Create O/E Credit Notes

Create O/E Credit Notes lets you quickly reverse order entry invoices that were applied to customer accounts.

The program provides document lookup by up to seven search criteria, then uses the details from the original invoice entry to adjust the document exactly as required – including the inventory and G/L entries.

Create O/E Credit Notes lets you:

- Select invoices based on fields such as the customer number, invoice number, shipment number, order number, purchase order number, document date, ship-to address code, territory, shipment tracking number, or any optional fields.
- Use additional criteria to select documents if necessary.
- Process a range of invoices for example, to credit items shipped on a series of orders.
- Select the return type return items to inventory, damaged items, or percentage price adjustment.
- · Check invoice details before finalizing the processing list.
- Click the Process button to complete the operation for all selected invoices in one step.
- View a log of all changes after processing.

Notes regarding document eligibility for credit note creation:

Create O/E Credit Notes needs to reverse or adjust the original document exactly as it was entered in order to correctly handle all document details and reverse the G/L entries. As a result, you can only create a credit note where:

- Nothing has been applied to the document. For example, if you previously issued a credit note for an invoice, the program will not display the invoice again even though it matches the selection criteria. You must issue a second credit note manually.
- The invoice has gone through day-end processing, so it's fully costed.
- The invoice still exists.

Running Create O/E Credit Notes

The Create O/E Credit Notes icon appears under **TaiRox Productivity Tools > Order entry Tools** on the Sage 300 desktop and can be copied to other menu locations.

Sage 300 - Sample Company L	Limit	ted							Administrator	- 🗆	×
Home											
 TaiRox CRM and Collections TaiRox Productivity Tools 	^	Order Ent	ry Tools								
Accounts Payable Tools Accounts Receivable Tools Administrative Services Tools		Dealer:	Don Thomson, TAIROX TAIROX SOFTWARE INC TAIROX SOFTWARE INC								
General Ledger Tools Inventory Control Tools Multi-Company Tools Order Entry Tools]	Extended Order Entry	Extended Shipment Entry	Extended O/E Invoice Entry	Extended CR/DR Note Entry	e Ship Orders	Invoice Shipments	Update Orders	Update Shipments	Delete Orders	
Payroll Tools Purchase Order Tools > US Payroll > Visual Process Flows	~	Delete Quotes	Complete Orders	Create O/E Credit Notes	Extended Ship-Via Codes	Sales History Inquiry	Shipment Picking Slips	Email Packing Slips	Customer Backorders		
Sage For Help, press F1									Session Da	te: 2023-09-07	۵ /

The Create O/E Credit Notes screen (below) lets you find the invoices you want to credit by specifying a variety of selection criteria, such as the customer number, range of document dates, range of order numbers, etc.

🛃 SAMLTD - Create O/E Credit No	otes		– 🗆 ×
File Help			
Select Invoices To Create Credit Notes			
Select By	From	То	
(None) ~			
Additional Criteria			Load
Return Type	Items Returned to Inventory		
Set Credit Note Date to Invoice Date	Credit Note Date 2022-04-05		
Include 🛛 🗳 Customer N 🗳 Invoice Nun	ber Description	Invoic	e Date 🛛 🗳 Shipmer
<			>
Select All Select None			
Process Log			Close

Selecting invoices for credit notes

Choose the range of invoices that you want to process:

SAMLTD - Create O/E Credit I	Notes			-		×
<u>File</u> Help						
Select Invoices To Create Credit Notes						
Select By	From		То			
	~					
	<u></u>					
Invoice Number	<u>^</u>					
Customer Number						
Shipment Number						
Shipment Date Order Number						
Order Number						
Invoice Date						
Purchase Order Number						
Ship to Address Code						
Territory Shipment Tracking Number						
Customer Account Set						
Salesperson 1				Ŀ	bad	
Salesperson 2						
F Salesperson 3	Items Returned to	Inventory ~				
Salesperson 4	Credit Note Date	2022-04-05 🛗				
All Salespeople	Credit Note Date					
Ship-Via Code						
Location						
Tax Group Entered By	ber Description		In	voice Date	🖆 S	hipmer
AC#						
Approved						
Courier						
Customer Credit Warning						
Maximum Order Amount						
	~					

• You can select invoices by specifying a range of values for up to seven document fields and optional fields – such as a range of customer numbers, document numbers, document dates, salesperson, territory, or by any optional fields.

Choose additional criteria if necessary:

If you want to select invoices using a field that is NOT available with the range fields – such as the invoice currency, invoice detail discount percentage, or job-related flag, use Additional Criteria.

SAMLTD - Crea	ate O/E Credit Notes	- 🗆 ×
Select Invoices To Crea Select By (None)	ate Credit Notes	×
(None) (None) (None) (None) (None) (None)	Column Invoice Source Currency V Add Delete Field Criteria Or	
Additional Criteria	Show Filter Clear Edit Save	OK Cancel

- Click the Additional Criteria button to further restrict the invoices for creating credit notes.
- Select a field in the dropdown and click the Add button.
- Double-click the Criteria field to enter a relationship and value.
- Click OK to save.

Choose the Return Type:

Return Type	Items Returned to Inventory
L Set Credit Note Date to Invoice Date	Items Returned to Inventory Damaged Items
	Price Adjustment

Choose the reason for the credit note to generate the correct credit note details:

- Items Returned to Inventory if items have been returned and restocked.
- Damaged Items if items were damaged and are not being returned to inventory.
- **Price Adjustment** to adjust prices by a percentage.

Price adjustment are always down and appear in the Discount% column on credit notes. If items were previously discounted, the additional discount will be added to the previous percentage and amount. For example, if the invoiced item was previously discounted by 5%, and you specify a 10% discount, the new discount will be 15%.

If you choose Price Adjustment, the following fields appear, letting you specify the discount percentage, and choose to discount miscellaneous charges.

Return Type	Price Adjustment	
Set Credit Note Date to Invoice Date	Credit Note Date	2022-04-05 🛗
Discount Miscellaneous Charges	Discount Percent	0.00000

Set the credit note date:

You can match the credit note date to the invoice date, or specify the date for all credit notes that you generate.

Load the list of matching invoices and choose which ones to credit:

Add	itional Criteria						oad
Return Ty	pe		Price	e Adjustment	~		
Set Cre	edit Note Date to Invo	pice Date	Cred	it Note Date	2022-04-05 🛗		
Discou	nt Miscellaneous Cha	arges	Disc	ount Percent	10.00000		
Include	Customer N	🖪 Invoice Nu	nber	Description		Invoice Date	🖸 Shipmer
No	WEBCUST	IN0000000000)72			2022-03-13	SH0000000
No	1970	IN0000000000)73		×	2022-03-23	SH000000
No	1890	IN0000000000)74			2022-03-24	SH000000
No	2130	IN0000000000)75			2022-03-16	SH000000
No	1400	IN000000000)76			2022-03-12	SH0000000
<							>
Se	lect All	Select None					
<u>P</u>	ocess	Log	0 In	voices selected.			<u>C</u> lose

- Click the Load button to display the invoices that match your selection criteria.
 - Go back and adjust the ranges or additional criteria if necessary.
 - You can change the return type and return options after clicking Load.

Choosing Documents from the Grid for Processing

• Use the Select All and Select None buttons.

Select All Select None

• Double-click in the Include column to "cherry-pick" from the document selections:

Include	🗳 Customer N	🖪 Invoice Number	Description	Invoice Date	🖪 Shipmen
No	WEBCUST	IN000000000072		2022-03-13	SH0000000
No	1970	IN000000000073		2022-03-23	SH0000000
No	1890	IN000000000074		2022-03-24	SH0000000
Yes	2130	IN000000000075		2022-03-16	SH0000000
No h3	1400	IN000000000076		2022-03-12	SH0000000

• Double-click the invoice number or click the Invoice Number column heading to drill down on the selected invoice:

Include	🖸 Customer N	🛯 Invoice Number	Description	Invoice Date	🖸 Shipmer
No	WEBCUST	IN000000000072		2022-03-13	SH0000000
No	1970	IN000000000073		2022-03-23	SH0000000
No	1890	IN000000000074		2022-03-24	SH0000000
Yes	2130	IN000000000075		2022-03-16	SH0000000
No	1400	IN000000000076		2022-03-12	SH0000000

• You can also drill down to customer record, shipment, and original order.

Click the Process button to create the credit notes:

The program asks you to confirm your choices. Click Yes to continue.



When processing is completed, the following message appears.

i Message	×
Message	
Description: Processing completed.	^
Source: 10:37:14 -	
	v
Brint	Chase
Print	Close

Note: There may be data-integrity errors that prevent some completions, in which case an error message will appear.

Regarding changes to allowing negative inventory

If Allow Negative Inventory was turned on in I/C when an order was invoiced, but has since been turned off, the program will not create a credit note if the new inventory levels will still be negative after credit note creation.

Click the Log button to confirm which credit notes were created:

2022-03-28 10:37:12 AM Create O/E Credit Notes started.
2022-03-28 10:37:12 AM
2022-03-28 10:37:12 AM Performed by user: ADMIN
2022-03-28 10:37:12 AM
2022-03-28 10:37:12 AM Return Type [Price Adjustment]
2022-03-28 10:37:12 AM Set Credit Note Date to Invoice Date [No]
2022-03-28 10:37:12 AM Credit Note Date [2022-04-05]
2022-03-28 10:37:12 AM Discount Miscellaneous Charges [No]
2022-03-28 10:37:12 AM [10]
2022-03-28 10:37:12 AM
2022-03-28 10:37:12 AM
2022-03-28 10:37:12 AM Creating Credit Note for Customer 1890 - Invoice IN000000000074
2022-03-28 10:37:13 AM Credit Note CN000000000003 for Customer 1890 - Invoice
IN00000000074 created.
2022-03-28 10:37:13 AM Creating Credit Note for Customer 2130 - Invoice IN000000000075
2022-03-28 10:37:14 AM Credit Note CN000000000004 for Customer 2130 - Invoice
IN00000000075 created.
2022-03-28 10:37:14 AM
2022-03-28 10:37:14 AM Processing completed.
2022-03-28 10:37:14 AM

The Log lists:

- The user, along with the name and credit note date for the new credit notes.
- Each document for which a credit note was created.