


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.

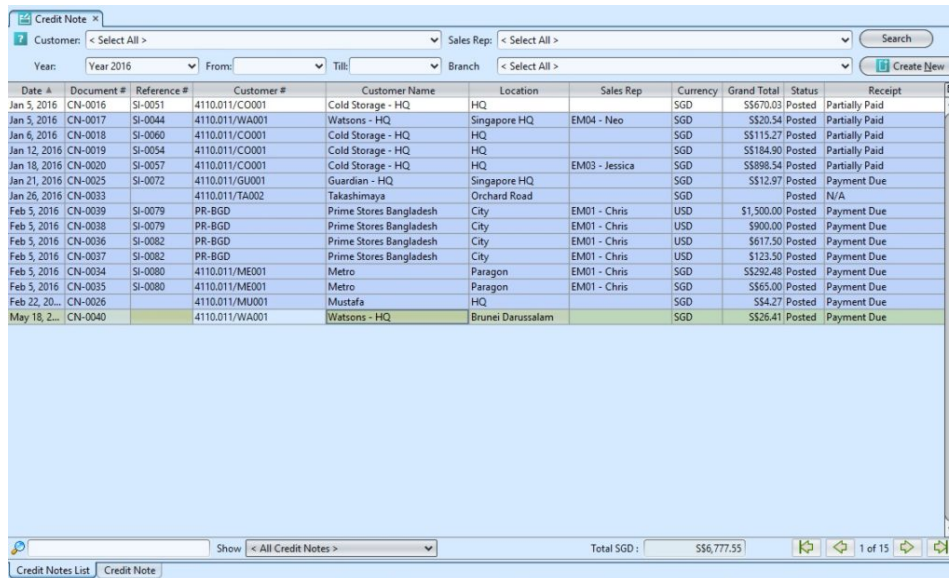
When customers are sending back goods, they will issue a Vendor Return Note. Once the goods have been picked up by the company, they will issue a Debit Note. This reference is needed to track the Credit Note issued by the company and match them with the reference used by the customers (Customer Reference 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	\$5670.03	Posted	Partially Paid
Jan 5, 2016	CN-0017	SI-0044	4110.011/WA001	Watsons - HQ	Singapore HQ	EM04 - Neo	SGD	\$520.54	Posted	Partially Paid
Jan 6, 2016	CN-0018	SI-0060	4110.011/CO001	Cold Storage - HQ	HQ		SGD	\$3115.27	Posted	Partially Paid
Jan 12, 2016	CN-0019	SI-0054	4110.011/CO001	Cold Storage - HQ	HQ		SGD	\$3184.90	Posted	Partially Paid
Jan 18, 2016	CN-0020	SI-0057	4110.011/CO001	Cold Storage - HQ	HQ	EM03 - Jessica	SGD	\$5898.34	Posted	Partially Paid
Jan 21, 2016	CN-0025	SI-0072	4110.011/GU001	Guardian - HQ	Singapore HQ		SGD	\$512.87	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	\$5292.48	Posted	Payment Due
Feb 5, 2016	CN-0035	SI-0080	4110.011/ME001	Metro	Paragon	EM01 - Chris	SGD	\$565.00	Posted	Payment Due
Feb 22, 20...	CN-0026		4110.011/MU001	Mustafa	HQ		SGD	\$44.27	Posted	Payment Due
May 18, 2...	CN-0040		4110.011/WA001	Watsons - HQ	Brunei Darussalam		SGD	\$526.41	Posted	Payment Due

Credit Note

Type: CN01 - Outright Credit Note Drafted N/A

Document Date: 16/10/2017 Document Number: <-AUTO-GENERATED-> Reference Number: Branch: HQ - Head Office

Customer: Currency: Pick Up From: Pick Up Location: Contact Person:

Additional Details

Warehouse: TE01 - Main Warehouse Delivery Via: Representative: Tax: Price Excludes Tax

Payment Term: Inco Terms: DAP - Delivered at Place Description: Related Invoice: <Click to Select Related Invoice>

Analytical Group: Inventory Movements: With Inventory Movements Related Invoice Date:

Items / Articles Taxes Postings Receipts Notes / Attachments

Product Brand: < Select All > Filter:

#	Product	Description	Uom	Quantity	Unit Price	Discount	Nett Price	Total Amount	Tax Rate	Reason for return	Expense Type
1				1							

Total Qty: 0, Amount: Discount: + Tax: Grand Total:

Confirm Credit Note Customer Reference Number: Create New Save Revert Delete

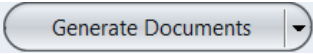
Credit Notes List Credit Note

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

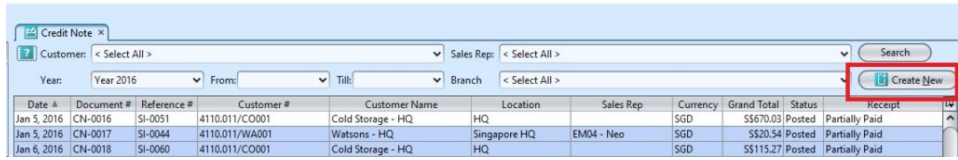
Create New Credit Note with Inventory Movement (Credit Note to Putaway)

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.

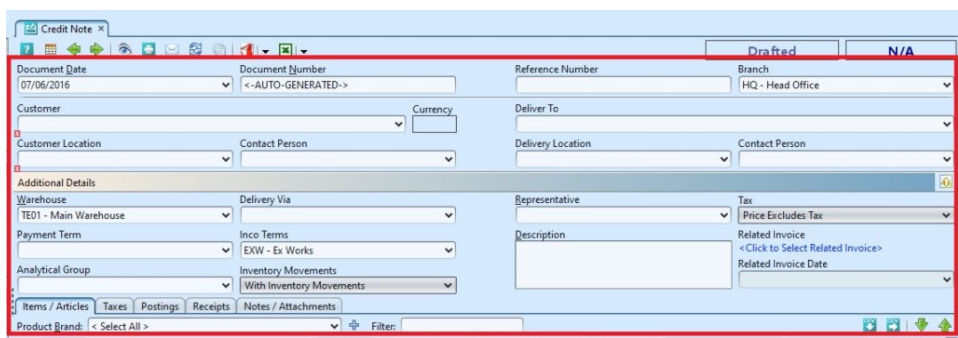
Click the arrow on  button at the bottom of the screen and select **“Create Credit Note”** option to generate a new credit note referenced to

the sales invoice.

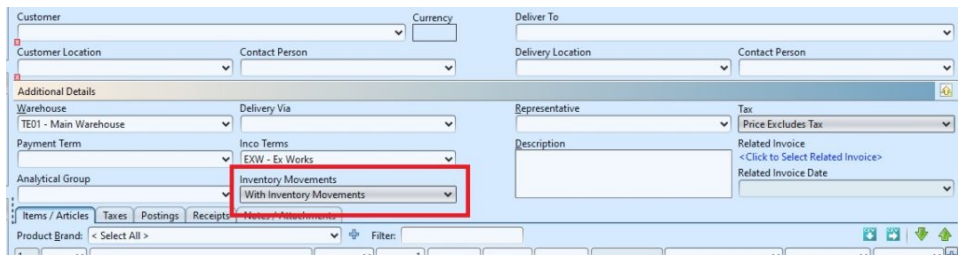
2. Alternatively from **“Sales – (Sell In Transactions) Credit Note”** click on **“Create New”** at the top right of screen of **“Credit Note List”** tab, it will open **“Credit Note”** tab with empty form



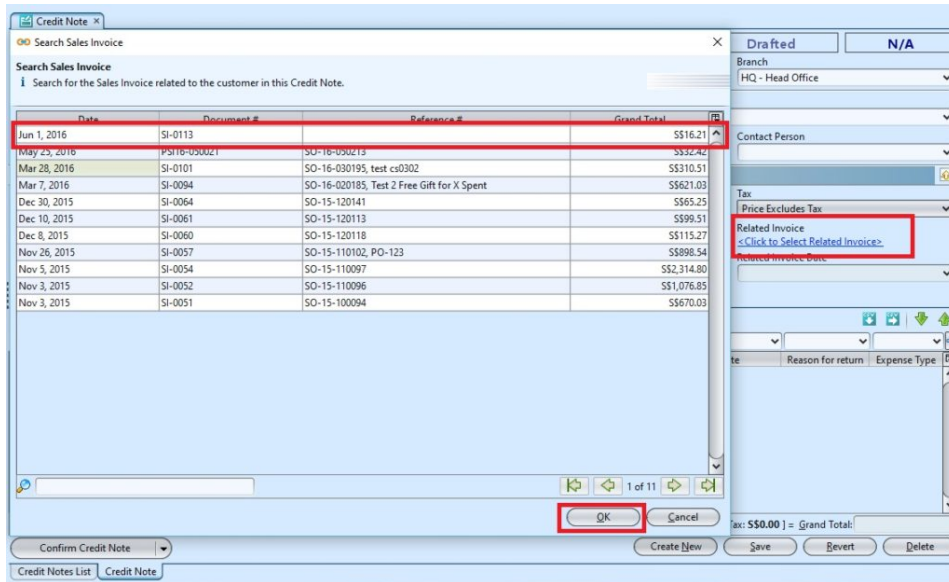
3. Fill up credit note’s information



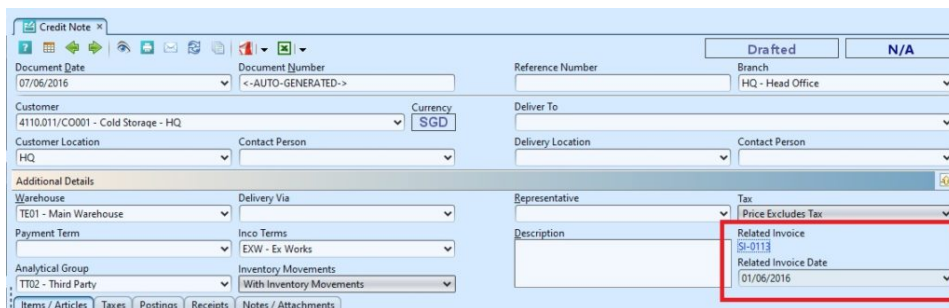
***Note:** Inventory Movements need to be selected as **“With Inventory Movements”** in order to process the document.



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.

Document Date: 01/06/2016
 Document Number: SI-0113
 Reference Number: [Blank]
 Branch: HQ - Head Office

Invoice To: 4110.011/CO001 - COLD STORAGE - HQ
 Currency: SGD
 Deliver To: 4110.011/CO001 - COLD STORAGE - HQ

Customer Location: HQ
 Contact Person: [Blank]
 Delivery Location: Cold Storage - Orchard
 Contact Person: [Blank]

Additional Details:

Ship From: TE01 - Main Warehouse
 Delivery Via: Lorry
 Representative: [Blank]
 Tax: Price Excludes Tax

Payment Term: 30D-EOM - 30 Days End Of Month
 Inco Terms: EXW - Ex Works
 Description: [Blank]
 Inventory Movements: Without Inventory Movements


Analytical Group: TT02 - Third Party
 Bank Account: 4010.02 - Bank - OCBC
 Zone: [Blank]

Items / Articles Taxes Postings Receipts Notes / Attachments Margin Applied Promotions **Credit Notes**

Document Date	Document #	Reference #	Customer Ref #	Total Amount	Status
Jun 7, 2016	CN-0043			S\$1.08	Posted

Total Qty: 15, Amount: S\$15.15 Discount: [Blank] + Tax: S\$1.06 Grand Total: S\$16.21

Buttons: Generate Documents, Generate Report, Create New, Save, Revert, Delete

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

Analytical Group: TT02 - Third Party
 Inventory Movements: With Inventory Movements
 Related Invoice Date: 01/06/2016

Items / Articles Taxes Postings Receipts Notes / Attachments

Product Brand: < Select All > Filter: [Blank]

#	Product	Description	Uom	Quantity	Unit Price	Discount	Nett Price	Total Amount	Tax Rate	Reason for return	Expense Type
1				1							

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

Analytical Group: TT02 - Third Party
 Inventory Movements: With Inventory Movements
 Related Invoice Date: 01/06/2016

Items / Article **Taxes** Postings Receipts Notes / Attachments

Taxes applicable for this invoice: Base Taxable Sum: S\$1.01 Tax Sum: S\$0.07

Product #	Product Name	Tax	Taxable Amount	Tax Amount	Taxable Base Amt	Tax Base Amt
Loa01	Locker Chocolate	Sales Tax Account 7% SR	S\$1.01	S\$0.07	S\$1.01	S\$0.07

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

Account #	Account Name	Entity Type	Memo	Due Date	Debit	Credit	Base Amount
1110	Returns Actual	Commercial	Credit Note From : Cold Storage - HQ		\$51.12		\$51.12 Dr
1110	Returns Actual	Commercial	Credit Note From : Cold Storage - HQ			\$50.11	\$50.11 Cr
4110.011/CO001	Cold Storage - HQ	Commercial	Credit Note From : Cold Storage - HQ			\$51.08	\$51.08 Cr
6120.01	GST Output Tax	Commercial	Credit Note From : Cold Storage - HQ		\$50.07		\$50.07 Dr

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)

Account #	Account Name	Entity Type	Memo	Due Date	Debit	Credit	Base Amount
1110	Returns Actual	Commercial	Credit Note From : Cold Storage - HQ		\$51.12		\$51.12 Dr
1110	Returns Actual	Commercial	Credit Note From : Cold Storage - HQ			\$50.11	\$50.11 Cr
4110.011/CO001	Cold Storage - HQ	Commercial	Credit Note From : Cold Storage - HQ			\$51.08	\$51.08 Cr
6120.01	GST Output Tax	Commercial	Credit Note From : Cold Storage - HQ		\$50.07		\$50.07 Dr

Total Qty: 1, Amount : \$51.01 Discount: + Tax: \$50.07] = Grand Total: \$51.08

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

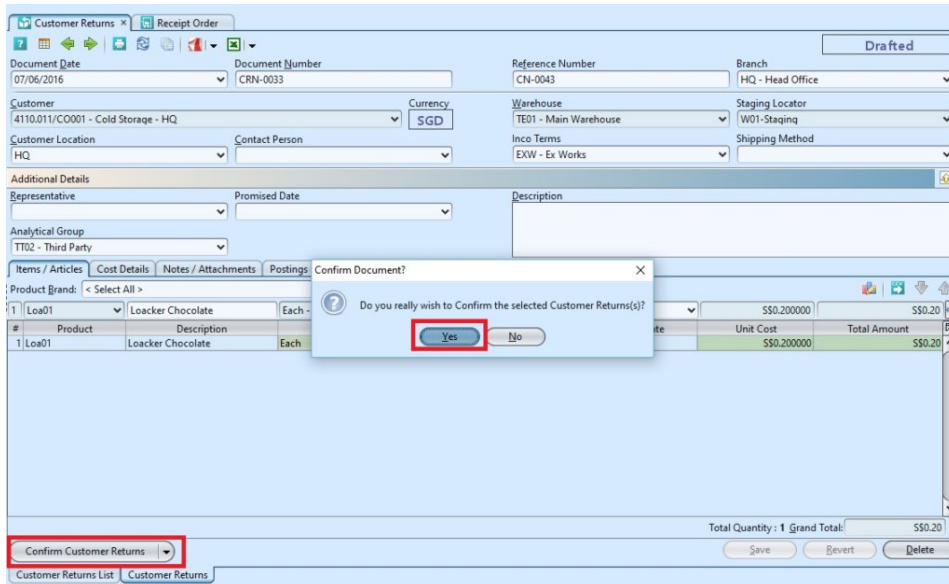
Create Customer Returns from Credit Note
Generates the Customer Returns document from Credit Note with the same set of products.

Document Number: <-AUTO-GENERATED-> | Document Date: 07/06/2016
Reference Number: CN-0043 | Document Status: Drafted
Warehouse: TE01 - Main Warehouse

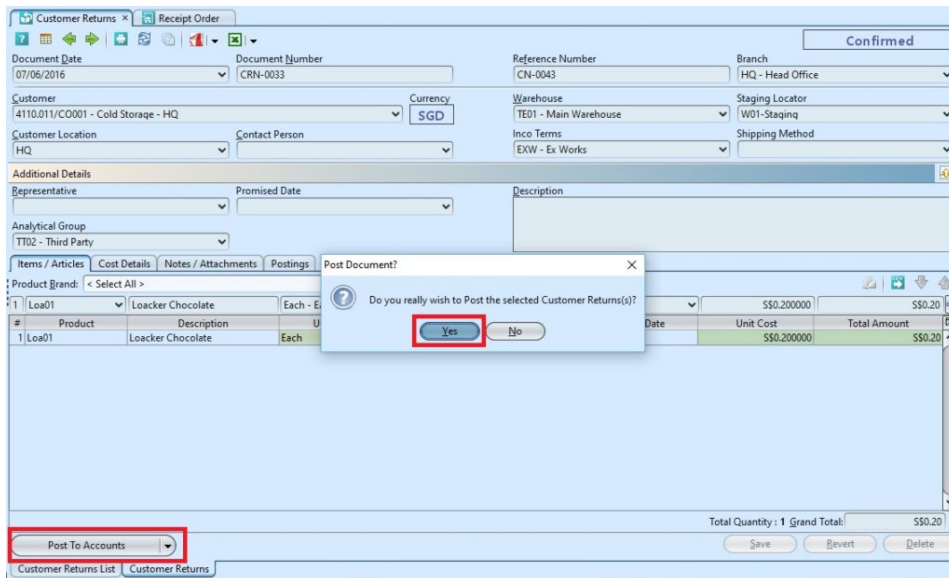
Open the new Customer Returns Document

OK | Cancel

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



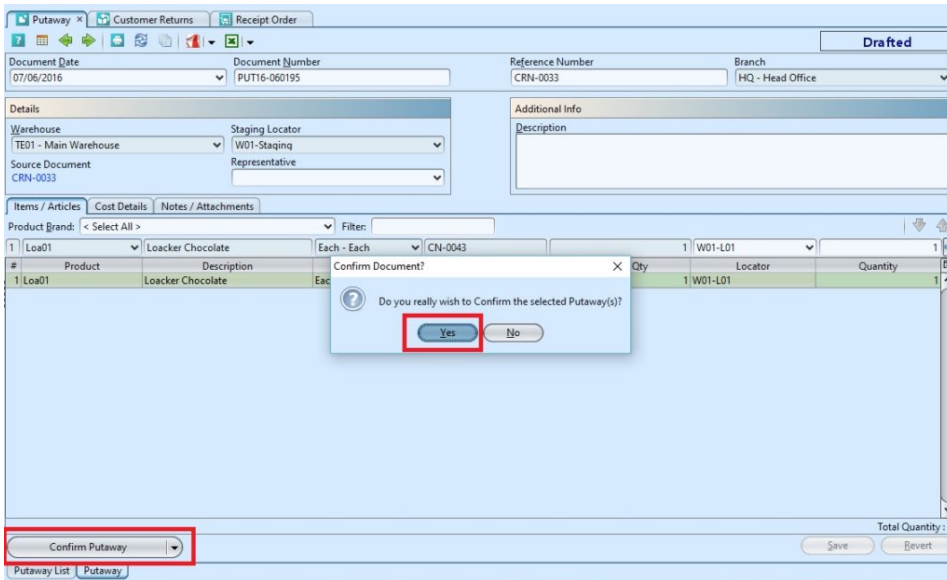
14. Click on **"Post To Accounts"** button at the bottom left of screen to post the credit note to account



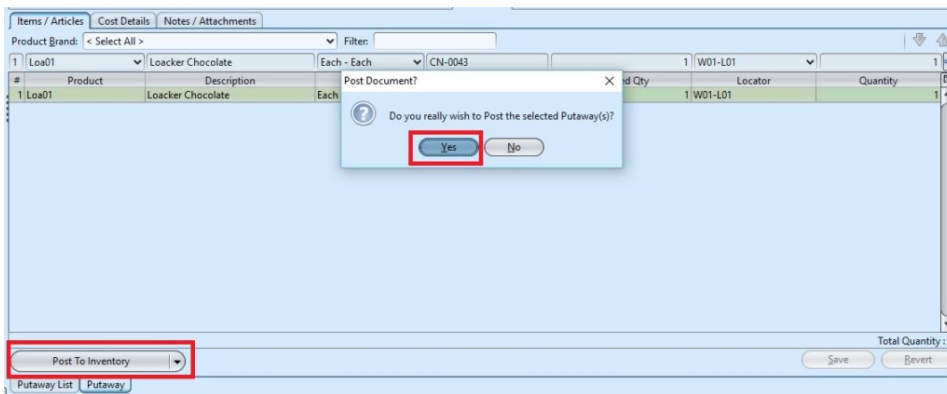
15. Click on **"Putaway number"** and it will link to the related document



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 **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

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	SS670.03	Posted	Partially Paid
Jan 5, 2016	CN-0017	SI-0044	4110.011/WA001	Watsons - HQ	Singapore HQ	EM04 - Neo	SGD	SS20.54	Posted	Partially Paid
Jan 6, 2016	CN-0018	SI-0060	4110.011/CO001	Cold Storage - HQ	HQ		SGD	SS115.27	Posted	Partially Paid

3. Fill up the information.

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

Credit Note

Document Date: 08/06/2016 | Document Number: <-AUTO-GENERATED-> | Reference Number: | Branch: HQ - Head Office

Customer: 4110.011/RO001 - Robinson | Currency: SGD | Deliver To: 4110.011/RO001 - Robinson

Customer Location: The Heeren | Contact Person: | Delivery Location: The Heeren | Contact Person: |


Additional Details:

Warehouse: TE01 - Main Warehouse | Delivery Via: | Representative: | Tax: Price Excludes Tax

Payment Term: | Inco Terms: EXW - Ex Works | Description: | Related Invoice: <Click to Select Related Invoice>

Analytical Group: TT02 - Third Party | Inventory Movements: **Without Inventory Movements** | Related Invoice Date: |

Items / Articles | Taxes | Postings | Receipts | Notes / Attachments

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

Analytical Group: TT02 - Third Party | Inventory Movements: Without Inventory Movements | Related Invoice Date: |

Items / Articles | Taxes | Postings | Receipts | Notes / Attachments

Product Brand: < Select All > | Filter: |

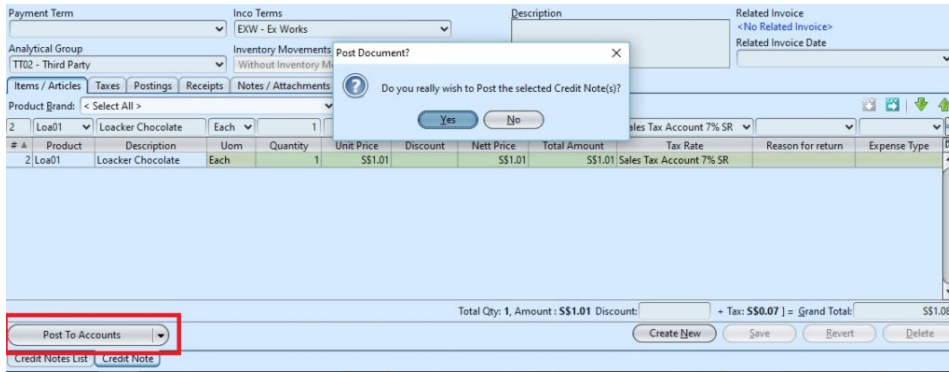
Product	Description	Unit	Quantity	Unit Price	Discount	Net Price	Tax Amount	Tax Rate	Reason for Return	Expense type
1			1							

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

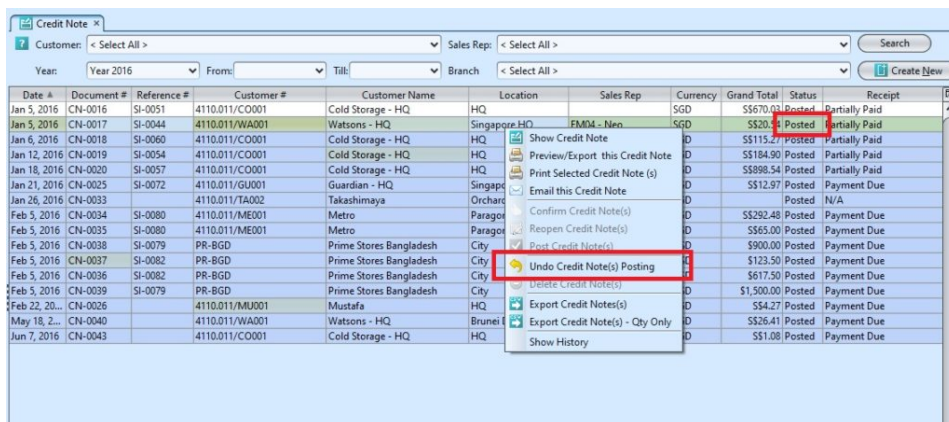
7. Click on **"Confirm Credit Note"** button at the bottom left of screen to confirm the credit note

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.

The screenshot shows a 'Credit Note' form with the following details:

- Document Date:** 30/07/2017
- Document Number:** ROUT-17-080018
- Reference Number:** test Sell Out return
- Branch:** HQ - Head Office
- Customer:** 4110.011/WA002 - Watsons (Consignment) 101
- Currency:** SGD
- Pick Up From:** 4110.011/WA001 - Watsons - HQ (Consignment)
- Pick Up Location:** Consignment - Paraqon (104)
- Warehouse:** WAT02 - Watsons - Paraqon
- Delivery Via:** [Dropdown]
- Representative:** [Dropdown]
- Tax:** Price Excludes Tax
- Payment Term:** 60D-EOM - 60 Days End Of Month
- Inco Terms:** DAP - Delivered at Place
- Description:** [Empty]
- Related Invoice:** <No Related Invoice>
- Related Invoice Date:** [Empty]
- Analytical Group:** TT02 - Third Party
- Inventory Movements:** With Inventory Movements

#	Product	Description	Uom	Quantity	Unit Price	Discount	Nett Price	Total Amount	Tax Rate	Reason for return	Expense Type
1	BD01-003148	Doctor's Label Red Improve Purifying Mask	Each	1	\$514.58		\$514.58	\$514.58	Sales Tax Account 7% SR		

Total Qty: 1, **Amount:** \$514.58, **Discount:** [Empty], **+ Tax:** \$51.02, **Grand Total:** \$515.60

Customer Reference Number: [Empty]

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