

Sales – Customer Credit Note (Add – Edit)

This article describes how to Add or Edit a Sales Invoice Credit Note OR Payment Claim Credit Note.



NOTE: Before you can enter a Customer Credit Note, a Customer Invoice or Customer Quote Payment Claim must have been created.

To Add or Edit a Sales Invoice Credit Note;

Adding or Editing a Sales Invoice Credit Note is done from the original Sales Invoice

Quick Flow;

Sales Invoice > [Options] > CREATE CREDIT NOTE > Credit Note details > Product line QUANTITIES > [Save]

1. From an open **Sales Invoice**, Press on the **[Options]** button  and select the **CREATE CREDIT NOTE** option to create and display the Credit Note
2. From the Credit Note Header, Check/Edit the **Credit Note details**
 - “Billing Address”
 - “Billing Contact*”
 - “Job Address”
 - “Job Description”
 - “Customer Reference”
 - “Date*”
 - “Due Date*”, this should auto populate using the Customer’s Default Payment Terms
3. From the Credit Note INVOICE LINES, Check/Edit the **Product line QUANTITIES**
4. When editing complete, Press on the **[Save]** button  to save the editing

Once saved the PRINT PREVIEW Subnav will display the Customer Credit Note PDF, Press on the PRINT PREVIEW Subnav to expand and view the Customer Credit Note PDF

 PRINT PREVIEW

NOTE: Form the PDF Window you can Download or Print the Customer Credit Note using the PDF Window functionality

Pressing on the [Email] button  of the PRINT PREVIEW Subnav allows you to email the Customer Credit Note.

To Edit the Credit Note, Open, make changes and Save again OR if the Credit Note has been locked, un-lock make changes and Save again


To Add or Edit a Payment Claim Credit Note;

Adding or Editing a Payment Claim Credit Note is done from a new Quote Payment Claim. See KAT-1912. Because a Payment claim uses a field “Less: Previous Claims” a Payment Claim Credit Note needs to be done on a new Payment Claim so that future Payment Claims carry forward the correct “Less: Previous Claims” value.

Quick Flow;**New Payment Claim > CLAIM TO DATE % OR CLAIM TO DATE \$ > [Save]**

1. From a **New Payment Claim**, Enter in a reduced **CLAIM TO DATE % OR CLAIM TO DATE \$ Value**

PRICE	QTY	TOTAL PRICE	CLAIM TO DATE %	CLAIM TO DATE \$
\$1638.90	1	\$1,638.90	% 0	\$ 0.00

2. Press on the **[Save]** button  and select an option to save the Quote Payment Claim

NOTE: If this is the final Progress Claim and you want to reduce the total claimed amount, but don't want to leave the Quote partially claimed, you will need to add a negative value Variation to the Quote for the value of the credit, then add the new Payment Claim and claim 100% of all Payment Claim lines including the negative value Variation line.