

SUPPORT DOCUMENT

Credit Note Authorisation Facilities



palladium
Accounting

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Feature Overview

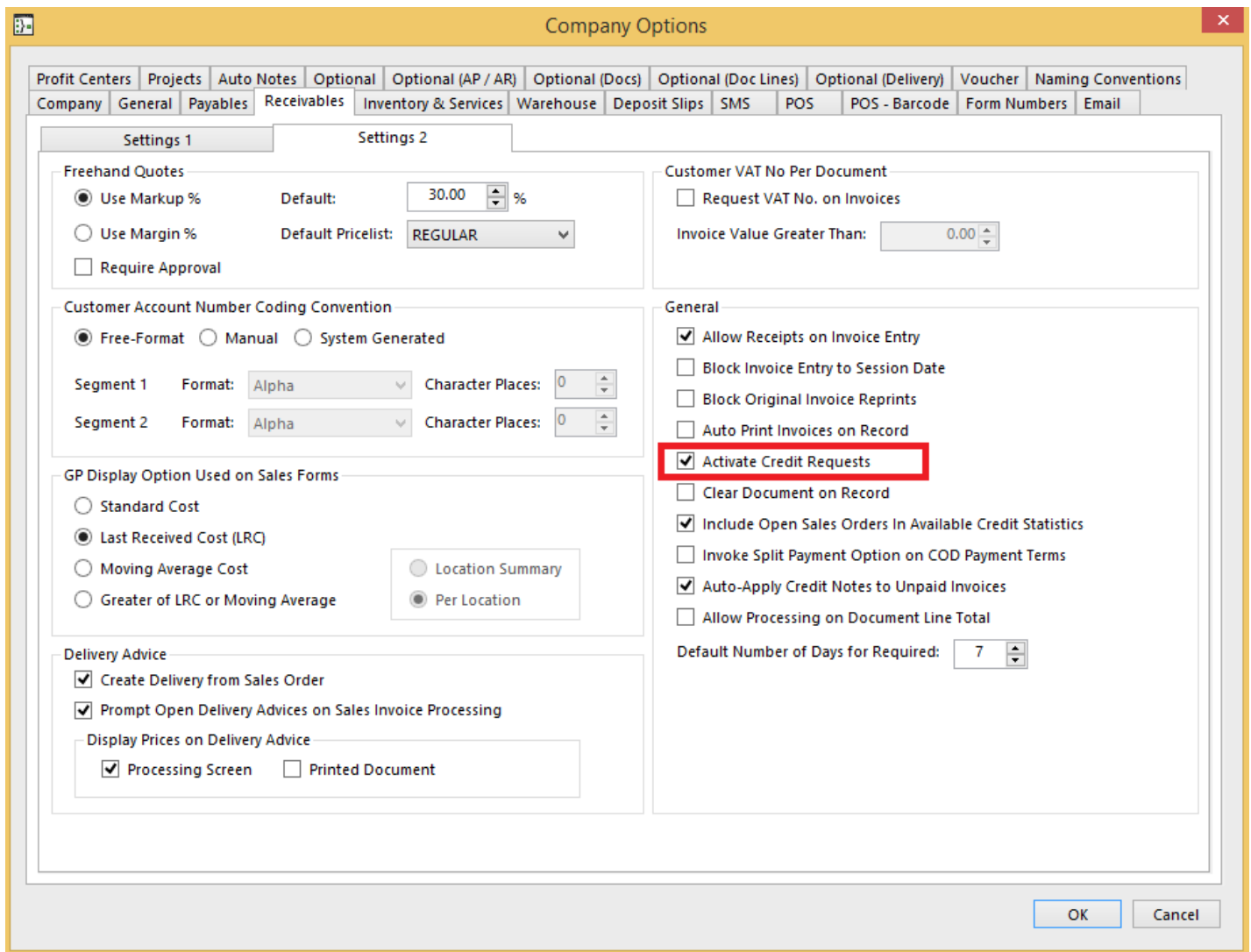
This feature allows you to Create a Request for Credit Document for items that have been or may have been returned for Credit. Businesses realise that passing a credit note is tantamount to giving someone cash and the additional security level is critical to managing returns.

How Does This Feature Help Your Business?

- It adds an additional security step for returns or a state where warranties and/or the condition of goods can be checked before credits are passed.
- It offers additional security for management to assist in reducing theft and fraud in an organisation.

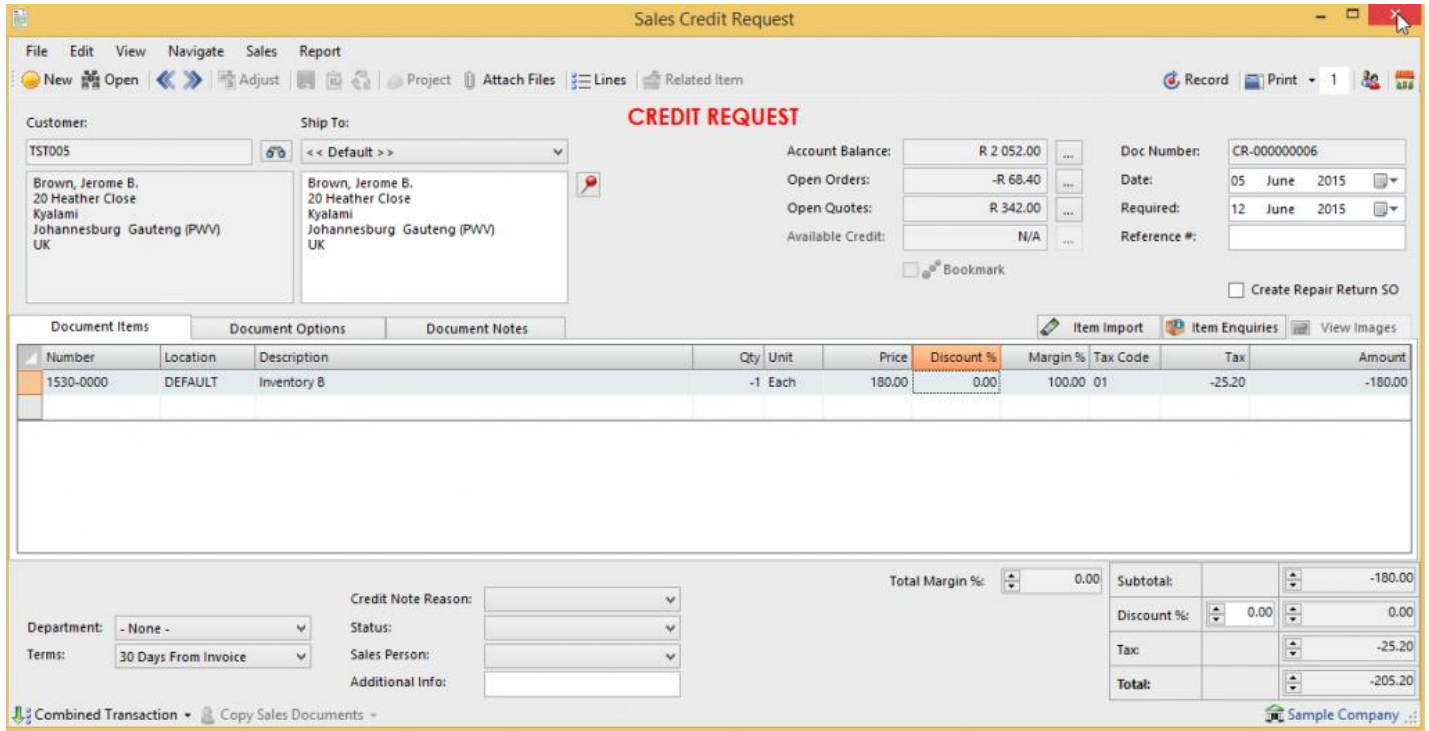
Feature Setup

The ability to allow for Credit Return Requests is set through the Company Options Setup Function.

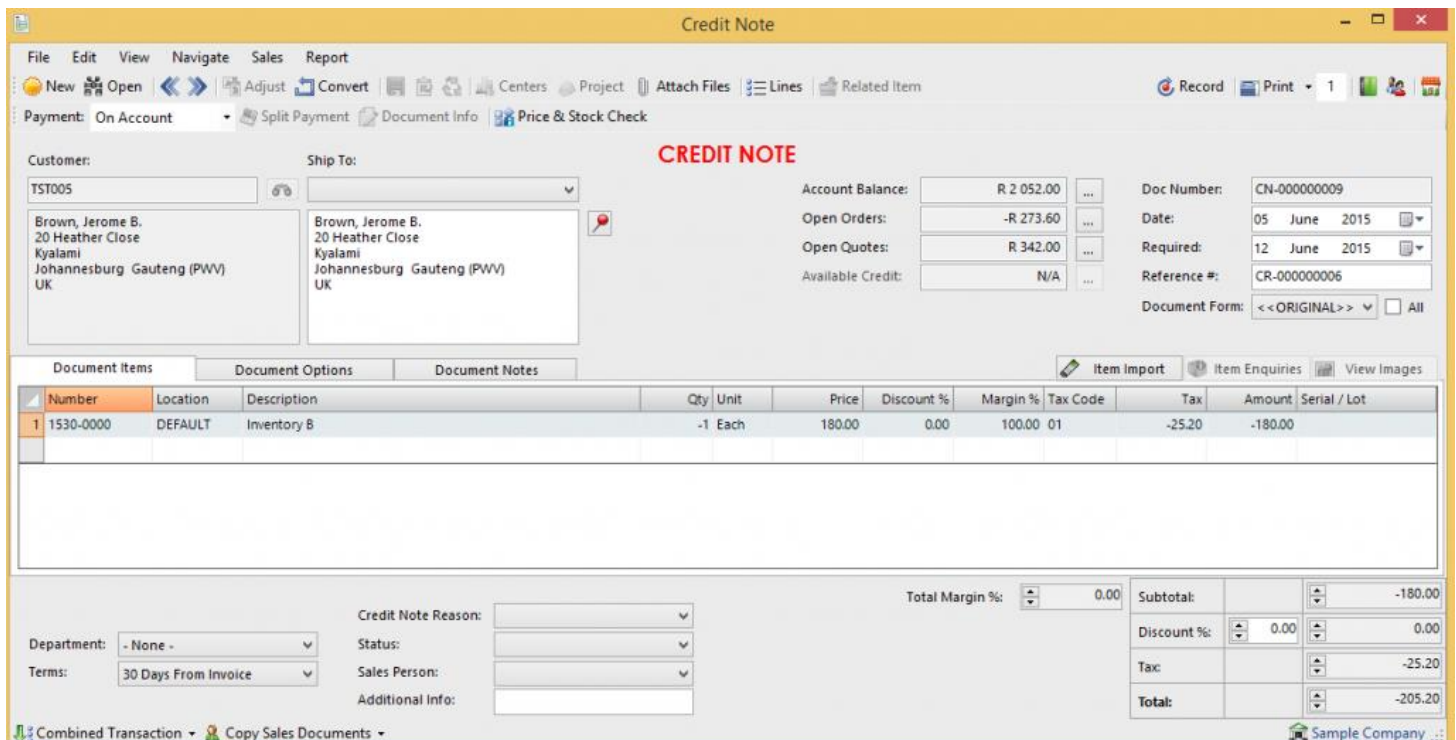


Feature Functionality

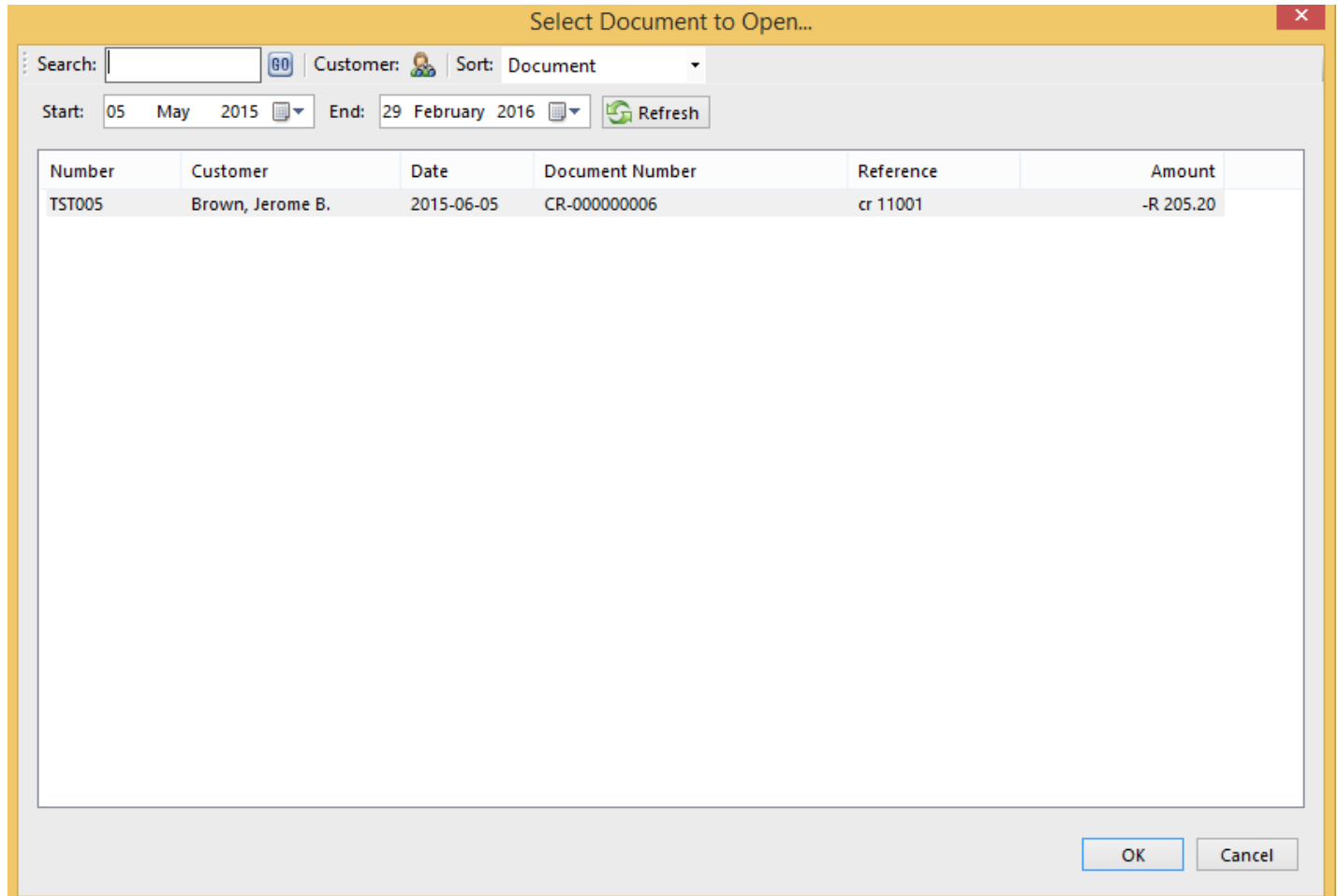
To Create a Request for Credit all we need to do is to pass a Negative Quantity Sales Order. On saving the system will convert this to a “Request For Credit Document” as seen below.



Once the authenticity of the Credit Request has been established, all the manager needs to do is to Convert the document by simply opening the Credit Notes window and clicking on convert. The following window will appear showing all credit request currently on the system.



Once the authenticity of the Credit Request has been established, all the manager needs to do is to Convert the document from the Sales Request and to Record/Update it accordingly.



The screenshot shows a dialog box titled "Select Document to Open...". It features a search bar, a "GO" button, a "Customer:" field with a user icon, and a "Sort: Document" dropdown. Below these are "Start:" and "End:" date pickers. The "Start:" date is 05 May 2015 and the "End:" date is 29 February 2016. A "Refresh" button is also present. The main area contains a table with the following data:

Number	Customer	Date	Document Number	Reference	Amount
TST005	Brown, Jerome B.	2015-06-05	CR-000000006	cr 11001	-R 205.20

At the bottom right of the dialog box are "OK" and "Cancel" buttons.