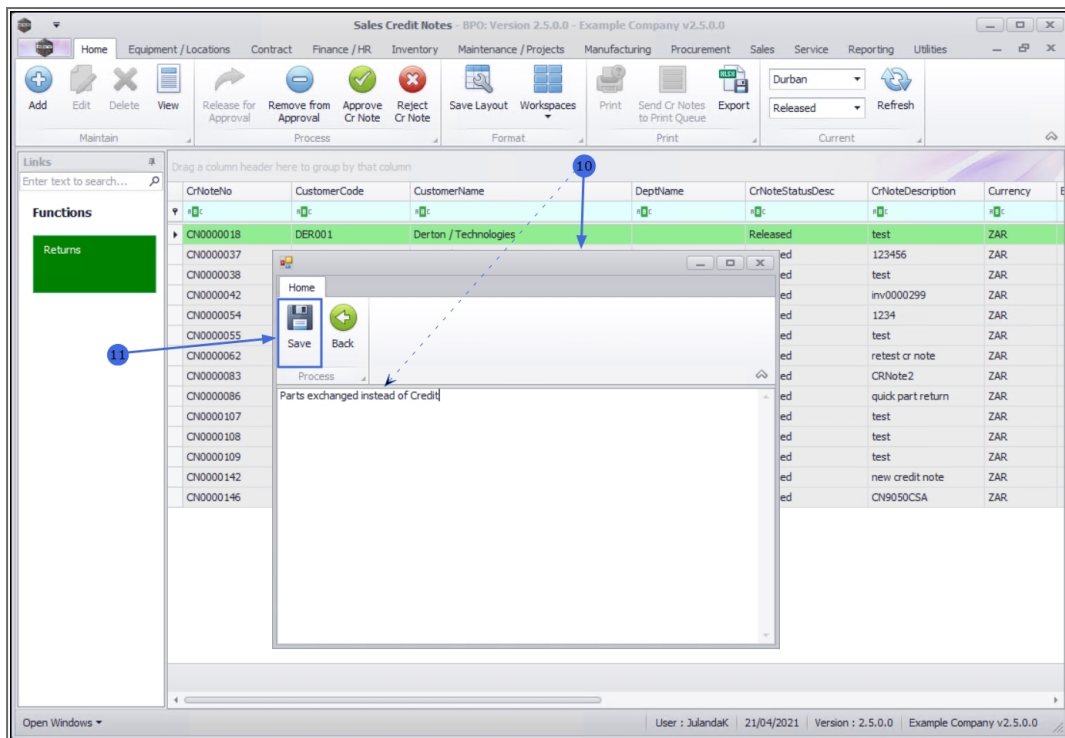   - Click on *No* to ignore the request .

CREDIT NOTE REJECTION COMMENTS

If you did not enter a rejection comment for the credit note, then BPO will prompt you to do so.

8. When you receive the message requesting;
    - *Please add the rejection comment against this credit note?*
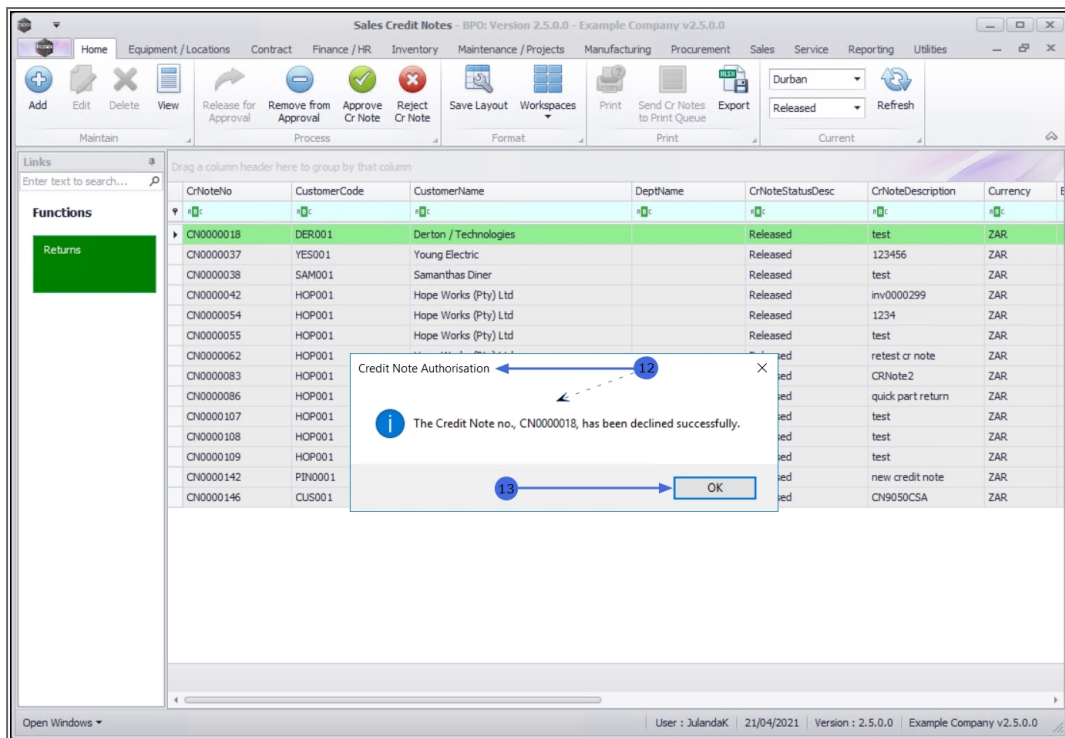9. Click on *OK* to proceed.

10. The comment *text box* will display, allowing you to type the rejection comment.

11. When you have completed the comment, click on *Save*.

12. When you receive the *Credit Note Authorisation* message to confirm that;

- **The Credit Note no., CN[***credit note number***] *has been declined successfully.***

13. Click on *OK*.

The rejected credit note can now be viewed in the *Sales Credit Notes* listing screen, where the *Status* is set to *Declined*.

MNU.064.010