Credit Note

A credit note or credit memorandum (memo) is a commercial document issued by a seller to a buyer. User can create and manage credit notes using this transaction.

When customers are sending back goods, they will issue a Vendor Return Note. Once the goods have been picked up by the company, they will issue a Debit Note. This reference is needed to track the Credit Note issued by the company and match them with the reference used by the customers (Customer Reference Number)*

Below actions are available under *"Credit Note":*

🔗 Create new credit note; update, delete, view and search for credit note details

🔗 Adding customer reference number* in credit note

🔗 View and search for credit note details

Date ▲	Document #	Reference #	Customer #	Customer Name	Location	Sales Rep	Currency	Grand Total	Status	Receipt
Jan 5, 2016	CN-0016	SI-0051	4110.011/CO001	Cold Storage - HQ	HQ		SGD	S$670.03	Posted	Partially Paid
Jan 5, 2016	CN-0017		4110.011/WA001	Watsons - HQ	Singapore HQ	EM04 - Neo	SGD	S$20.54	Posted	Partially Paid
Jan 6, 2016	CN-0018	SI-0060	4110.011/CO001	Cold Storage - HQ	HQ		SGD	S$115.27	Posted	Partially Paid
Jan 12, 2016	CN-0019	SI-0054	4110.011/CO001	Cold Storage - HQ	HQ		SGD	S$184.90	Posted	Partially Paid
Jan 18, 2016	CN-0020	SI-0057	4110.011/CO001	Cold Storage - HQ	HQ	EM03 - Jessica	SGD	S$898.54	Posted	Partially Paid
Jan 21, 2016	CN-0025	SI-0072	4110.011/GU001	Guardian - HQ	Singapore HQ		SGD	S$12.97	Posted	Payment Due
Jan 26, 2016	CN-0033		4110.011/TA002	Takashimaya	Orchard Road		SGD		Posted	N/A
Feb 5, 2016	CN-0039	SI-0079	PR-BGD	Prime Stores Bangladesh	City	EM01 - Chris	USD	$1,500.00	Posted	Payment Due
Feb 5, 2016	CN-0038	SI-0079	PR-BGD	Prime Stores Bangladesh	City	EM01 - Chris	USD	$900.00	Posted	Payment Due
Feb 5, 2016	CN-0036	SI-0082	PR-BGD	Prime Stores Bangladesh	City	EM01 - Chris	USD	$617.50	Posted	Payment Due
Feb 5, 2016	CN-0037	SI-0082	PR-BGD	Prime Stores Bangladesh	City	EM01 - Chris	USD	$123.50	Posted	Payment Due
Feb 5, 2016	CN-0034	SI-0080	4110.011/ME001	Metro	Paragon	EM01 - Chris	SGD	S$292.48	Posted	Payment Due
Feb 5, 2016	CN-0035	SI-0080	4110.011/ME001	Metro	Paragon	EM01 - Chris	SGD	S$65.00	Posted	Payment Due
Feb 22, 20...	CN-0026		4110.011/MU001	Mustafa	HQ		SGD	S$4.27	Posted	Payment Due
May 18, 2...	CN-0040		4110.011/WA001	Watsons - HQ	Brunei Darussalam		SGD	S$26.41	Posted	Payment Due

Total SGD : S$6,777.55   1 of 15

Field Name	Explanation	Mandatory Information
Document Date	Date of the sales order	Y
Document Number	Number of the sales order	Y
Reference Number	A unique number on sales order	N
Branch	Company's branch	Y
Customer	Company's customers	Y
Customer Location	Customer's company's location	Y
Contact Person	Contact person at customer's location	N
Deliver To	Self-explanatory	Y
Delivery Location	Self-explanatory	Y
Contact Person	Contact person at delivery location	N
Warehouse	Self-explanatory	Y
Ship Via	Transportation method	N
Payment Term	Payment rules imposed by suppliers on their customers.	N
Inco Term	Commonly used in both international and domestic trade contracts.	Y
Analytical Group		N
Inventory Movements	Select if this transaction involves inventory movements or not	N
Representative	Internal representative	N

Tax	Select if price includes or excludes tax	Y
Description	Description	N
Related Invoice	Link to related invoice document	N
Related Invoice Date	Date of the related invoice document	N
Customer Reference Number	Reference number from customer for the credit note (only editable when Credit Note status is posted and when user have access right to edit)	N
Items/Articles — Product	Name of product	Y
Items/Articles — Description	Description	N
Items/Articles — UOM	Type of product — Unit of Measure	Y
Items/Articles — Qty	The quantity of product	N
Items/Articles — Unit Price	Self-explanatory	N
Items/Articles — Discount	A deduction from the usual cost of product	N
Items/Articles — Nett Price	Self-explanation	N
Items/Articles — Total Amount	Self-explanation	Y
Items/Articles — Tax Rate	Self-explanation	Y
Items/Articles — Reason for Return	Select a reason for returning the product	Y
Items/Articles — Expense Type	Self-explanation	N
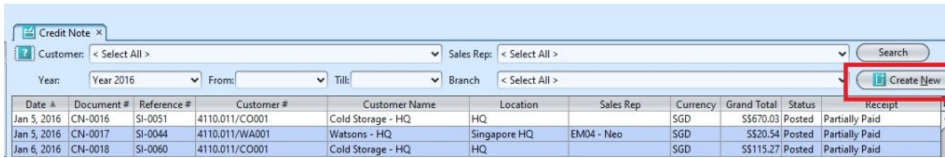
Create New Credit Note with Inventory Movement (Credit Note to Putaway)

1. From "*Sales — (Sell In Transactions) Sales Invoice*", double click on a sales invoice in the "*Sales Invoices List*" tab, it will bring up the selected sales invoice record on "*Sales Invoice*" tab.

Click the arrow on [Generate Documents ▾] button at the bottom of the screen and select "*Create Credit Note*" option to generate a new credit note referenced to

the sales invoice.

2. Alternatively from "*Sales – (Sell In Transactions)
Credit Note*" click on "*Create New*" at the top right
of screen of "*Credit Note List*" tab, it will open
"*Credit Note*" tab with empty form

3. Fill up credit note's information

Note: Inventory Movements need to be selected as
"*With Inventory Movements*" in order to process the
document.

4. If any, select a related sales invoice document as
reference for the credit note document. Click on
"*Click to Select Related Invoice*" link on the right
side of the screen. It will pop up dialog window with
sales invoice document for user to select. Click "*OK*"
button to relate to the selected invoice document.

The link will be replaced with the sales invoice document number, and related invoice date updated with the invoice date. User can click on the link to open the dialog window again, if need to change the linking

In Sales Invoice document view, user able to view the linked Credit Note document(s) in the "Credit Notes" tab.

5. On "**Items / Articles**" tab select a product from "**Product**" drop-down list, fill up product's information, and click ⊞ button

6. Click on "**Notes / Attachments**" tab at the middle of screen to add notes or files attachment for the credit note

7. Click on "**Save**" button at the bottom of screen to save

8. Click on "**Confirm Credit Note**" button at the bottom left of screen to confirm the credit note

9. Click on "**Post To Accounts**" button at the bottom left of screen to post the credit note to account
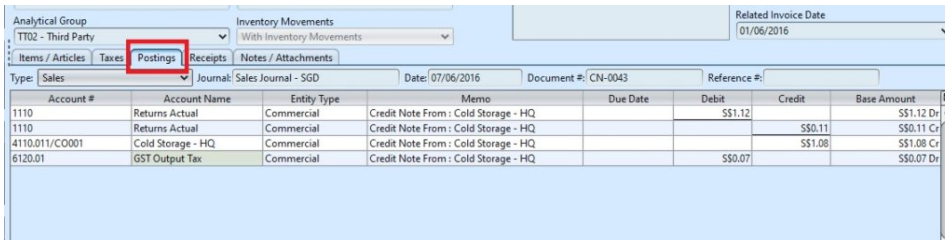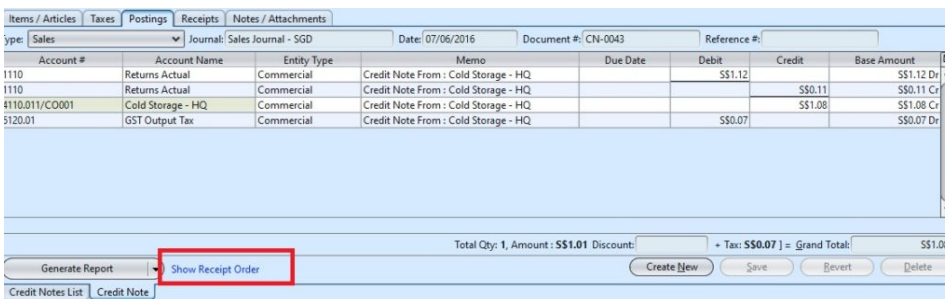
10. Tax entries applicable for the credit note will be automatically created under "**Taxes**" tab if any. Journal entries of the credit note will be

automatically created under "*Postings*" tab

11. Click on "*Show Receipt Order*" link at the bottom
left side of screen to open the corresponding receipt
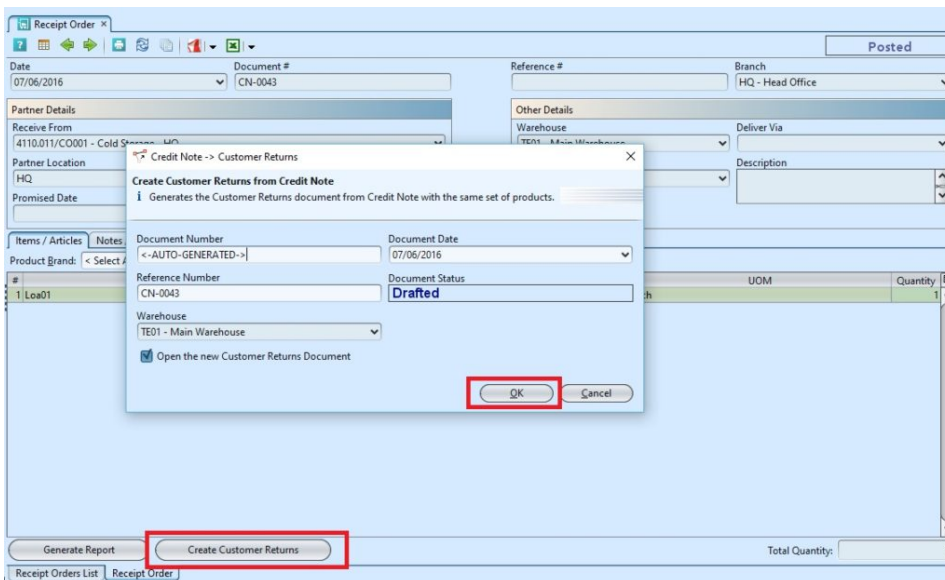order document for the returned product(s)

12. Click on *"Create Customer Returns"* tab from the
Receipt Order module and click on *"OK"* to proceed.

13. Click on "*Confirm Customer Returns*" button at the
bottom left of screen to confirm the credit note

14. Click on "*Post To Accounts*" button at the bottom left of screen to post the credit note to account

15. Click on *"Putaway number"* and it will link to the related document

16. Click on "*Confirm Putaway*" button at the bottom left of screen to confirm the putaway.

17. Click on "**Post To Accounts**" button at the bottom left of screen to post the putaway to account.

Create New Credit Note without Inventory Movement

1. From "**Sales – (Sell In Transactions) Sales Invoice**", double click on a sales invoice in the "**Sales Invoices List**" tab, it will bring up the selected sales invoice record on "**Sales Invoice**" tab.

Click the arrow on button at the bottom of the screen and select "**Create Credit Note**" option to generate a new credit note referenced to the sales invoice.

2. Alternatively from "**Sales – (Sell In Transactions) Credit Note**" click on "**Create New**" at the top right of screen of "**Credit Note List**" tab, it will open "**Credit Note**" tab with empty form

3. Fill up the information.

*Note: Inventory Movements need to be selected as "With Inventory Movements" in order to process the document.

4. On "Items / Articles" tab select a product from "Product" drop-down list, fill up product's information, and click [+] button

5. Click on "Notes / Attachments" tab at the middle of screen to add notes or files attachment for the credit note

6. Click on "Save" button at the bottom of screen to save

7. Click on "Confirm Credit Note" button at the bottom left of screen to confirm the credit note

8. Click on "Post To Accounts" button at the bottom left of screen to post the credit note to account
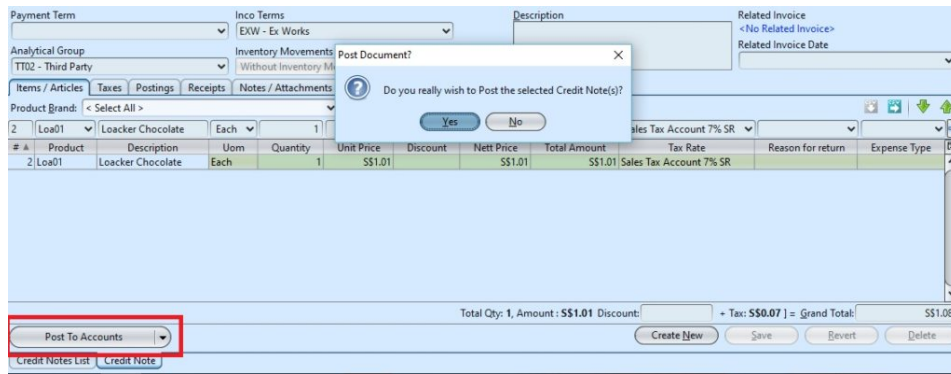
Update Credit Note Details

1. Click on "**Credit Note List**" tab at the bottom of screen

2. Double click on credit note to be updated, it will bring up the details on "**Credit Note**" tab for the selected note. If a note's status is "**Confirmed**" or "**Posted**", right click on the note and reopen / undo posting of the note first

3. Make change(s) on the credit note information

4. Click on "**Save**" button at the bottom of screen to save
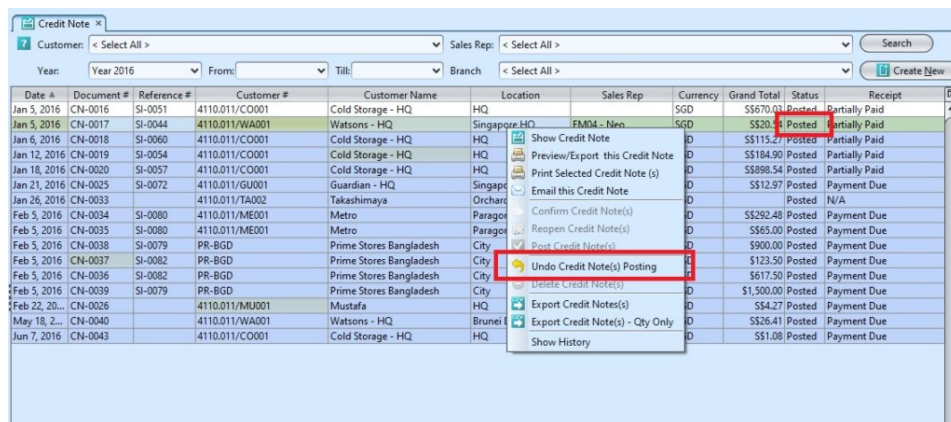
5. Click on "**Revert**" button at the bottom of screen or refresh icon at the top of the screen to roll back the changes

6. Click on "**Confirm Credit Note**" button at the bottom of screen to confirm the credit note

7. Click on **"Post Credit Note"** button at the bottom of screen to post the credit note

Delete Credit Note

1. Click on **"Credit Note List"** tab at the bottom of screen

2. Double click on credit note to be deleted, it will bring up the details on **"Credit Note"** tab for the selected note. If a note's status is **"Confirmed"** or **"Posted"**, right click on the note and reopen / undo posting of the note first

3. Click on **"Delete"** button at the bottom right side of screen

4. Click on **"Yes"** button on the pop-up window to confirm note deletion

Adding Customer Reference Number in Credit Note

1. Click on **"Credit Note List"** tab at the bottom of screen

2. Double click on credit note (with **"Posted"** status) to be updated, it will bring up the details on **"Credit Note"** tab for the selected note.

3. If user have access right to edit the **"Customer Reference Number"**, they can add **"Customer Reference Number"** for Credit Note with **"Posted"** status. Enter the reference number from customer and click **SAVE** button to save.

4. If present, this value will replace the **Credit Note Reference Number** in **Receipts** and **Statement of Accounts** report.

5. User also able to add column for this in the Credit Note list view (by default the column is hidden) and use keyword search for this field.

View and Search for Credit Note Details

1. Click on "**Credit Note List**" tab at the bottom of screen

2. Enter search parameter to filter the result, i.e. type in account of the credit note to search for in the "**Account**" text field box or select from drop-down list

3. Result can be sorted alphabetically by clicking the fields' columns

4. Double click on credit note to view full details of the note, it will bring up the details on "**Credit Note**" tab for the selected note