Sales Invoice – Credit Note to Customer Returns

The video will show the user how to do the process from Sales Invoice – Credit Note to Customer Returns

Navigate to Sales, Sales Invoice, Generate Credit Note.
Verify the data.
Click Confirm and Post.

STEP-BY-STEP:
1. Go to Sales menu
2. Select Sales Invoice
3. Click Create New.
Tick the "From Goods Delivery / Proof Of Delivery documents" option in the creation dialog window, then click OK button.
4. In the Sales Invoices List View, select the invoice to open by double-clicking on the line.
5. Click Confirm Sales Invoice when done editing
6. In the Applied Promotions tab, user can view related promotion applied for the Sales Invoice document if any.
7. Click Post To Accounts button to post the entries.
8. Click on the arrow next to Generate Documents button, and select Generate Credit Note.
Click OK button in the creation dialog window.
9. Verify the header info, i.e. document date, customer to send the credit note to, and location. (mandatory fields in red color or marked with red x)
10. Verify / modify the line items data if necessary (i.e. Product, UOM, Qty, Unit Price, and Tax Rate). Click + button or press ENTER to save the line entry.
11. Click Confirm Credit Note when done editing
12. Click Post To Accounts button to post the entries.
13. Click Show Receipt Order link, it will open the related Receipt Order document in the Inventory module.
14. Click Create Customer Returns button, it will create and open Customer Return document for the Credit Note.
15. Verify / modify the line items data if necessary

(i.e. Product, Qty, and Batch # and Expiry Date).
Click + button or press ENTER to save the line entry.
16. Click Confirm Customer Returns when done editing
17. Click Post To Accounts button to post the entries.
18. Click the Putaway link, it will open the related Putaway document in the Inventory module.
19. Verify / modify the line items data if necessary (i.e. Locator and Qty).
Click + button or press ENTER to save the line entry.
20. Click Confirm Putaway when done editing
21. Click Post To Inventory button to post the entries.
The stock is now available in the selected warehouse.
22. Summary of the customer returns process:
Sales Invoice – Credit Note – Receipt Order – Customer Returns – Putaway