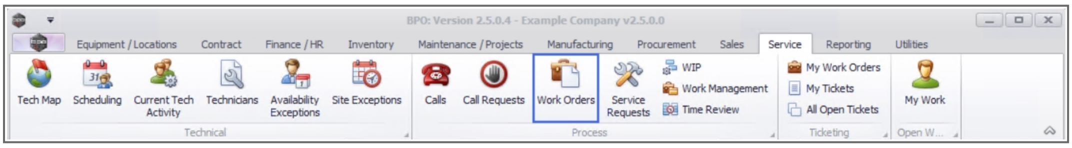
SERVICE

WORK ORDERS - CREDIT NOTES

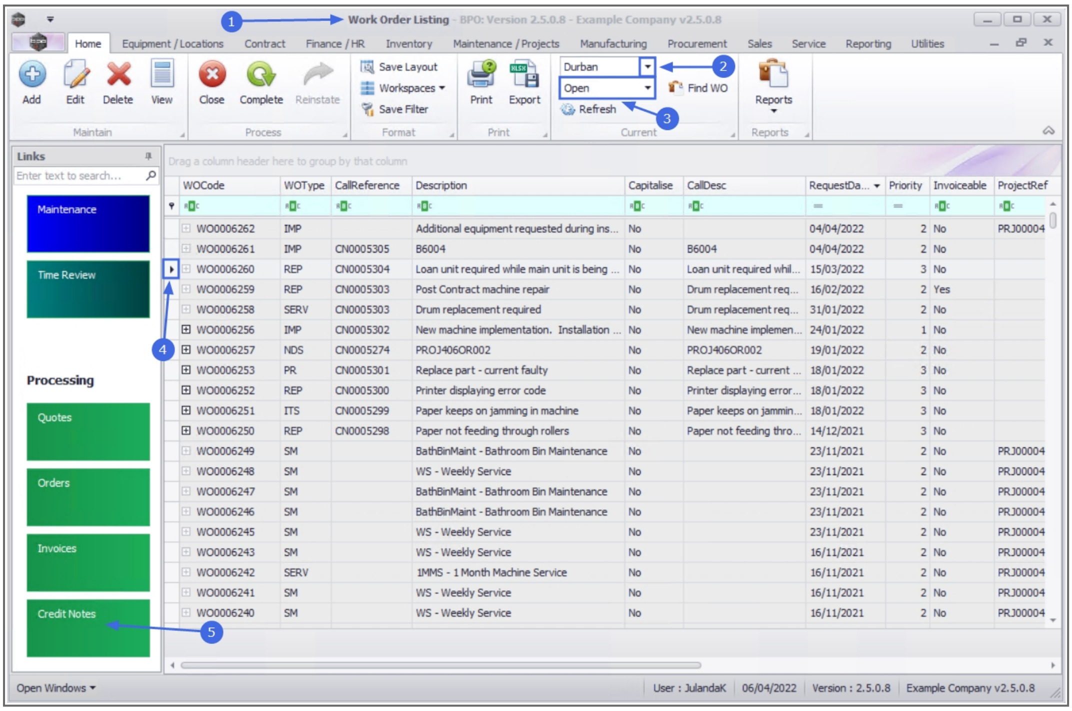
After a Credit Note has been created, it has to go through an approval process which includes:

- 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: *Service > Customers*



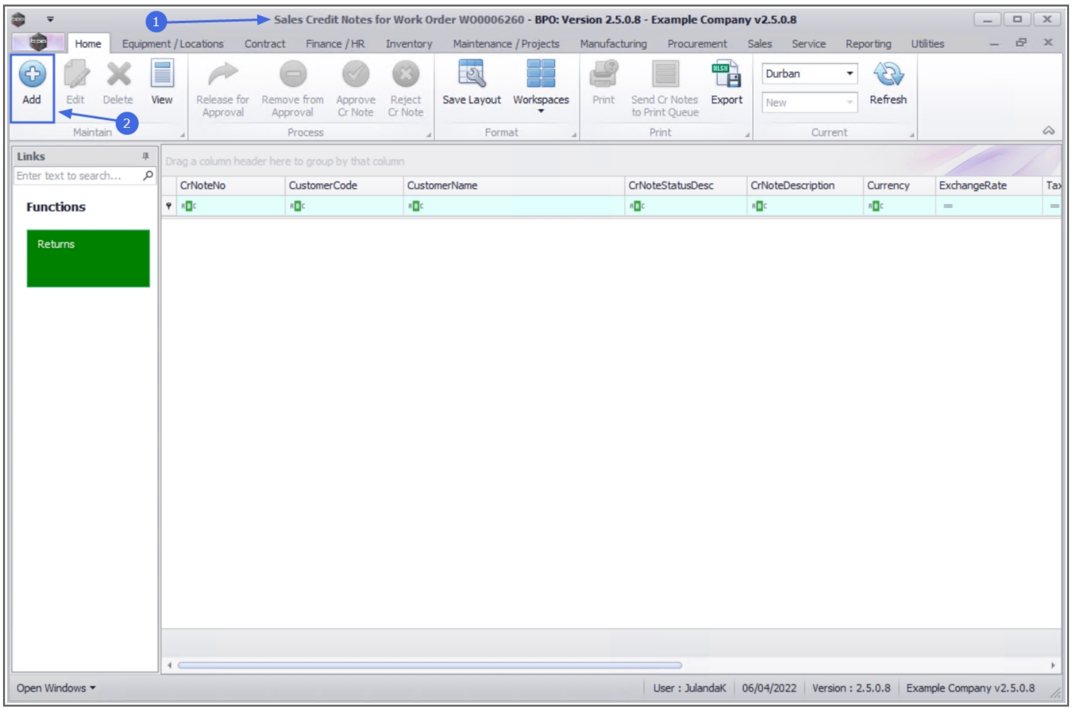
1. The ***Work Order Listing*** screen will be displayed.
2. Select the ***Site*** where the work order was issued.
    - The example has ***Durban*** selected.
3. Select the work order ***Status***.
    - The example has ***Active*** selected.
4. Select the ***row*** of the ***work order*** you wish to issue a credit note for.
5. Click on the ***Credit Notes*** tile.



ADD CREDIT NOTE

1. The ***Sales Credit Notes for Work Order [****work order code****]*** screen will display.
2. Click on ***Add***.

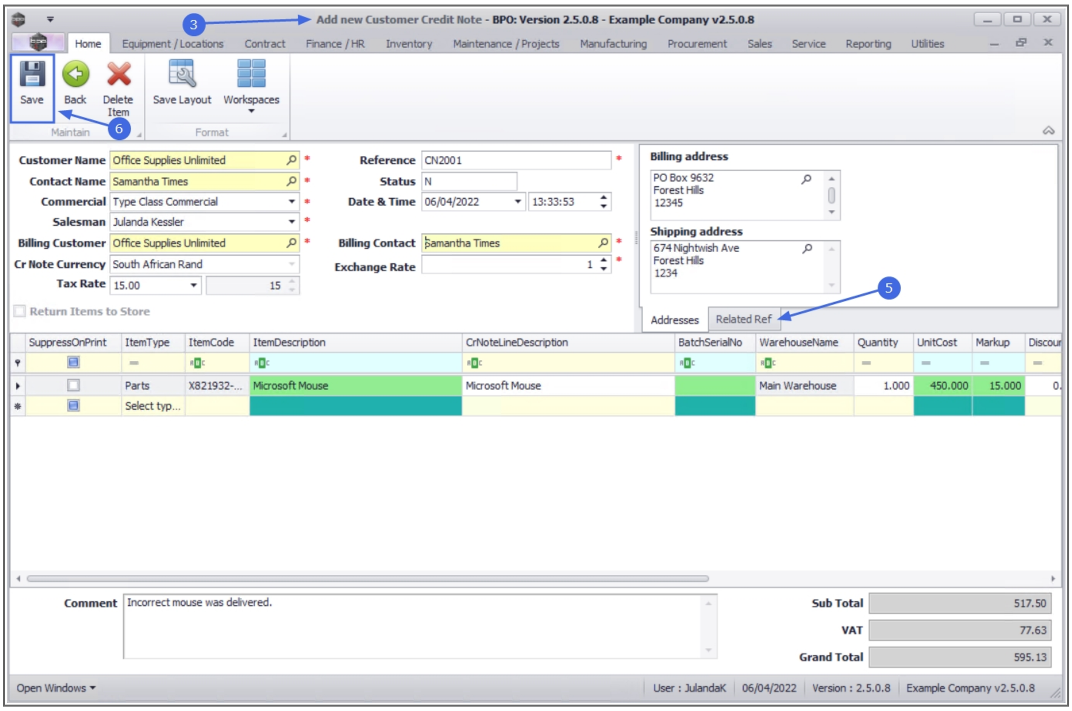
Short cut key: ***Right click*** to display the ***Process*** menu list. Click on ***Add***.



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 to return to the ***Sales Credit Notes for Customer*** screen.

> A system generated *Credit Note Number* will be issued for the Credit Note.

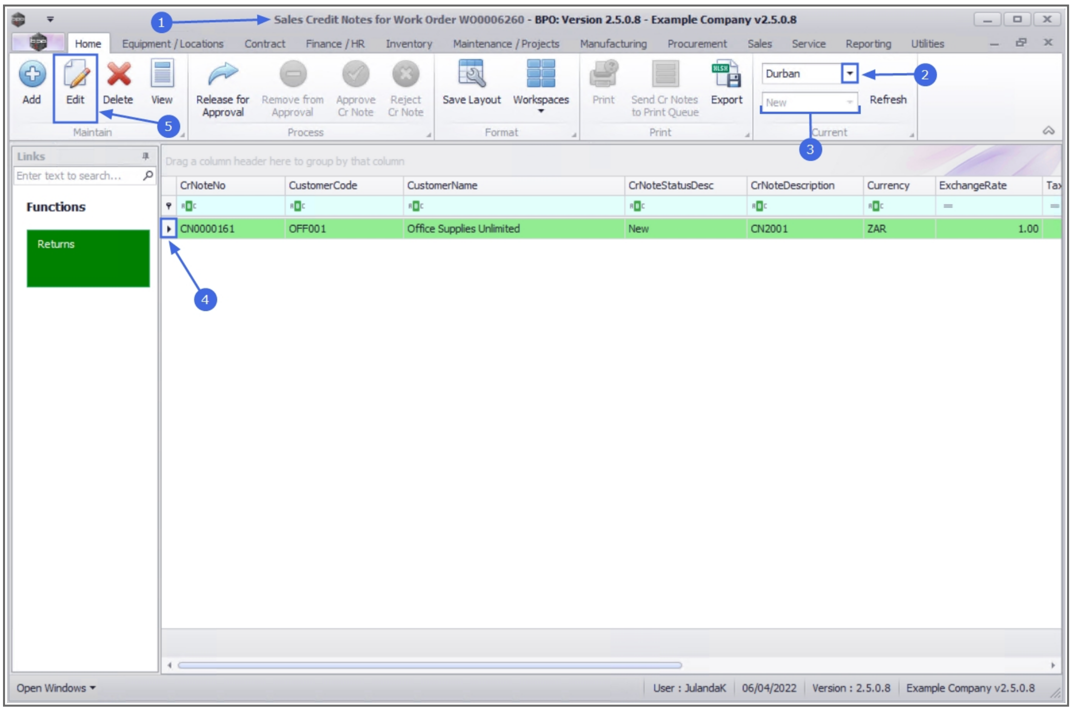
For a detailed handling of this topic refer to Credit Notes - Issue a Credit Note



EDIT CREDIT NOTE

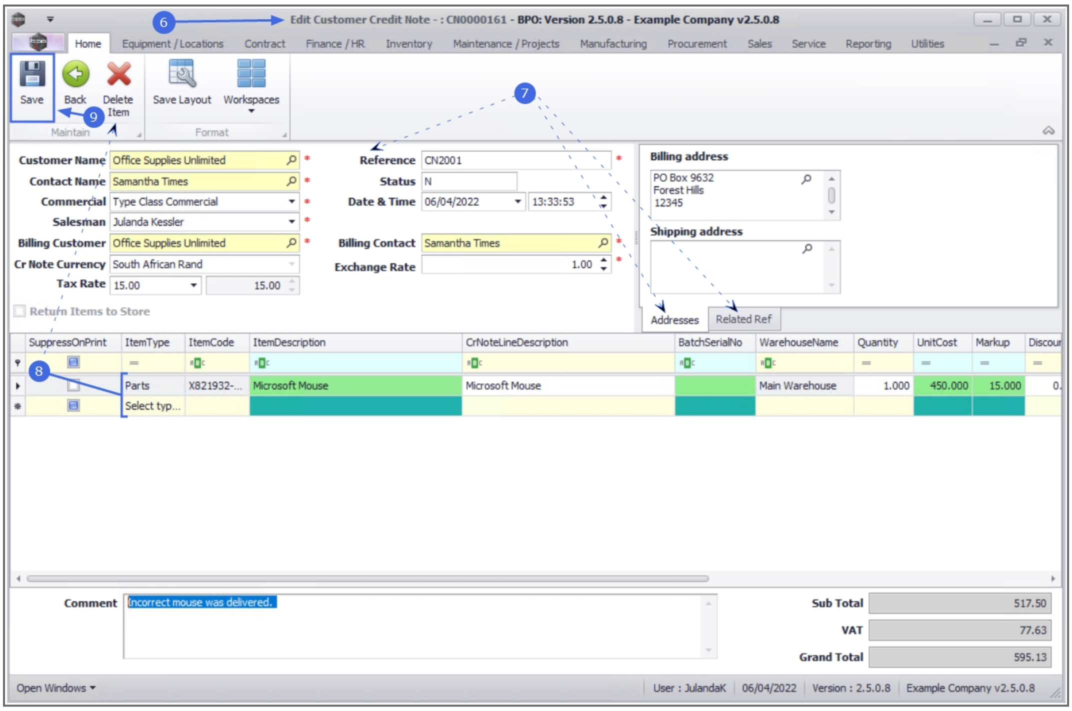
1. From the ***Sales Credit Notes for Work Order [****work order code****]*** screen,
2. Ensure that the correct ***Site*** has been selected.
   - The example has ***Durban*** selected.
3. The **Status** field selection is not available from this screen.
4. Select the ***row*** of the Sales Credit Note 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



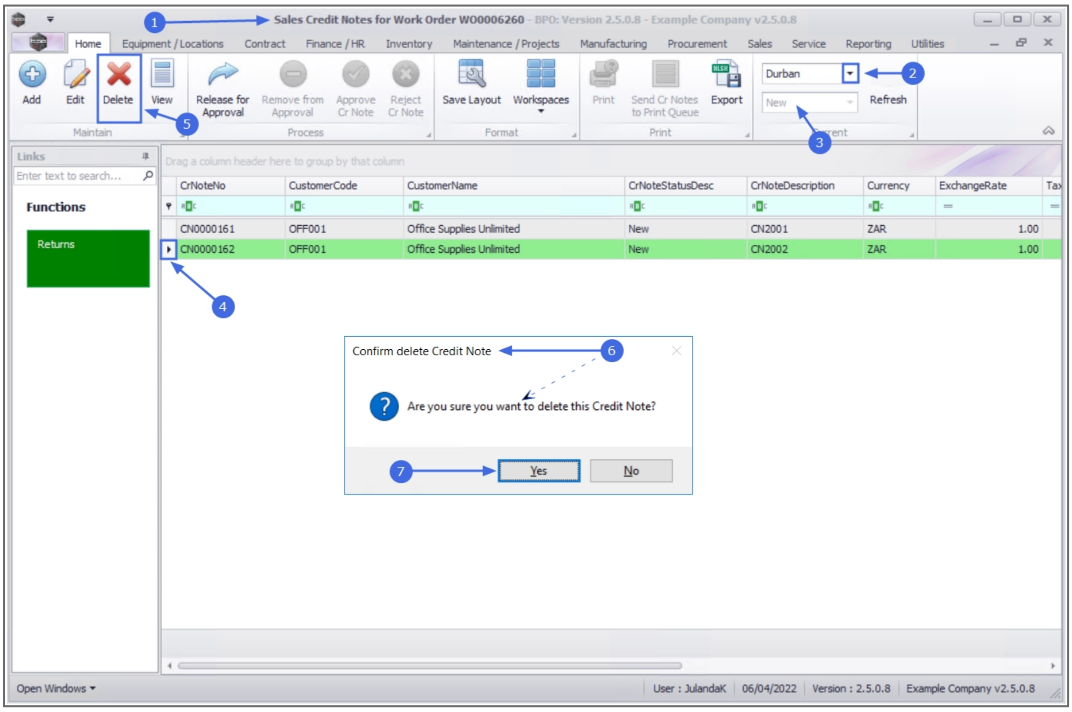
CANCEL A CREDIT NOTE

1. From the ***Sales Credit Notes for Work Order [****work order code****]*** screen,
2. Ensure that the correct ***Site*** has been selected.
    - The example has ***Durban*** selected.
3. The **Status** field selection is not available from this screen.
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***.

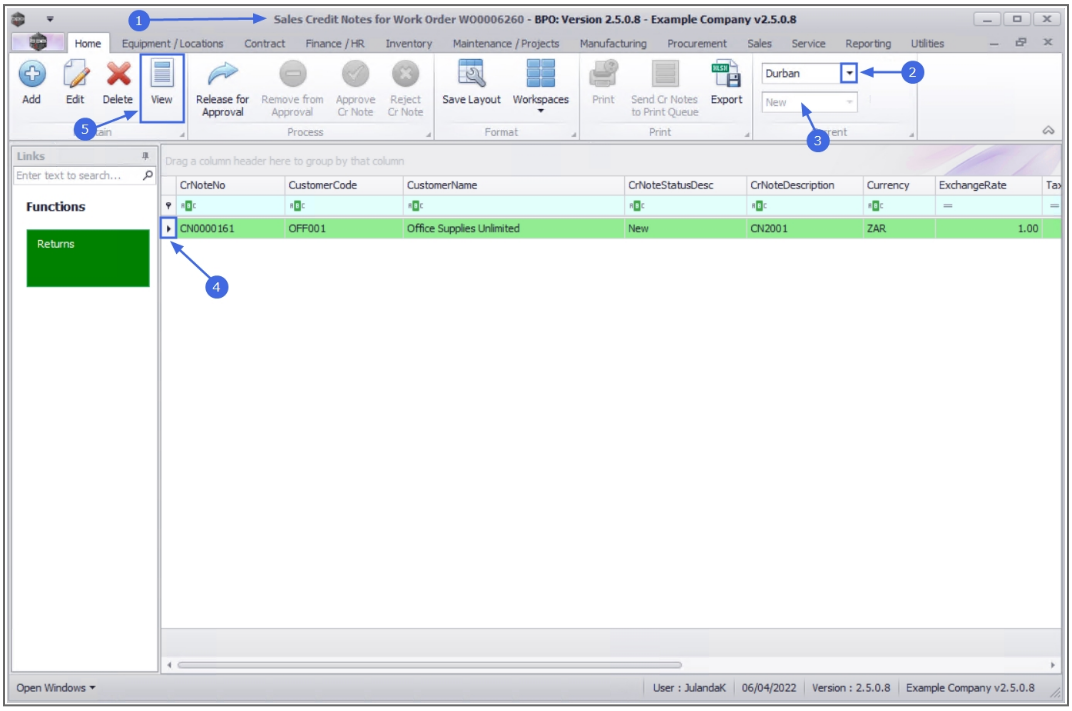
For a detailed handling of this topic refer to Credit Notes - Cancel a Credit Note



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

VIEW CREDIT NOTE

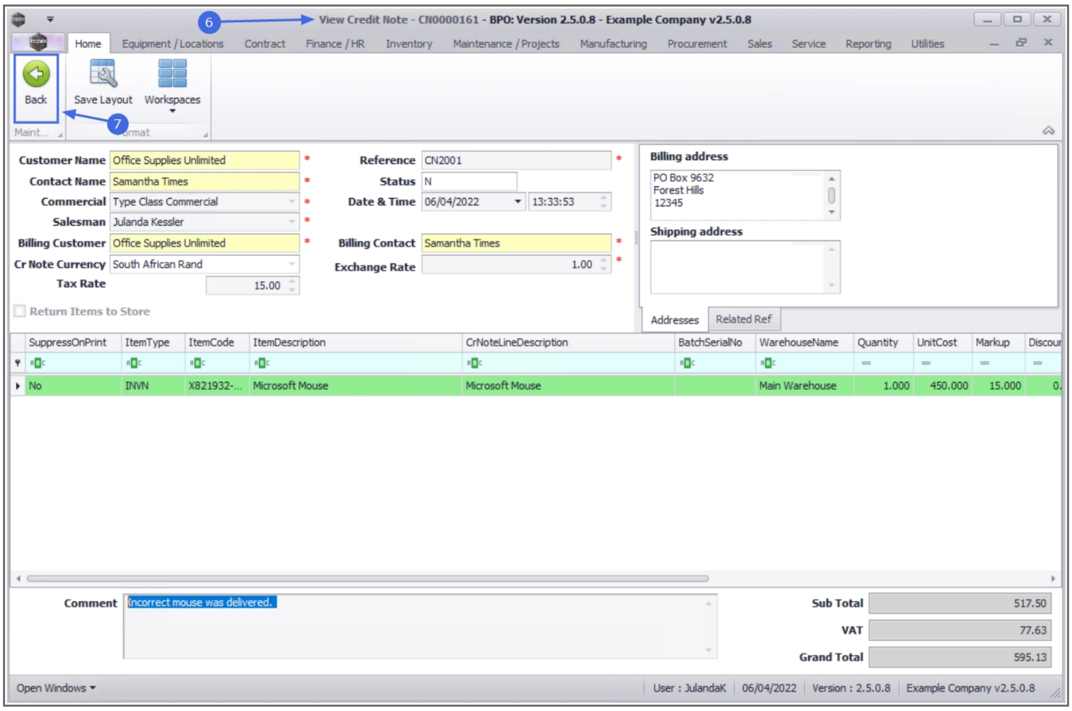
1. From the ***Sales Credit Notes for Work Order [****work order code****]*** screen,
2. Ensure that the correct ***Site*** has been selected.
    - The example has ***Durban*** selected.
3. The **Status** field selection is not available from this screen.
4. Select the ***row*** of the Credit Note you 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.



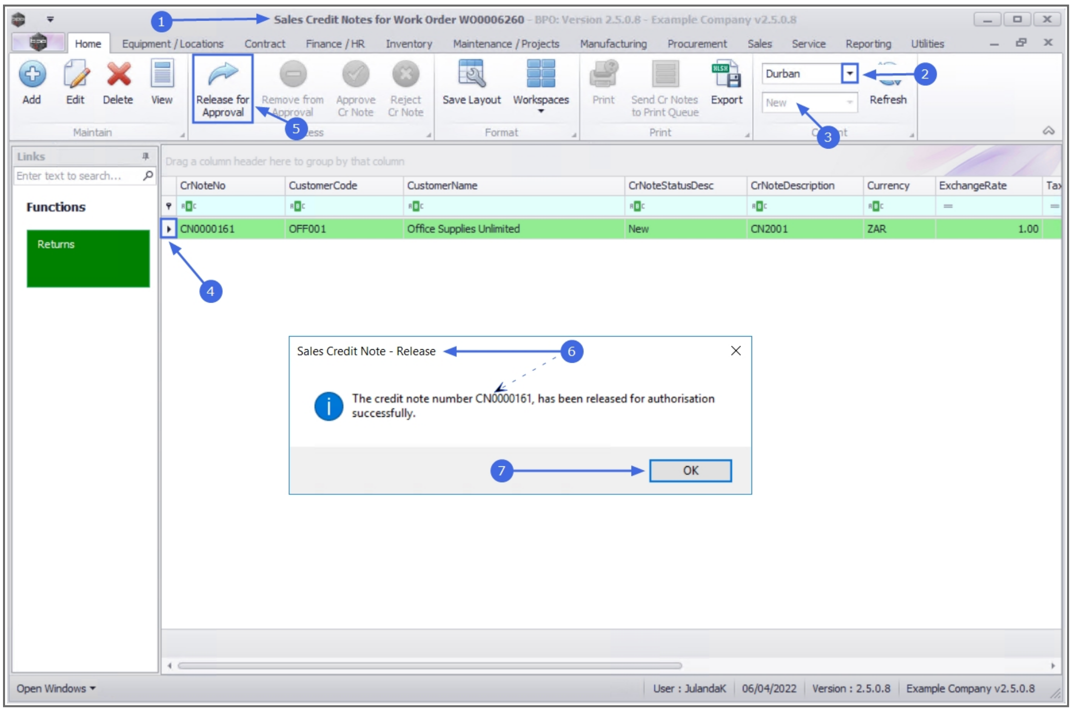
RELEASE FOR APPROVAL

1. From the ***Sales Credit Notes for Work Order [****work order code****]*** screen,
2. Ensure that the correct ***Site*** has been selected.
    - The example has ***Durban*** selected.
3. The **Status** field selection is not available from this screen.
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***.

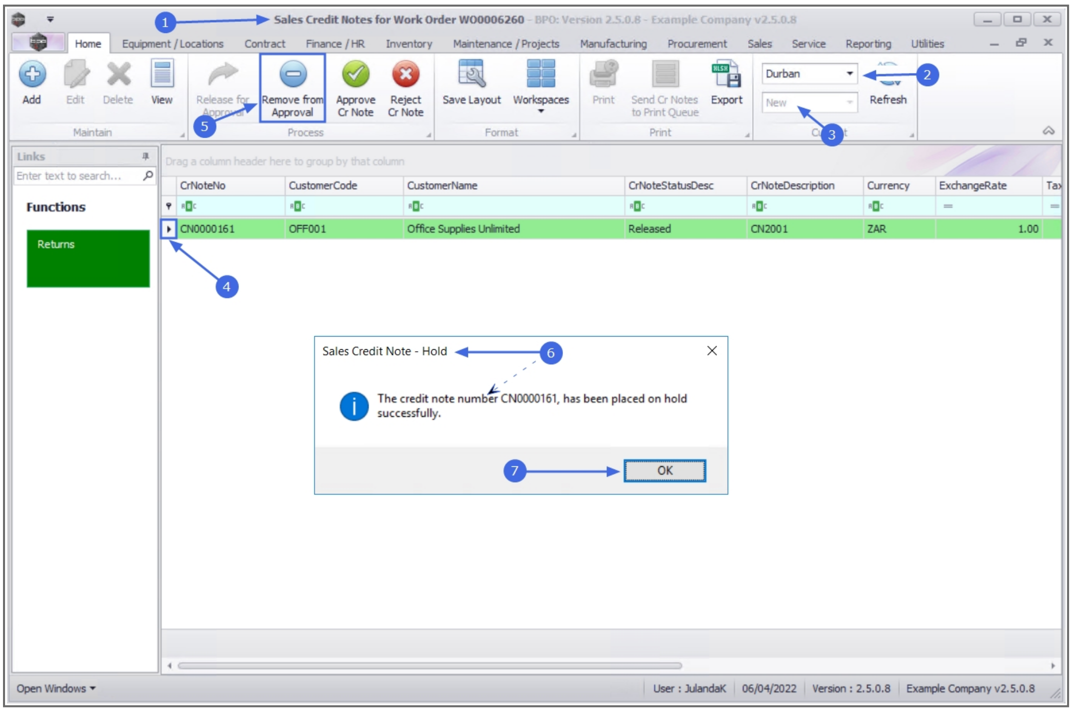
PLACE ON HOLD

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. The **Status** field selection is not available from this screen.
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 Description has been updated to ***New***.

APPROVE CREDIT NOTE

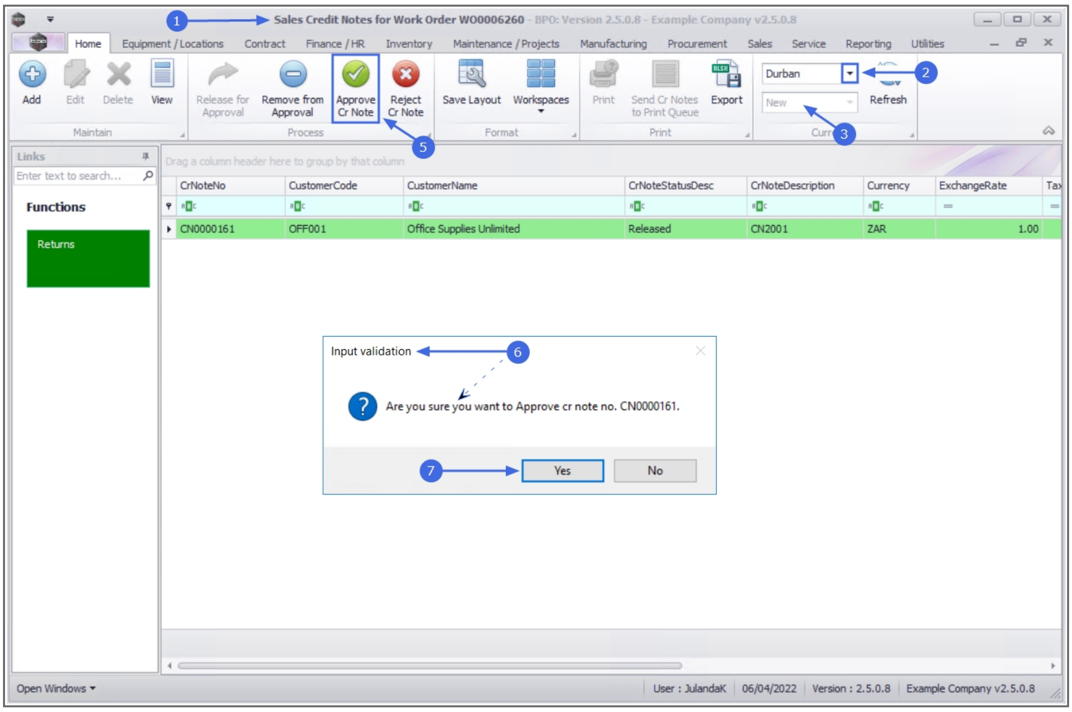
1. From the ***Sales Credit Notes for Customer [****customer code****]*** listing screen,
2. Ensure that the correct ***Site*** has been selected.
    - The example has ***Durban*** selected.
3. The **Status** field selection is not available from this screen.

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***.

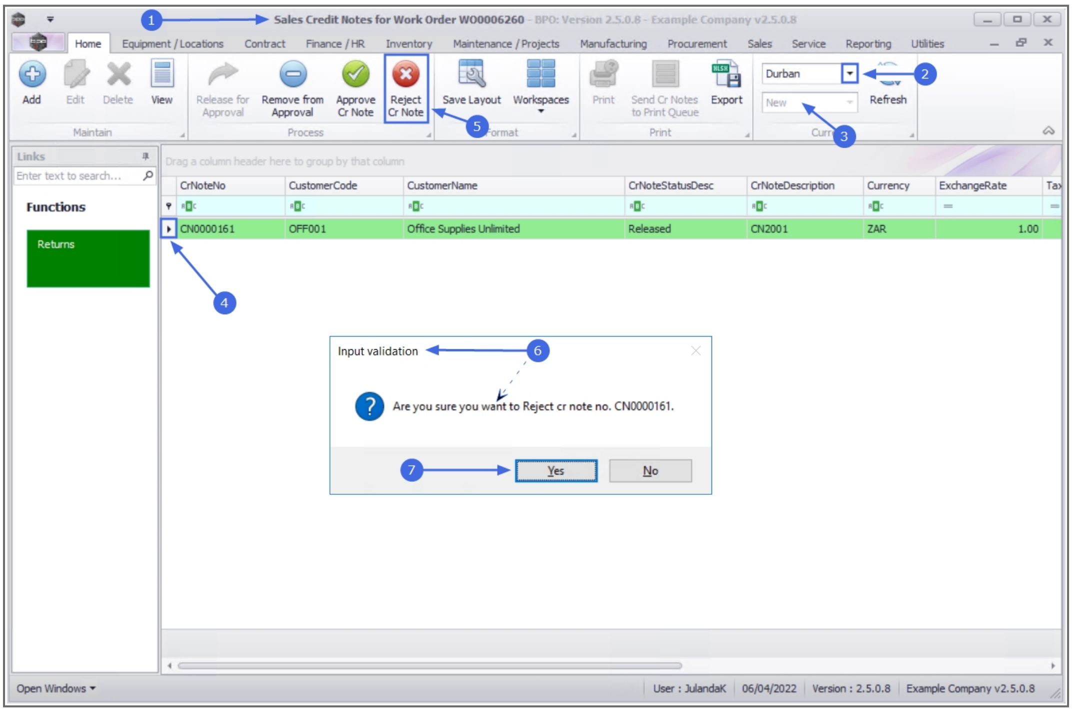
REJECT CREDIT NOTE

1. From the ***Sales Credit Notes for Work Orders [****work order code****]*** screen,
2. Ensure that the correct ***Site*** has been selected.
   - The example has ***Durban*** selected.
3. The **Status** field selection is not available from this screen.
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. [****credit note number****].***
7. Click on ***Yes***.

For a detailed handling of this topic refer to Reject Credit Note



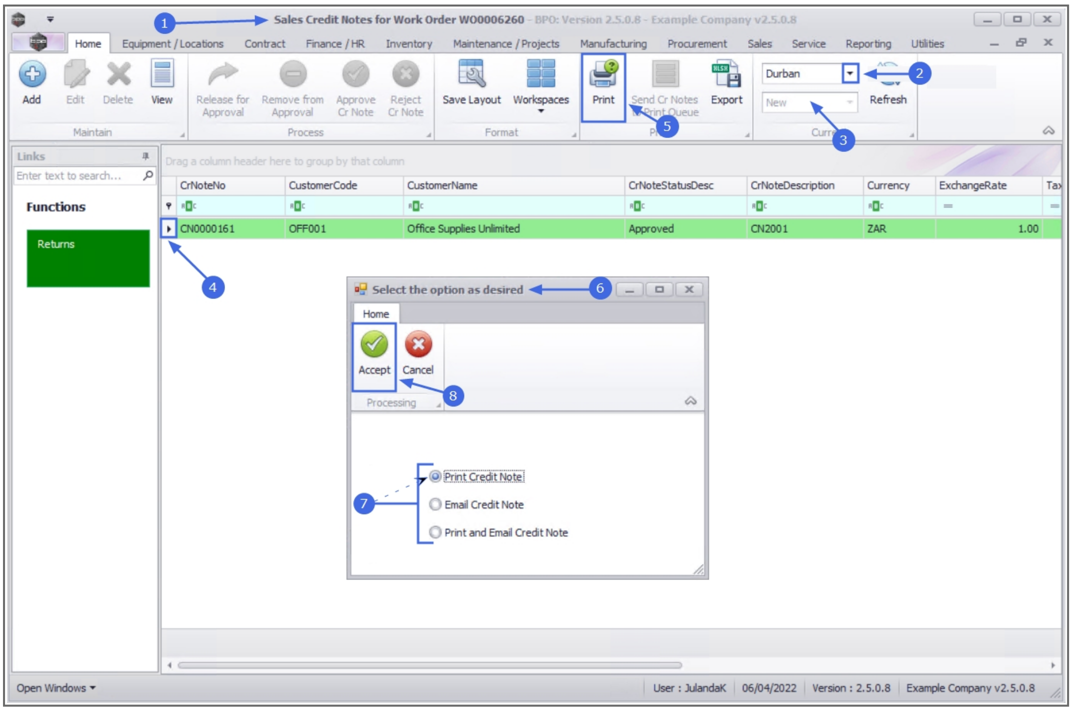
PRINT CREDIT NOTE

Credit notes that have been *Approved* and have been *Printed* will be available for printing.

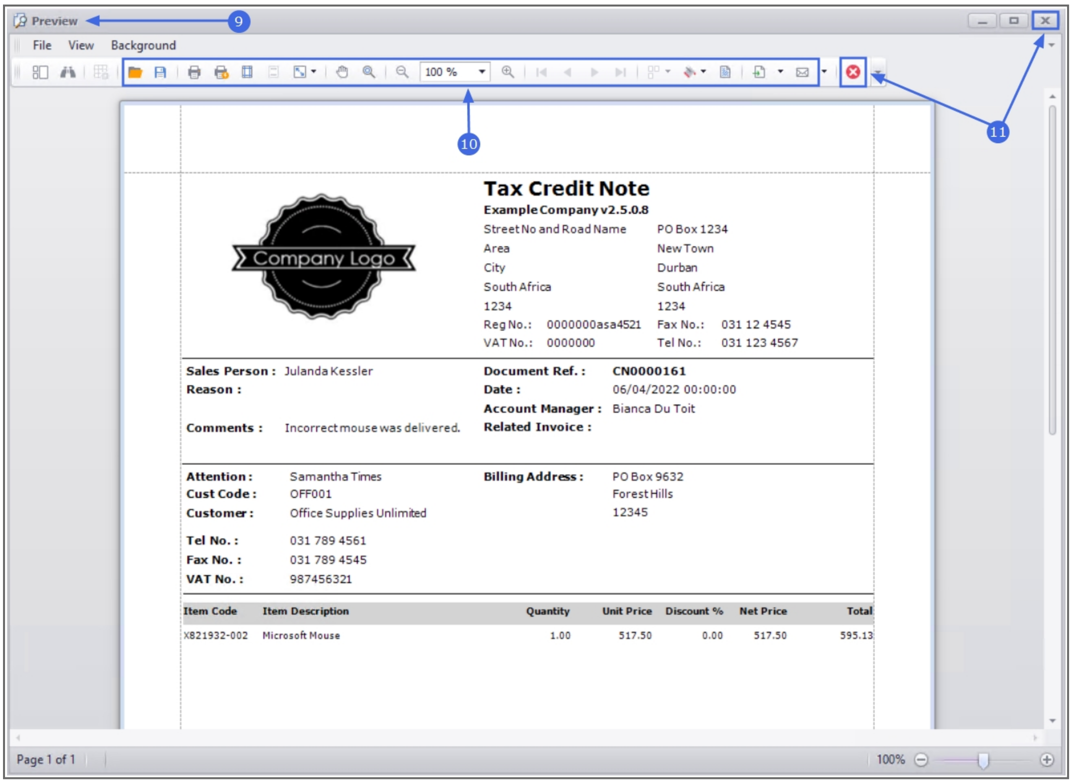
1. From the ***Sales Credit Notes for Work Order [****work order code****]*** screen,
2. Ensure that the correct ***Site*** has been selected.
    - The example has ***Durban*** selected.
3. The **Status** field selection is not available from this screen.
4. Select the ***row*** of the Credit Note you wish to print.
5. Click on ***Print***.
6. The ***Select the option as desired*** screen will display.
7. Select the print option you required.

> When selecting to ***Email Credit Note***, the credit note will be emailed via the *BPO Email Service* on the server (not from MS Outlook).

    - The example has ***Print Credit Note*** selected.
8. Click ***Accept*** to proceed.



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 Work Order*** screen.



SEND CREDIT NOTES TO PRINT QUEUE

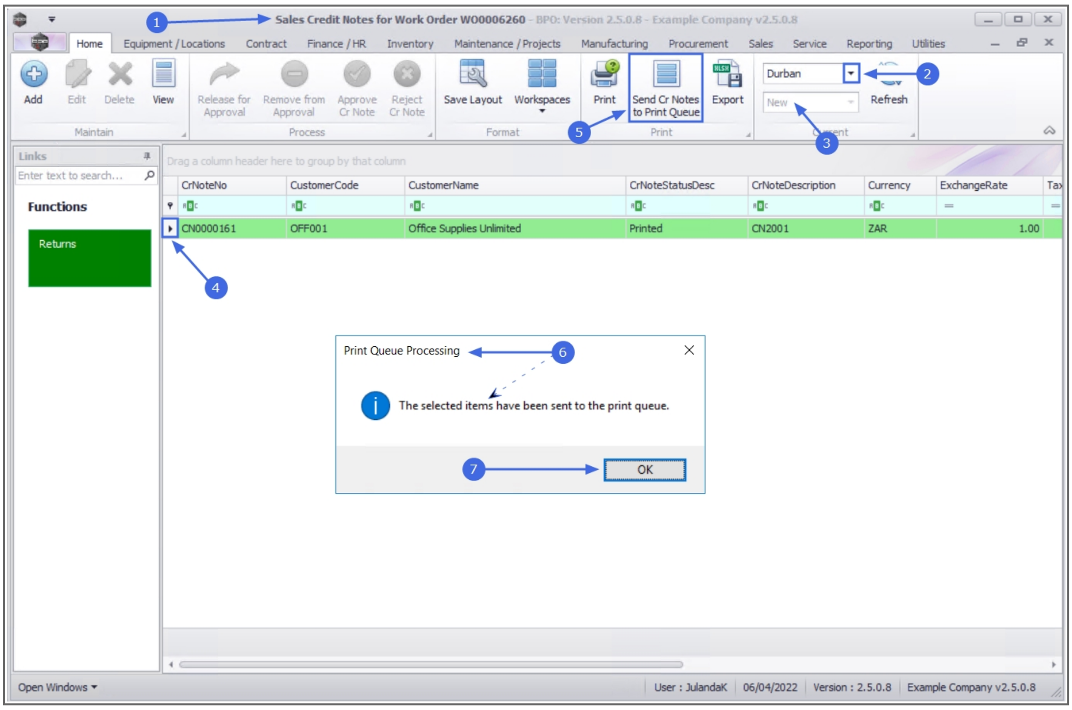
You can send Credit Notes directly from the Print Queue from the *Sales Credit Notes for Customer* screen, instead of going to the Print Queue Reprint screen. This will enable you to forward a batch of credit notes to the customer.

1. From the ***Sales Credit Notes for Work Order [****work order code****]*** screen,
2. Ensure that the correct ***Site*** has been selected.
   - The example has ***Durban*** selected.
3. The **Status** field selection is not available from this screen.
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***.



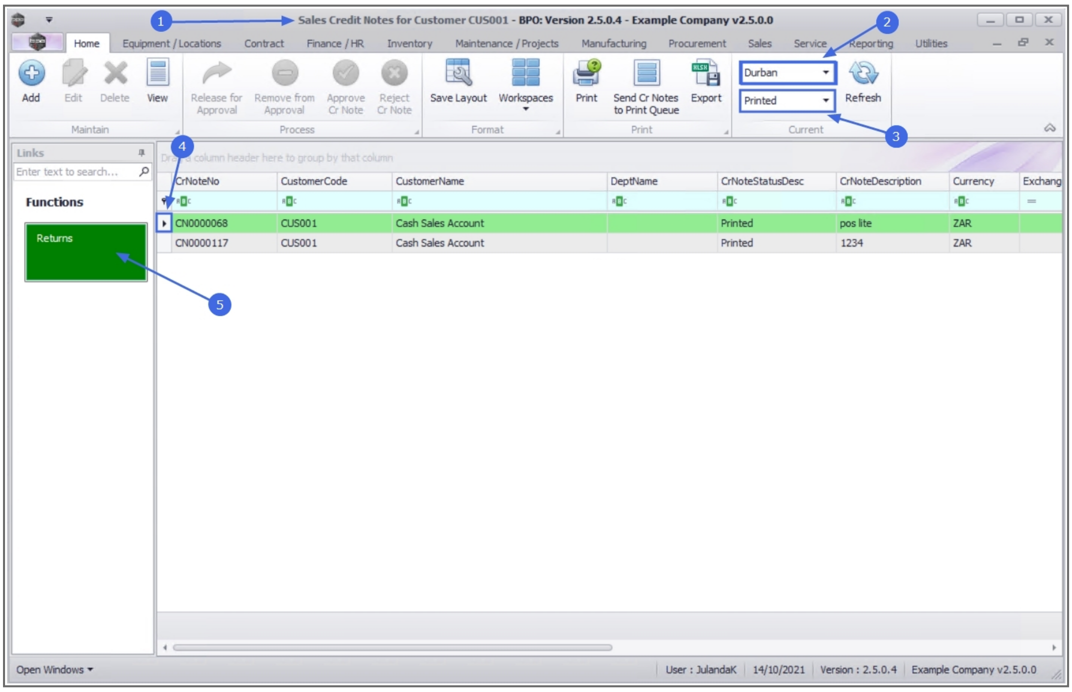
CREDIT NOTE RETURNS

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

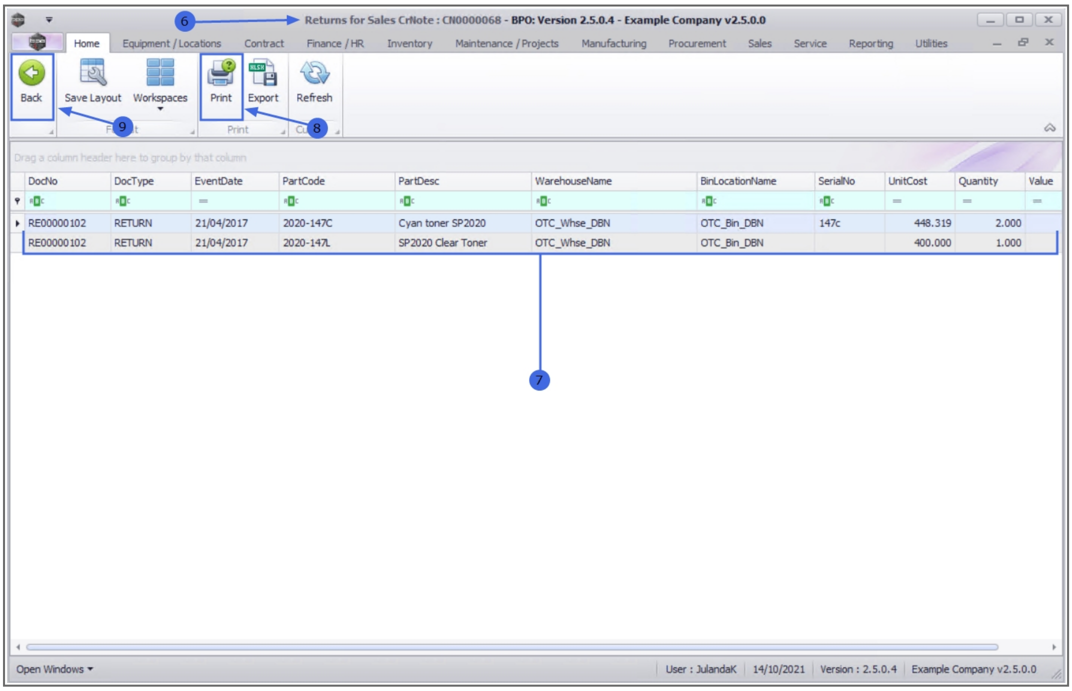
Return requests can be raised for a Credit Note to Return Stock to Store for a Customer

1. From the ***Sales Credit Notes for Work Order [****work order 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 : [****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 CrNote : 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
8
Print
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
7
Open Windows
User : JulandaK
14/10/2021
Version : 2.5.0.4
Example Company v2.5.0.0

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