InTempo

Process Documentation

Department:
Customer Support
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NAME OF PROCESS

Entering Credit Memos

Use Case / Objectives

This article will walk you through how to create a **Sales** or **Rental** Credit Meno as well as a **Tax Only** credit memo.

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

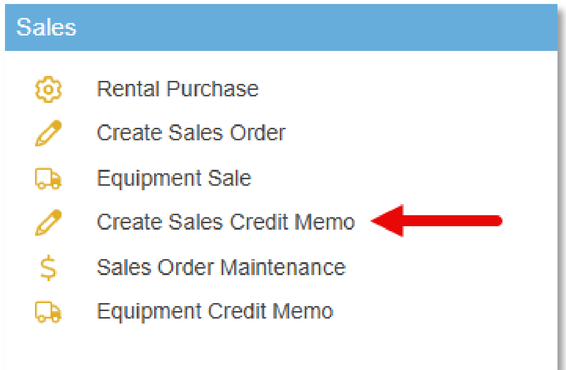
Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

Menu options to access:
Operations->Sales->Create Sale Credit Memo
Operations->Rental->Rental Credit Memo

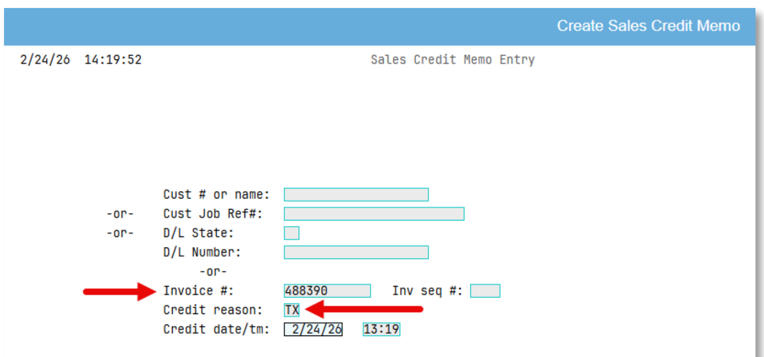
Create a Sales Credit Memo

Process Steps

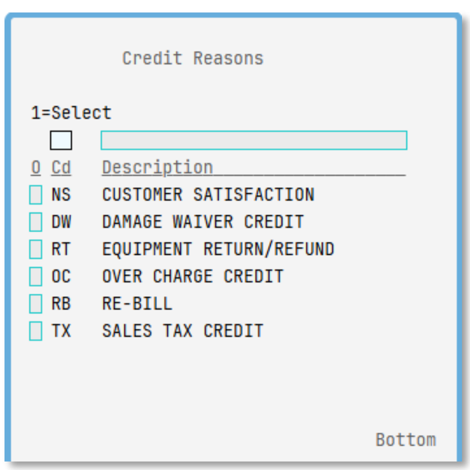
1. Log into the RolePlay environment using your credentials.
2. On the **Main Operations** menu screen, in the **Sales** section, click on the **Create Sales Credit Memo** link.



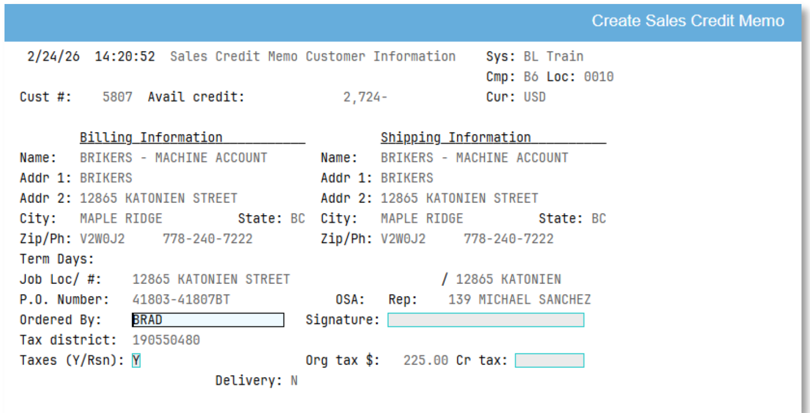
3. The **Sales Credit Memo Entry** screen opens.



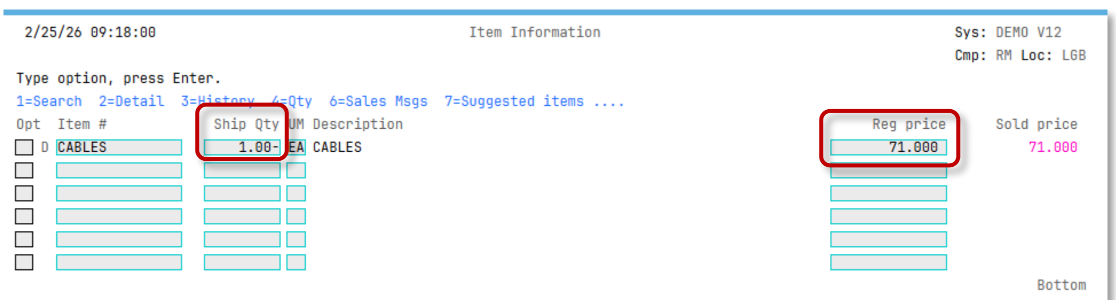
4. Type in the *Invoice Number* and *Credit Reason* fields and press Enter to continue. **NOTE:** Press F4 to show the **Credit Reason** pop-up screen, type **1** next to the desired reason, and press Enter to select.



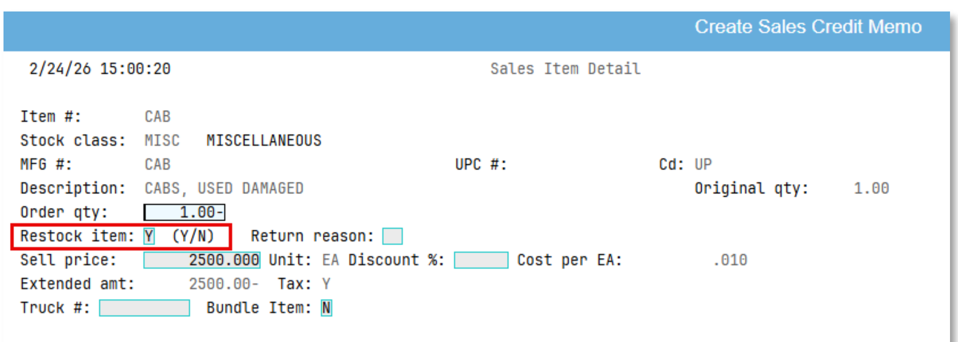
5. On the **Sales Credit Memo – Customer Information** screen, verify that the desired invoice information is correct and press Enter to continue.



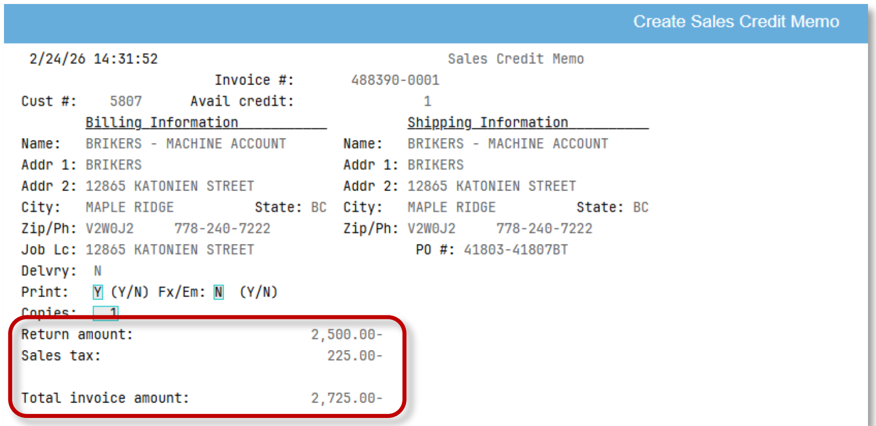
6. The **Credit Memo – Item Information** screen opens where you will type in the sales items you are crediting. **NOTE:** The *Ship Qty* should be entered as a *negative* number, and the *Reg Price* should be *positive*.



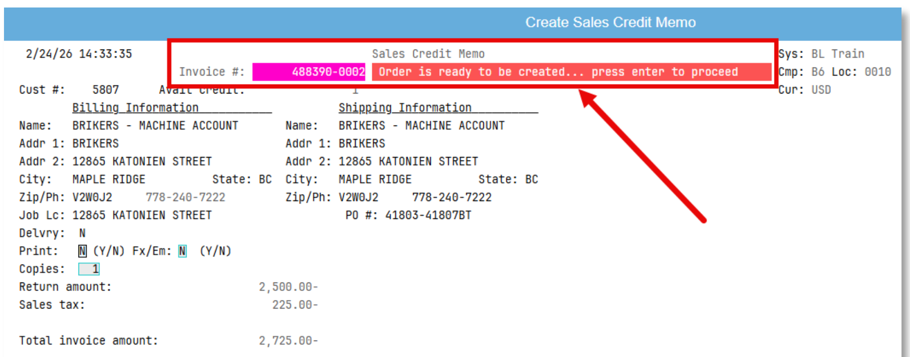
7. On the **Sales Item Detail** screen, if the inventory is to be returned to stock, type **Y** in the *Restock Item* field and press Enter. **NOTE:** If you do not want to affect the inventory quantity, leave the *Restock Item* field set to **N**.



8. Press Enter.
   a. The **Sales Credit Memo – Review** screen opens displaying the details of your credit memo.
9. Verify the details display correctly, including the *Return amount* and the *Total invoice amount* fields at the bottom *should* display as *negative* values.



10. Press Enter to continue.
    a. The **Sales Credit Memo – Review** screen refreshes to display the *Invoice #* and message as shown in the screenshot below.

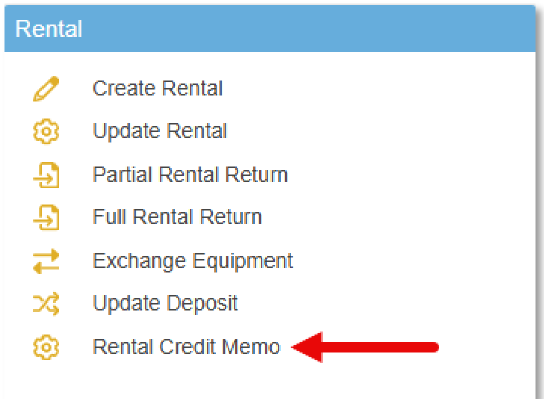


11. Press Enter to process the credit memo.
12. You will be returned to the **Sales Credit Memo Entry** screen where you can process another sales credit, if desired; otherwise, press F3 to return to the **Main Operations** screen.

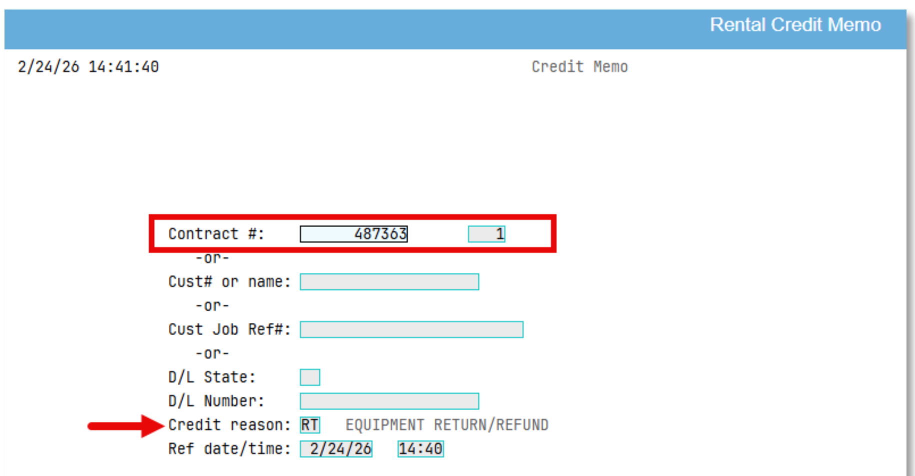
Create an Equipment Rental Credit Memo

Process Steps

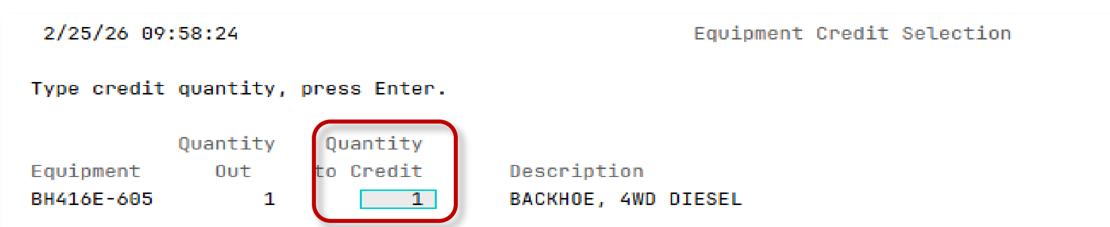
1. On the **Main Operations** menu screen, in the **Rental** section, click on the **Rental Credit Memo** link.



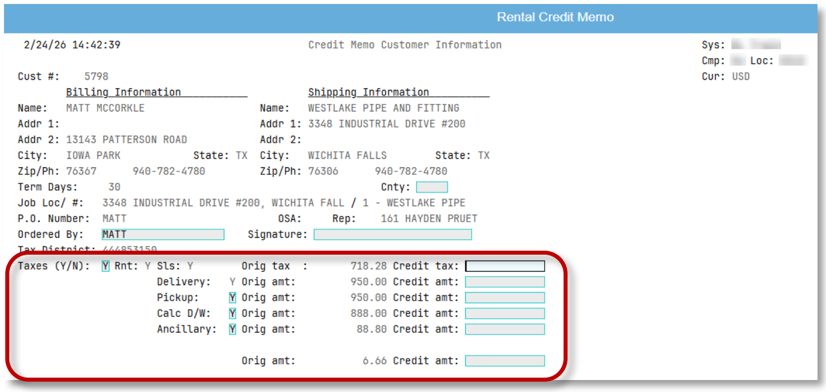
2. On the **Rental Credit Memo - Launch** screen, type in the *Contract Number*, *Sequence* and *Credit Reason* fields then press Enter.



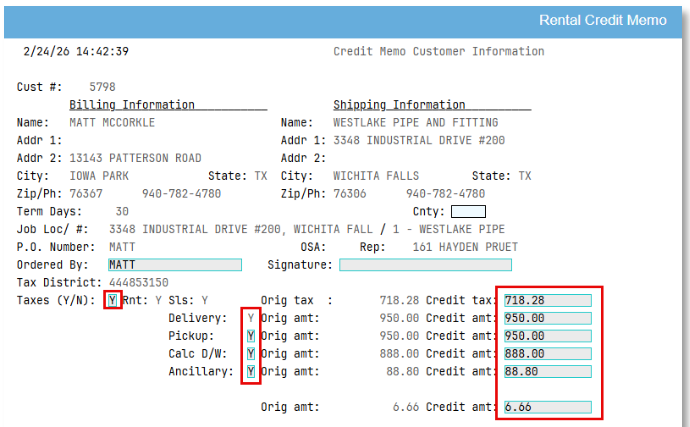
3. The **Equipment Credit Selection** screen opens, and you will need to type in the *Quantity to Credit* field and press Enter.



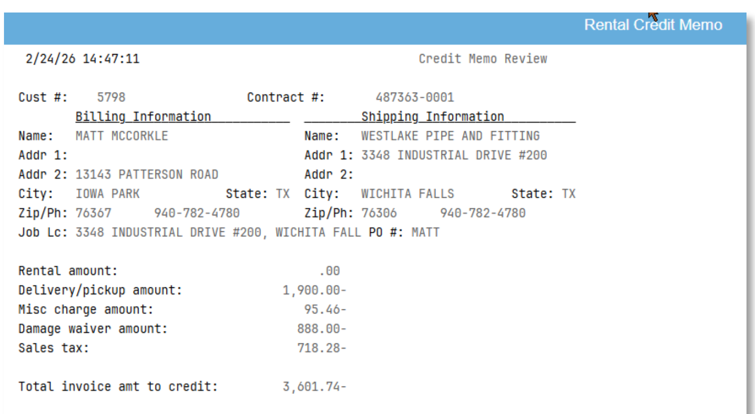
4. The **Credit Memo Customer Information** screen opens, displaying all the charges that were applied to this contract and sequence will display.



5. Type **Y** in each of the fields that you want to credit. **NOTE:** The fields that display for each user are dependent on control record setting; therefore, not all contacts will have access to all fields shown in the example below.



6. Type in the amount in each of the fields to be credited for this contract and sequence. **NOTE:** For this example, every field is credited for the full amounts charged.
7. Press Enter key to review the credit memo.

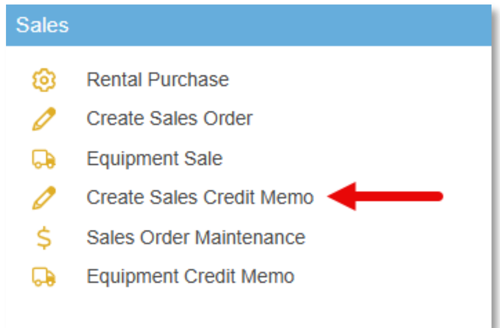


8. Press Enter again to process the credit memo and be returned to the **Credit Memo Entry** screen or the **Main Operations** menu.

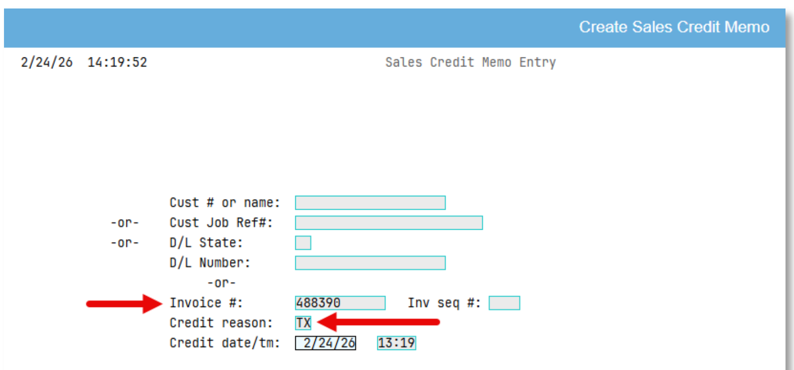
Create a Sales Tax Only Credit Memo

Process Steps

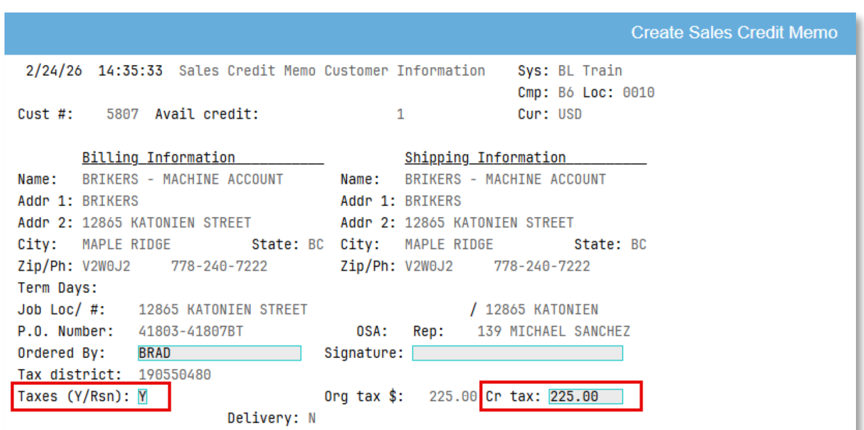
1. On the **Main Operations** menu screen, in the **Sales** section, <u>click on</u> the **Create Sales Credit Memo** link.



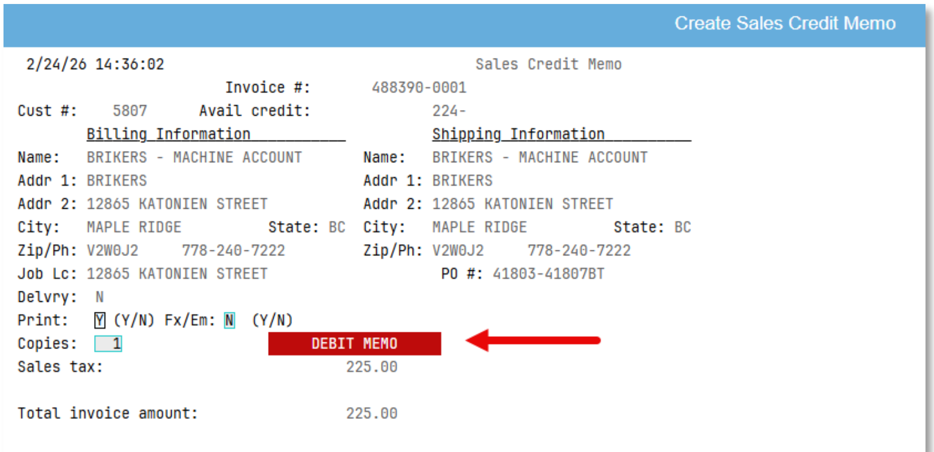
2. On the **Sales Credit Memo Entry** screen, <u>type in</u> the ***Invoice Number*** and *Credit Reason* fields. **NOTE:** If you do not know the *Credit Reason*, <u>press F4</u> to select from a list of possible reasons.



3. On the **Sales Credit Memo Customer Information** screen, be sure the *Taxes (Y/Rsn)* field is set to **Y** and <u>type in</u> the amount of **Sales Tax** to credit in the *Cr Tax* field. **NOTE:** You cannot credit more sales tax than was originally collected.



4. Press Enter twice to continue.
5. On the **Sales Credit Memo – Review** screen, you will see the **DEBIT MEMO** in the amount of the tax credit entered on the previous screen:



6. Review the information and press Enter to process the credit.
7. Press Enter again to process the tax credit memo and be returned to the **Sales Credit Memo Entry** screen or the **Main Operations** menu.

Reference Glossary

Field Definitions for Tasks

Sales Credit Memo - Launch

- *Customer number or name* - If you are creating a sales credit memo for a charge account customer, enter the account number or the name (or the Search Word) of the charge customer. If you do not know the name or the number, press F4 while in this field to access **Customer Search**. If you know the first letter of the customer's name, type it in the field and press Enter to access **Customer Search** and display a list of customers whose names (first or last) contain that letter. For example, type **H** and press Enter and the list in Customer Search would show both Baker Hardware and Hillcrest Electric. The list would then continue with customers whose names started with the subsequent letters of the alphabet such as I and J in our example. You can skip this field and go directly to the *Invoice number* field if you know the number of the invoice you want to credit.
- *Driver's license state* - If you are creating a sales credit memo for a cash customer, enter the two-letter abbreviation for the state on the customer's driver's license.
- *Driver's license number* - If you are creating an equipment credit memo for a cash customer, enter the number from their driver's license.
- *Invoice number* - Enter the number of the invoice against which you want to issue a credit memo.
- *Sequence number* - Enter the number of the sequence associated with the invoice. This is the sequence number appended to the contract/invoice number as that record goes through various transactions.
- *Credit reason* - Enter the code that represents the reason why you are entering a credit memo.
- *Credit date* - Enter or accept the date of creation for the sales credit memo.
- *Credit time* - Enter or accept the time of creation for the sales credit memo.

Sales Credit Memo - Customer Information

- *Customer Number* - Displays the unique number assigned to the customer.
- *Available Credit* - Displays the amount of credit currently available to the customer. When the customer is over their credit limit, this amount displays as a negative number.
- *Corporate Number* - If applicable, this field displays the number of the corporate customer to which this customer is associated.
- *Corporate Available Credit* - If applicable, this field displays the amount of credit available for this customer including the corporate customer's available credit.
- *Currency* - Displays the code for the currency used on the sales order.

Billing Information

- *Name* - The customer's name for billing purposes.
- *Address 1* - Line 1 of the customer's billing address.
- *Address 2* - Line 2 of the customer's billing address.
- *City* - The city of the customer's billing address.
- *State* - The state or province of the customer's billing address.
- *Zip* - The postal code of the customer's billing address.
- *Phone* - The customer's main billing phone number.

Shipping Information

- *Name* - The customer's name for shipping purposes. This is usually associated with the job attached to the sales order.
- *Address 1* - Line 1 of the customer's shipping address. This is usually associated with the job attached to the sales order.
- *Address 2* - Line 2 of the customer's shipping address. This is usually associated with the job attached to the sales order.
- *City* - The city of the customer's shipping address. This is usually associated with the job attached to the sales order.
- *State* - The state or province of the customer's shipping address. This is usually associated with the job attached to the sales order.
- *Zip* - The postal code of the customer's shipping address. This is usually associated with the job attached to the sales order.
- *Phone* - The customer's main shipping phone number.
- *Term Days* - Displays the number of days of the standard payment term for this customer.
- *Job Location/Number* - The location and the number associated with the job selected for the sales order.
- *P.O. Number* - If a purchase order was entered in the selected job record, the number is displayed.
- *Net* - This field displays based on settings in the **USECOD** control record. If that record is set to use the use code, and you are using the use code to set net rates, the label for this field is 'Net.' If this field is 'Net,' and the value for Net means use book rates in the **MANDSC** control record is **Y,** you cannot change the rates on a manual contract.
- *Sales Representative* - Displays the sales representative assigned to this sales order. If the system is set up to allow split commissions, you can press F2 to access the Sales Representative Split Maintenance screen.
- *Ordered By* - Name of the person who placed the sales order.
- *Signature* - Name of the person who signed for the order.
- *Tax District* - The tax district code for this sales transaction. If you are integrated with a tax software package, the district may be based on the *Delivery* setting. If *Delivery* is set to **Y**, the shipping information is used for tax purposes. If it is set to **N**, the tax information comes from the location creating the invoice.

- *Taxes* - Indicates whether taxes where charged on the sales order.
- *Original Tax Amount* - If you are entering a credit memo, this field displays the amount of tax charged on the original invoice.
- *Credit Tax* - If you are creating a credit memo, enter the amount of tax that you want to credit for this credit memo as a negative number. You must credit the full amount when working with a VAT credit memo.
- *Delivery* - Indicate if the items on this sale will be delivered.
- *Original Amount* - If you are entering a credit memo, this field displays the delivery amount charged on the original invoice.
- *Credit Amount* - If you are creating a credit memo, enter the amount of the delivery charge that you want to credit for this credit memo as a negative number.

Sales Order/Invoice Maintenance/Credit Memo – Item Information

- *Item number* - Enter the unique number assigned to the item to be sold. If you do not know the number, enter a **1** in the *Opt* (Option) field to the left of the Item number field and press Enter to access Parts/Merchandise Search. If you are creating a proforma invoice, you can only enter a miscellaneous charge item with a *Miscellaneous Charge Type* of **PF**.
- *Ship quantity* - Enter the quantity to be shipped.
- *Unit of measure* - Enter or accept the unit of measure in which this item is being sold.
- *Description* - Displays the description of the item from the master file.
- *Regular price* - Enter or accept the retail price of the item. The default price is from the item master record, but you can change it.
- *Sold price* - Displays the price at the which the item is being sold. This price reflects discounts and any changes you manually make to the regular price.

Sales Item Detail

- *Item number* - Displays the unique number assigned to the item.
- *Stock class* - Displays the stock class in which the sales item falls.
- *Manufacturer's number* - Displays the manufacturer's number assigned to the item.
- *UPC number* - If applicable, this field displays the UPC number assigned to the item.
- *Code* - Displays the code associated with the UPC number. Two codes are supported, and the default code is UP.
- *Description* - Displays the description of the sales or miscellaneous charge item.
- *Order quantity* - Enter or accept the order quantity for the item on the sales contract.
- *Available* - Displays the quantity available at all locations for this item in its standard unit of measure.
- *Available 2* - Displays the quantity available in a second unit of measure, if applicable.
- *Available 3* - Displays the quantity available in a third unit of measure, if applicable.
- *Ship quantity* - Enter or accept the quantity of the item that will ship.

- *Back order quantity* - If applicable, this field displays the quantity of the item that is back ordered because of insufficient inventory.
- *Back order* - Indicate if you want to create a customer back order for the back ordered quantity.
- *Sell price* - Enter or accept the selling price for the item on this sales order.
- *Unit of Measure* - Enter or accept the unit of measure for the item on this sales order. This defaults from the item master file, but it can be changed.
- *Discount percentage* - If applicable, enter the discount you are applying to this item on this sales order.
- *Cost* - Displays the item's cost so that you can compare the selling price to it.
- *Extended amount* - Displays the extended amount for this item on this sales order. This amount is calculated by multiplying the quantity times the price times the discount percentage.
- *Tax* - Indicates if the item is taxable on the sales order.
- *Tax Code* - Displays the tax (VAT) code for the item.
- *Truck number* - If applicable, enter the number of the truck from which the items will be taken from stock to fulfill this order.
- *Line item comments* - Enter comments that print on the order/invoice under the item number. These comments are an effective way to record information for non-charge items and discounted rates.

Sales Credit Memo – Review

- *Customer Number* - Displays the unique number assigned to the customer.
- *Available Credit* - Displays the amount of credit currently available to the customer. When the customer is over their credit limit, this amount displays as a negative number.
- *Currency* - Displays the code for the currency to be used for the sales order.

Billing Information

- *Name* - The customer's name for billing purposes.
- *Address 1* - Line 1 of the customer's billing address.
- *Address 2* - Line 2 of the customer's billing address.
- *City* - The city of the customer's billing address.
- *State* - The state or province of the customer's billing address.
- *Zip* - The postal code of the customer's billing address.
- *Phone* - The customer's main billing phone number.

Shipping Information

- *Name* - The customer's name for shipping purposes. This is usually associated with the job attached to the sales order.

- *Address 1* - Line 1 of the customer's shipping address. This is usually associated with the job attached to the sales order.
- *Address 2* - Line 2 of the customer's shipping address. This is usually associated with the job attached to the sales order.
- *City* - The city of the customer's shipping address. This is usually associated with the job attached to the sales order.
- *State* - The state or province of the customer's shipping address. This is usually associated with the job attached to the sales order.
- *Zip* - The postal code of the customer's shipping address. This is usually associated with the job attached to the sales order.
- *Phone* - The customer's main shipping phone number.
- *Job Location* - The location and the number associated with the job you selected for the sales order.
- *PO Number* - If a purchase order was entered in the selected job record, the number is displayed.
- *Delivery* - Indicates if the items on the sale order will be delivered.
- *Delivery Date* - If the sales items are to be delivered, this field displays the date of delivery.
- *Delivery Code* - The code that prints on the invoice when there are delivery charges.
- *Delivery Amount* - Displays the amount you want to charge for delivery. This amount is billed to the customer at the time of the first invoice.
- *Print* - Indicate if you want to print the sales order.
- *Fax/Email* - Indicate if you want to fax and email the sales order to the customer. If you enter **Y**, when you press Enter to finish your review of the order, the **Fax/E-mail Window** appears.
- *Invoice order* - Indicate if you want to invoice the sales order immediately with a **Y** or enter **N** if you will invoice the order at a later time according to the customers usual invoicing terms. If you enter **Y,** the sales contract number that displays at the top of the screen after you save the record is the sales invoice number and has a sequence of 0001.
- *Sales amount* - Displays the total amount for all items on the sales order.
- *Delivery charge* - If applicable, this field displays the charge for delivery of the sales order.
- *Sales Tax* - If applicable, this field displays the tax charged for the sales order.
- *Total invoice amount* - Displays the total amount of the sales order by adding all of the amounts above this figure.

Accept Cash (F9)

- *Amount due* - Enter the amount you collected from the customer (by cash, check, or credit card) against the total invoice amount.

- *Method* - Enter the code that represents the payment method for the amount you collected. If you do not know the code, position your cursor in the field and press F4 to search for it. If the customer has various methods of payment for the amount due, enter a code of **S**, and the **Split Payment Entry** popup window appears where you can split the payment among multiple payment methods.

Rental Credit Memo – Launch

- *Contract number* - Enter the number of the rental contract and sequence against which you want to enter a credit memo.
- *Customer number or name* - If you are creating a rental credit memo for a charge account customer, enter the account number or the name (or the Search Word) of the charge customer. If you do not know the name or the number, press F4 while in this field to access Customer Search. If you know the first letter of the customer's name, type it in the field and press Enter to access Customer Search and display a list of customers whose names (first or last) contain that letter. For example, type H and press Enter and the list in Customer Search would show both Baker Hardware and Hillcrest Electric. The list would then continue with customers whose names started with the subsequent letters of the alphabet such as I and J in our example.
- *Driver's license state* - If you are creating a rental credit memo for a cash customer, enter the two-letter abbreviation for the state on the customer's driver's license.
- *Driver's license number* - If you are creating a rental credit memo for a cash customer, enter the number from their driver's license.
- *Credit Reason* - Enter a code that describes the reason for the credit memo. You can make this field mandatory in control record CRDRSN.
- *Reference date* - Enter or accept the date for entry of the credit memo.
- *Reference time* - Enter or accept the time for entry of the credit memo.

Equipment Credit Selection

- *Contract number* - Enter the number of the rental contract and sequence against which you want to enter a credit memo.
- *Customer number or name* - If you are creating a rental credit memo for a charge account customer, enter the account number or the name (or the Search Word) of the charge customer. If you do not know the name or the number, press F4 while in this field to access **Customer Search**. If you know the first letter of the customer's name, type it in the field and press Enter to access **Customer Search** and display a list of customers whose names (first or last) contain that letter. For example, type H and press Enter and the list in Customer Search would show both Baker Hardware and Hillcrest Electric. The list would then continue with customers whose names started with the subsequent letters of the alphabet such as I and J in our example.
- *Driver's license state* - If you are creating a rental credit memo for a cash customer, enter the two-letter abbreviation for the state on the customer's driver's license.

- *Driver's license number* - If you are creating a rental credit memo for a cash customer, enter the number from their driver's license.
- *Credit Reason* - Enter a code that describes the reason for the credit memo. You can make this field mandatory in control record **CRDRSN**.
- *Reference date* - Enter or accept the date for entry of the credit memo.
- *Reference time -* Enter or accept the time for entry of the credit memo.