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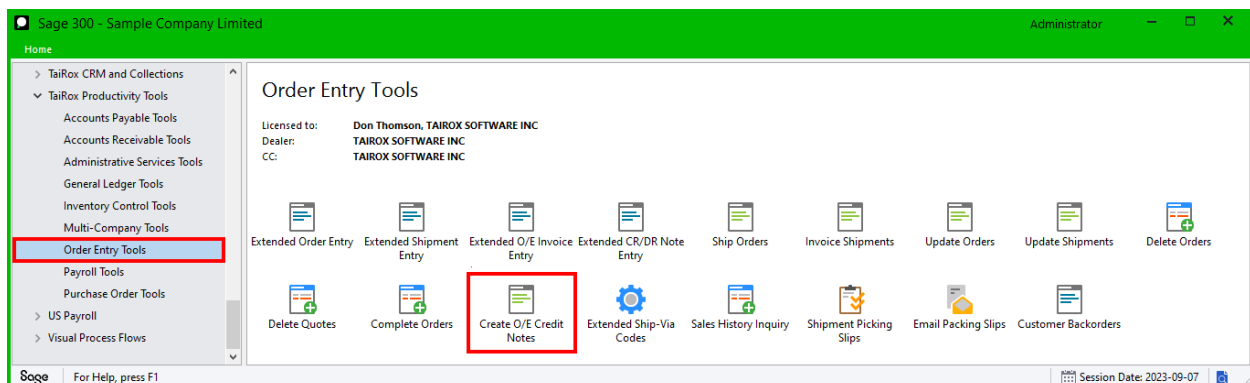
The Create O/E Credit Notes screen (below) lets you find the invoices you want to credit by specifying a variety of selection criteria, such as the customer number, range of document dates, range of order numbers, etc.
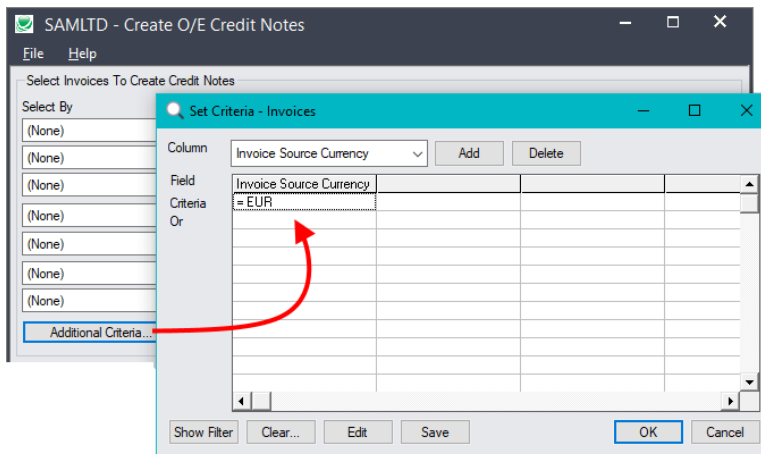

Selecting invoices for credit notes

Choose the range of invoices that you want to process:

- 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.

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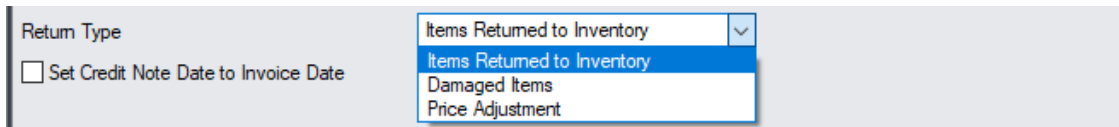
Choose the reason for the credit note to generate the correct credit note details:

- **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.
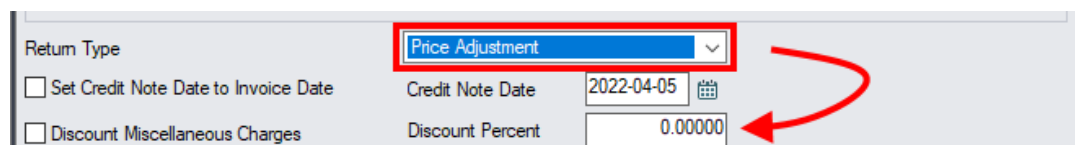
Set the credit note date:

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:

- Click the Load button to display the invoices that match your selection criteria.

    o   Go back and adjust the ranges or additional criteria if necessary.

    o   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.

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

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

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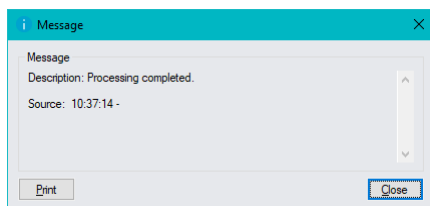
Note: There may be data-integrity errors that prevent some completions, in which case an error message will appear.

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 IN0000000000074...
2022-03-28 10:37:13 AM Credit Note CN0000000000003 for Customer 1890 - Invoice
IN0000000000074 created.
2022-03-28 10:37:13 AM Creating Credit Note for Customer 2130 - Invoice IN0000000000075...
2022-03-28 10:37:14 AM Credit Note CN0000000000004 for Customer 2130 - Invoice
IN0000000000075 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.