InTempo

Process Documentation

Department:
Customer Support
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NAME OF PROCESS

Entering a Credit Memo - Equipment [Roleplay]

Use Case / Objectives

This guide will walk you through how to enter a credit for the sale of new or rental and serialized bulk equipment.

It will also walk you through how to correct a credit when the Restock value was not updated on the initial 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:

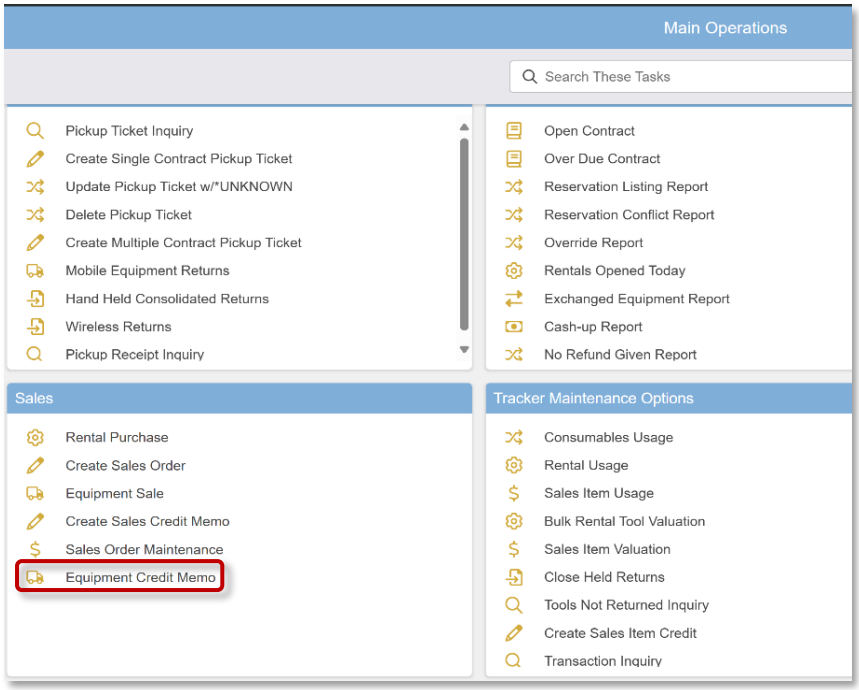
Main Operations => Equipment Credit Memo

Entering a Credit Memo - Equipment

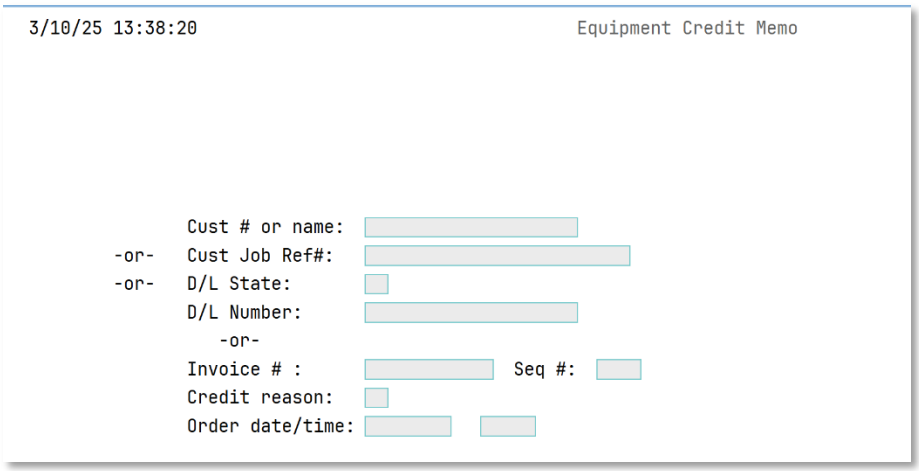
Equipment Credit Memo

Process Steps

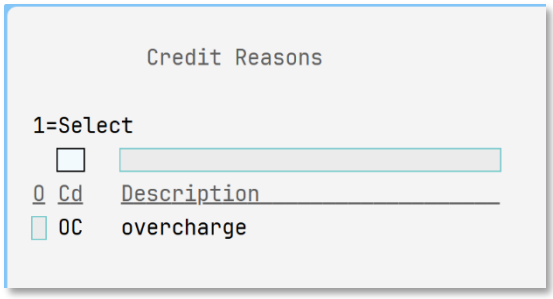
1. Log into the Roleplay Environment using your credentials.
2. If the **Main Operations** screen does not appear automatically, select **Main Operations** from the left toolbar.
3. In the **Sales** section, click the **Equipment Credit Memo** option.



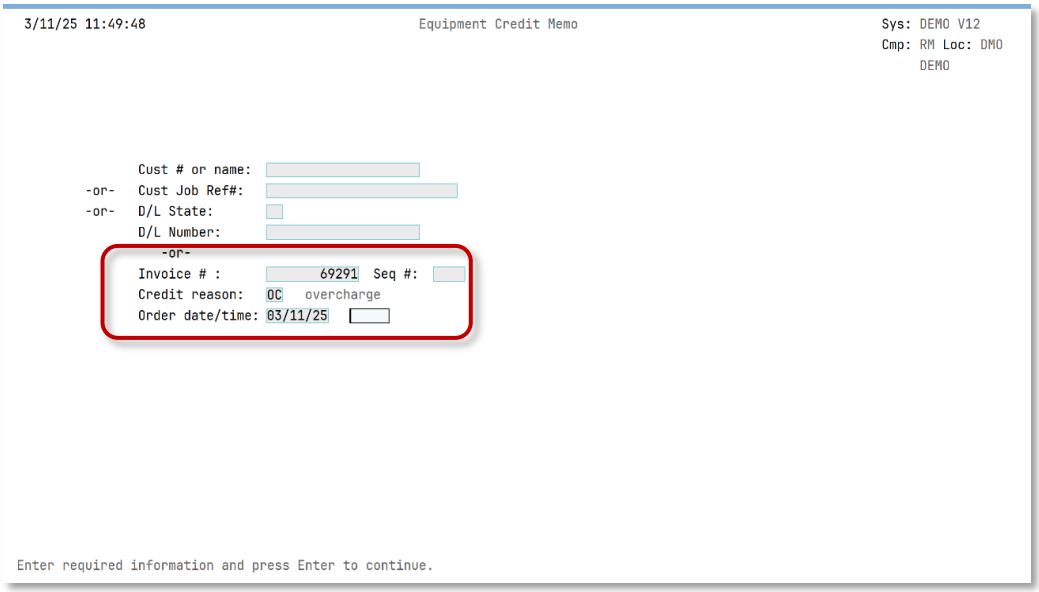
a. The **Equipment Credit Memo Launch** screen displays.



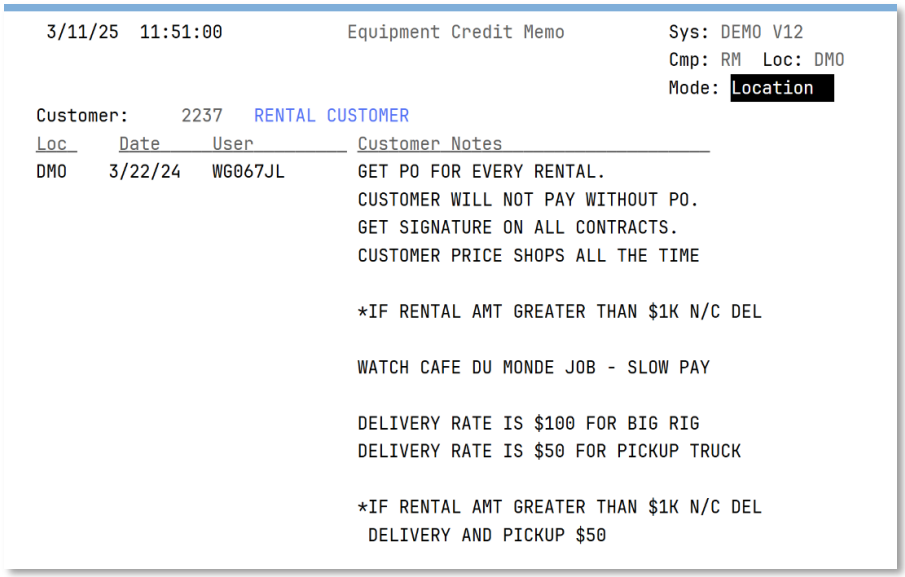
4. Type in the field for which you would like to apply the credit memo. For this article, we will be using the *Invoice #* field.
5. With the cursor in the *Credit reason* field, click F4.
    a. The **Credit Reasons** pop-up window opens with available reason codes.
    NOTE: These codes are user-defined and are set up in the miscellaneous reason code file (TYPE = CR).



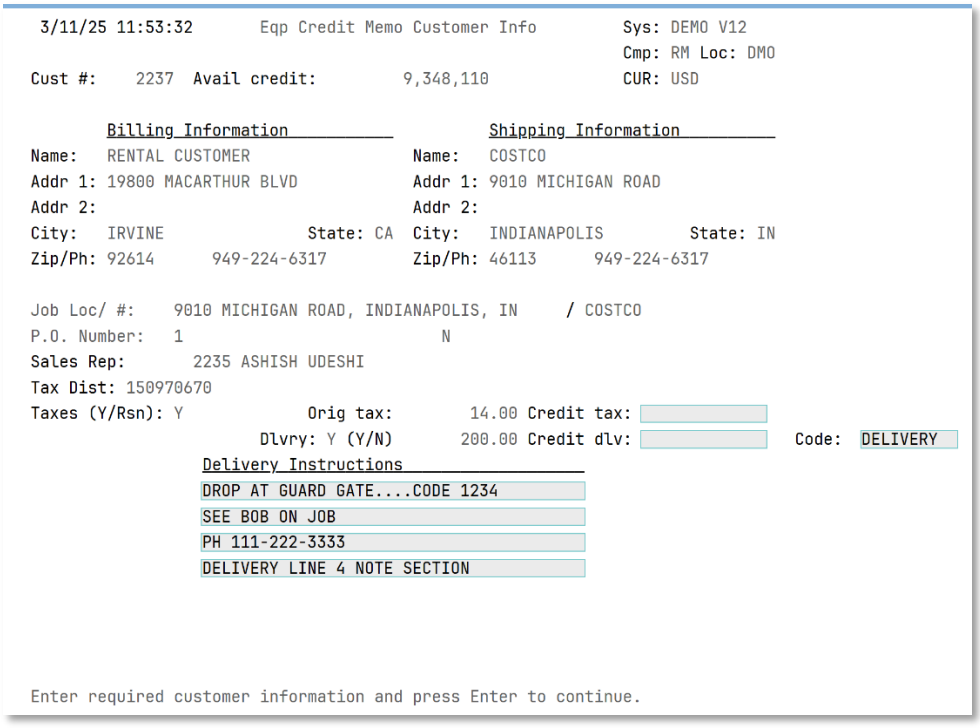
    b. Type 1 in the *O* column next to the desired reason and press Enter.
        i. The **Credit Reasons** pop-up window closes, the **Equipment Credit Memo Launch** screen displays, and the selected reason displays in the *Credit reason* field.
6. Type in the desired date and time in the *Order date/time* fields.



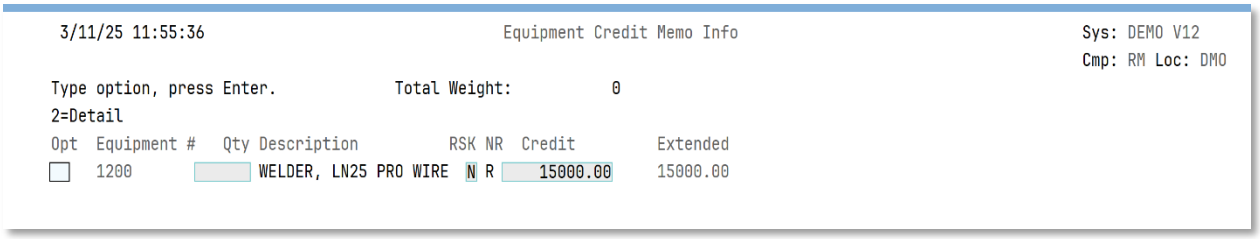
7. Press Enter.
   a. The **Equipment Credit Memo - Customer Notes** screen may display if notes are in the customer file.



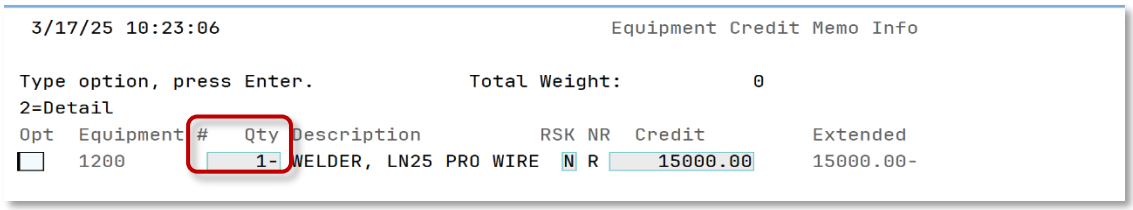
8. Press Enter.
   a. The **Eqp Credit Memo Customer Info** screen displays.



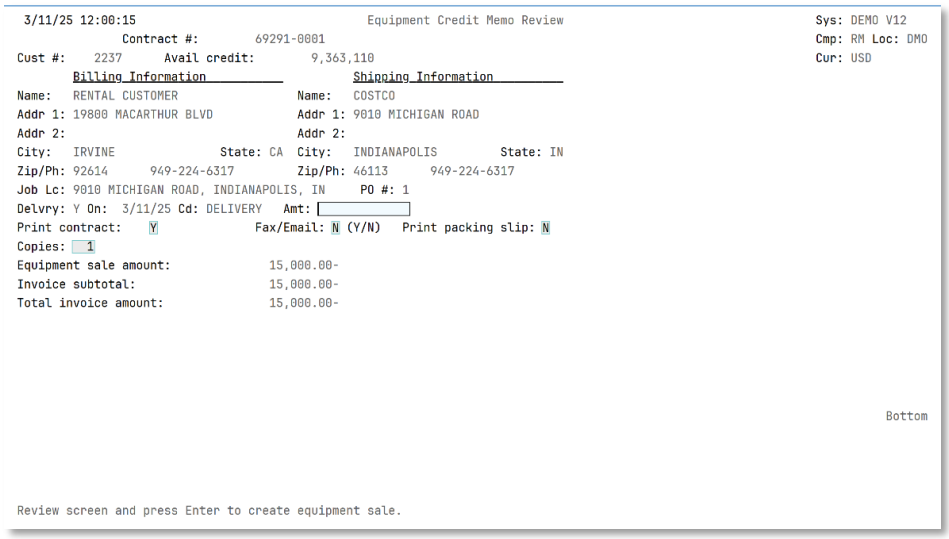
9. Enter required customer information; press Enter to continue.
10. Review the information; press Enter again.
    a. The **Equipment Credit Memo Info** screen displays.



11. Type a quantity in the *Qty* field; press Enter.
    NOTE: This value must be entered as a negative (-) value with the negative symbol after the number. For example, to enter a quantity of negative one, type 1- in the *Qty* field.



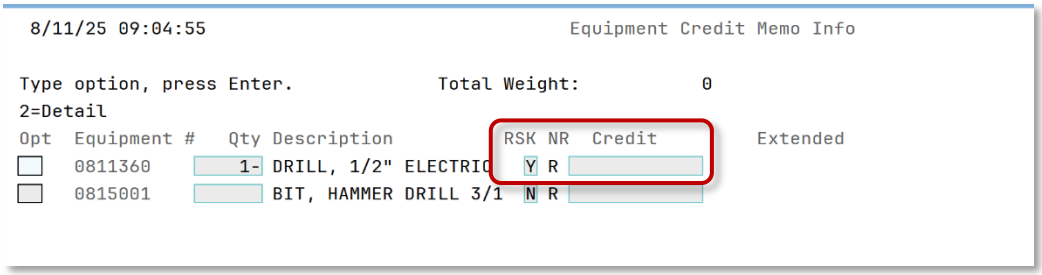
12. Review the equipment information; press Enter to continue.
    a. The **Equipment Credit Memo Review** screen displays.



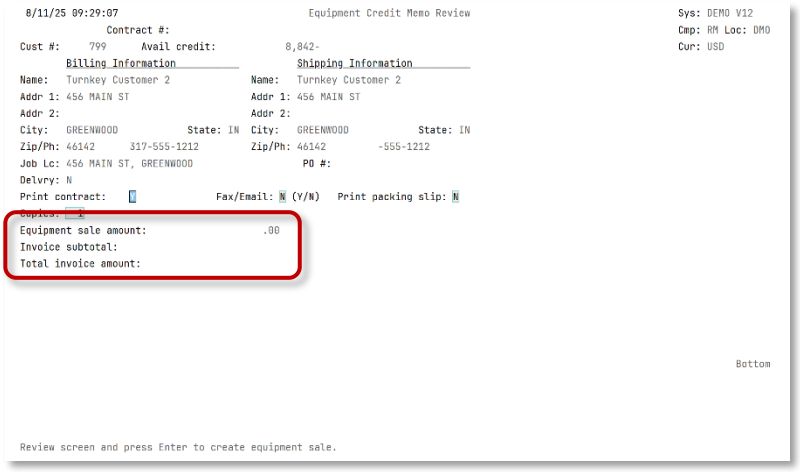
13. Review the information and press Enter to continue.
    a. The credit memo is complete; an "email sent" confirmation pop-up window may display.

NOTE: In the event you forget to change the *Restock* field to **Y**, the best way to correct this error is to enter another credit memo by performing the steps below.

14. Navigate to the **Equipment Credit Memo Info** screen for the invoice you need to update.
    NOTE: Follow steps 1-10 above if necessary to view this screen.



15. Type **Y** in the *RSK* field, leave the *Credit* field blank, and press Enter.
    a. The **Equipment Credit Memo Review** screen displays. **NOTE:** The *Equipment sale* amount should be zero.



16. Review the information and press Enter.
17. The credit memo is complete and the **Main Operations** screen displays.

Reference Glossary

Field Definitions for Tasks

Equipment Credit Memo Launch

- *Customer number or name* - If you are creating an equipment credit memo for a charge account customer, enter the account number, name, or search word of the charge customer. If you do not know the name or number, press F4 while in this field to access Customer Search.
- *Customer Job Reference number* – Displays the customer-generated value for a job.
- *Driver's license state* - If you are creating an equipment 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 credit memo for a cash customer, enter their driver's license number.
- *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 you are entering a credit memo.
- *Order date* - Enter or accept the creation date.
- *Order time* - Enter or accept the creation time.

Eqp Credit Memo Customer Info

- *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* - Enter the code for the currency to be used for the equipment credit.
- 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.
- *Term Days* - Displays the number of days of the standard payment term for this customer.
- Shipping Information

- *Name* - The customer's name for shipping purposes. This is usually associated with the job attached to the equipment sale.
- *Address 1* - Line 1 of the customer's shipping address. This is usually associated with the job attached to the equipment sale.
- *Address 2* - Line 2 of the customer's shipping address. This is usually associated with the job attached to the equipment sale.
- *City* - The city of the customer's shipping address. This is usually associated with the job attached to the equipment sale.
- *State* - The state or province of the customer's shipping address. This is usually associated with the job attached to the equipment sale.
- *Zip* - The postal code of the customer's shipping address. This is usually associated with the job attached to the equipment sale.
- *Phone* - The customer's main shipping phone number.
- *Job Location/Number* - The location and the number associated with the job you selected for the equipment credit. You can override this information for a charge customer. If you are entering a credit memo for a cash customer, you can enter information here that is not validated against the customer job file.
- *P.O. Number* - If a purchase order was entered in the selected job record, the number is displayed, but you can override it. Otherwise, enter the purchase order number for each equipment credit.
- *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* - If applicable, enter the sales representative you want to assign to this equipment credit. If there is a sales representative assigned to the selected job, that representative's number displays, but it can be changed. If the selected job does not have a sales representative assigned, the information defaults from the customer master record; this can also be changed. If the system is set up to allow split commissions, press F2 for the Sales Representative Split Maintenance screen.
- *Ordered By* – Displays the name of the person who placed the equipment sale/rental purchase.
- *Signature* – Displays the name of the person who signed for the order. If the User Auth Req field for the customer or customer job is set to Y, press F4 here for a list of authorized users for the customer/customer job; select one of the users to populate this field.
- *Delivery* - Indicate if the equipment on the sale was delivered.
- *Delivery Date* - If the equipment was delivered, enter the date of delivery.
- *Delivery Code* - The code that prints on the invoice when there are delivery charges. Press F4 in this field to find and select a specific shipper/carrier for the delivery. Once selected, the carrier's name replaces the Delivery Code in the field.
- *Delivery Amount* - Enter or accept the amount charged for delivery.

- *Taxes* - Indicates whether taxes were charged on the equipment sale. If you do not enter Y, press F4 to search for a reason code to indicate why the items are not taxable. The settings default from the selected job or from the customer master record if no job is selected.
- *Tax District* – Displays 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.
- *Resale Number/VAT Number* - If the customer is tax-exempt for resale reasons, enter their resale number. This should default from the customer master, but it can be changed. If you operate within the European Union, this field displays the number from your VAT (Value Added Tax) certificate.
- *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.
- *Credited Tax* - If you are creating a credit memo, this field displays the amount of tax that has previously been credited.
- *Delivery Instructions* - Enter delivery instructions for the driver or add to/update delivery instructions from the selected job. Use F7, F8, and F9 to display customer comments from the customer master record, authorized users, and delivery instructions, respectively.

Equipment Credit Memo Info

- *Equipment number* - Enter the unique number assigned to the equipment to be sold. If you do not know the number, type 1 in the *Opt* field to the left of the Equipment number field; press Enter to access Equipment Search. If there are suggested items associated with the category/class for the equipment number entered, a greater than symbol (>) displays to the left of the equipment number and the suggested items are listed in the bottom section of the screen.
- *Quantity* - Enter the quantity to be sold.
- *Description* - Displays the description of the equipment from the master file.
- *Restock* - When entering a credit, indicate if the equipment should be restocked. The setting for this flag defaults from the credit reason code entered on the Equipment Credit Memo launch screen.
- *New/Rental* - Indicates if the equipment is N-new in your inventory or if it has been moved into R-rental status. This applies only to bulk items. For serialized equipment, the value in the equipment master file is the default.
- *Price* - Enter or accept the retail price for the equipment.
- *Extended* - Displays the extended price for the equipment (quantity sold times price minus discounts from the Equipment Detail screen.)

Equipment Credit Memo Review

NOTE: The Billing Information and Shipping Information fields are defined on the **Eqp Credit Memo Customer Info.**

- *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 used for the sale.
- *Job Location* - The location and the number associated with the job you selected for the equipment sale.
- *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 contract* – Indicates whether to print the contract when complete.
- *Fax/Email* - Indicate if you want to fax and email the equipment sale to the customer. If you enter Y, when you press Enter to finish your review of the order, the Fax/E-mail Window appears.
- *Print packing slip* – Indicates whether to print a packing slip when the contract is completed.
- *Copies* – Indicates the number of contracts to print upon completion.
- *Equipment sales amount* - Displays the total amount for all equipment on the order.
- *Invoice subtotal* – Displays the subtotal amount of the equipment sales on the order.
- *Total invoice amount* - Displays the total amount of the equipment sales order by adding all of the amounts above this figure.