

## Credit Note Authorisation Facility

This feature is currently available on the **Palladium Enterprise 2011** version and higher.

---

### 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.

The screenshot shows the 'Company Options' dialog box with the 'Receivables' tab selected. The 'Activate Credit Requests' checkbox is checked and highlighted with a red box. Other settings include:

- Aging Periods:** 30 Days Overdue, 60 Days Overdue, 90 Days Overdue
- Reference Number Checking:** Disabled (selected), Warning on Duplicate (SO / INV), Error on Duplicate (SO / INV)
- Blank Reference Number:** Allow (selected), Warning, Error
- Freehand Quotes:** Use Markup % (selected), Use Margin % (Default: 30.00 %)
- Default Credit Control for New Customers:** Use Credit Limit (checked), Limit Amount: 100 000.00, Interest Rate (APR): 22.00 %
- Default Number of Days for Required:** 7
- Checkboxes:** Allow Receipts on Invoice Entry (checked), Require Administrator Level on Invoice Credit Notes (unchecked), Require Administrator Level on Invoice Adjustments (checked), Auto-Apply Credit Notes to Unpaid Invoices (checked), Block Invoice Entry to Session Date (unchecked), **Activate Credit Requests (checked)**
- Document Processing Mode:** Standard (No - Wrap to the Next Line selected), Quick (Invoke Item Search on Enter) (No - Wrap to the Next Line selected)

## 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.

The screenshot shows the 'Sales Order' window with the title 'Credit Request'. The customer is TST001, Ashburton Reinforcing, Perth, Western Australia WA6872, UK. The ship-to address is the same. The document number is CR-00000002, dated 01 March 2015, with a required date of 08 March 2015 and reference # INV-0211133. The document items table is as follows:

Number	Location	Description	Qty	Unit	Price	Discount %	Tax Code	Tax	Amount
HorseSaddles	DEFAULT	Horse Saddles	-5	EA	200.00	5.00	01	-133.00	-950.00
fastening	DEFAULT	fastening Costs	-5	EA	31.00	7.50	01	-20.07	-143.38

At the bottom right, the summary shows: Subtotal: -1 093.38, Discount: 0.00, Tax: -153.07, Total: -1 246.45. The window also shows a 'Convert' button in the toolbar.

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 the 'Sales Invoice' window with the title 'Credit Note'. The customer is TST001, Ashburton Reinforcing, Perth, Western Australia WA6872, UK. The ship-to address is the same. The document number is CN-00000005, dated 01 March 2015, with a required date of 08 March 2015 and reference # CR-00000002. The document form is set to 'Original'. The document items table is as follows:

Number	Location	Description	Qty	Unit	Price	Discount %	Tax Code	Tax	Amount
1 HorseSaddles	DEFAULT	Horse Saddles	-5	EA	200.00	5.00	01	-133.00	-950.00
2 fastening	DEFAULT	fastening Costs	-5	EA	31.00	7.50	01	-20.07	-143.38

At the bottom right, the summary shows: Subtotal: -1 093.38, Discount: 0.00, Tax: -153.07, Total: -1 246.45. The window also shows a 'Convert' button in the toolbar, which is highlighted with a red box.