

Application	ChreosClient – Chreos 3
Module	Clients
Minimum service pack	SP32
This document	Debtor Credit Notes Ref 15.1 Release 1 Published February 2003

Overview

There are a number of ways to produce a credit note for a debtor from within Chreos.

Option #1: Client Management

- Select the menu option “Clients | Client management”.
- Select the required client from the ‘Clients’ tab page.
- Select the ‘Activites’ tab page. Select ‘Financials’ from ‘View’.
- Select the invoice that in to be credited.
- Select the ‘Documents’ tab page and the details of the invoice will be displayed.
- Click the [Credit] button on the ‘Documents’ tab page.
- The “Debtor invoices” screen will appear displaying the details of the invoice with the quantities as negatives. It will also display the reference number and date of the original invoice.
- Edit the invoice if required. For example, if you are only crediting one of the items on an invoice with three items, delete the other two items. Refer to “Debtor invoices (3.2)”.
- Click the [Save] button. A confirmation screen will ask if you want to process the invoice, click the [Yes] button.
- When a credit note is processed from “Clients | Client management” it will automatically be allocated against the original invoice if:
 - The client is ‘Open item’.
 - The value of the credit note is the same as or less than the invoice being credited.
 - The invoice is not selected from the ‘Completed’ grid.

This means that you will not have to allocate the credit note against the invoice in “Debtor allocation (3.4)”

Option #2: Debtor Invoice

- Select the menu option “Clients | Invoice”.
- Enter the invoice details. Refer to “Debtor invoices (3.2)”.
- Enter the items that are to be credited as negative quantities.
- Select the number of copies to be printed.
- Click the [Save] button. A confirmation screen will ask if you want to process the invoice, click the [Yes] button.
- If the client is open item the credit note will need to be allocated against the original invoice. Refer to “Debtor allocation (3.4)”.

Related Issues

- A credit note is the name given to a negative invoice. All records of a credit note within Chreos will refer to it as an invoice with a negative value.
- When creating a credit note it must be the ‘Quantity’ and not the ‘Price’ that is a negative. If the ‘Price’ is a negative the credit note will not correct the stock quantities as required.

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