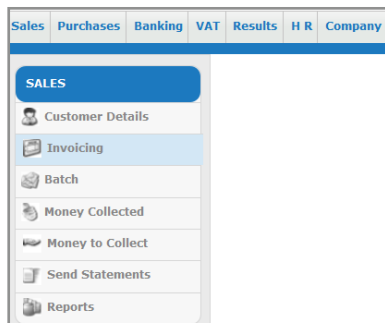


## Enter a Sales Credit Note

This help document will show you how to enter a full or partial credit note. A credit note is used when full or partial credit has been given to the customer. Please note; a credit note has to be allocated against the original invoice.

### Full credit note

Press the **Sales** tab and then the **Invoicing** button.



Select the invoice you wish to create a credit note for. Click the number to select it.

Search:  **Ashflow** Year end: 20 Dec 2011

Page size: 50

Date	Our inv no	Their ref	Source	Debit	Credit	Balance	Status
21 May 2010			SO	10.99		10.99	
29 Jun 2010	<a href="#">30</a>		SI	117.50		128.49	Paid
29 Jun 2010	<a href="#">20100629 145124/</a>		SR		117.50	10.99	Allocated
19 Jul 2010	<a href="#">40</a>		SI	29.38		40.37	Paid
19 Jul 2010	<a href="#">20100710 140908/</a>		SR		29.38	10.99	Allocated
28 Jul 2010	<a href="#">48</a>		SI	70.50		81.49	Paid
31 Jul 2010	<a href="#">20100731 173326/</a>		SR		81.49	0.00	Allocated
6 Aug 2010	<a href="#">53</a>		SI	11.75		11.75	Paid
2 Sep 2010	<a href="#">201</a>		SI	470.00		481.75	Paid
2 Sep 2010	<a href="#">202</a>		SI	235.00		716.75	Paid

Press the **Credit note** button.

**Invoice**   Status: **Printed**

Select a Template:  Lines:

Account:

Our Ref:  Currency:  Deliver to:

Period/Year end:   Exchange rate:

Delivery date:  Notes:

Invoice date:  Their ref:

Settle date:

Select	Line	Stock code	Detail	Total qty	Unit price	Net	Tax	
Select	1		hammers	1	25.00	25.00	4.38	
						<b>25.00</b>	<b>4.38</b>	<b>29.38</b>

In the **Notes** field, "CREDIT AGAINST INVOICE 40" (or whatever number your invoice is) will appear automatically. If you make any further changes to the header, press the **Update header only** button to save these changes. If you need to edit the line details, press **Select** next to the chosen line.

Invoice [Audit](#) [Reset](#) Status: Being created. [Copy](#) [Credit note](#) [New invoice](#)

Select a Template **Standard - no head** Lines **10** [Complete](#)

Account **AB1** **Ashflow** **HD5 7DB**

Our Ref **314** Currency **£** Deliver to

Period/Year end **3** **20 Dec 2011** Exchange rate **1**

Delivery date **29 Mar 2011** Notes **CREDIT AGAINST INVOICE 40**

Invoice date **29 Mar 2011** Their ref

Settle date **28 Apr 2011**

[Update header only](#)

Line	Stock code	Detail	Total qty	Unit price	Net	Tax	
<a href="#">Select</a> 1		hammers	-1	25.00	-25.00	-4.38	<a href="#">Delete</a>
					<b>-25.00</b>	<b>-4.38</b>	<b>-29.38</b>

[New line](#)

Press **Complete** to finalise the credit note. It will now appear on the invoice list as a credit.

	SI			117.50
	SI			117.50

To allocate the credit note with the invoice, go to **Money collected**.

Sales Purchases Banking VAT Results H R Company

**SALES**

- Customer Details
- Invoicing
- Batch
- Money Collected**
- Money to Collect
- Send Statements
- Reports

Tick the **Select** boxes next to the sales invoice and credit note you wish to allocate. The **Amount** should equal zero [0] for a full credit note. Enter the details and press **Save** below. They will now be allocated.

Search: AB1 **Ashflow** Statement Amend allocations Set page Currency: £

Reset page

Date	Due	Source	Their Ref	Inv No	Curr	Amount	Paid	Balance	GBP	To allocate	Select	
19 Jul 2010	18 Aug 2010	SI		315	£	-29.38	0.00	-29.38	-29.38	-29.38	<input checked="" type="checkbox"/>	<a href="#">View</a>
29 Mar 2011	29 Mar 2011	SI		314	£	29.38	0.00	29.38	29.38	29.38	<input checked="" type="checkbox"/>	<a href="#">View</a>
								0.00				

**Amount received**

Account: BANK01 - Bank account Date: 29 Mar 2011 Their ref: Our ref:

Currency: £ Exch rate: 1.0000 Amount: .00 £ Pay loc: .00

Current rate: 1.0000 Banked: 0.00 Save/Allocate

Banked rate: 1.0000 FX P/L: 0.00

## Partial credit note

There are two ways to create a partial credit note. You can follow the method demonstrated for a full credit note; simply deleting the lines that you don't want to be included in it. Alternatively, as the example below demonstrates, you can create a new invoice with a negative [ - ] amount in the line details.

Press the **Sales** tab and then the **Invoicing** button.

Sales Purchases Banking VAT Results H R Company

**SALES**

- Customer Details
- Invoicing**
- Batch
- Money Collected
- Money to Collect
- Send Statements
- Reports

Press the **New invoice** button.

New Invoice Allocate Statement Page size: 50

Date	Our inv no	Their ref	Source	Debit	Credit	Balance	Status
21 May 2010			SO	10.99		10.99	
29 Jun 2010	30		SI	117.50		128.49	Paid
29 Jun 2010	20100629 145124/		SR		117.50	10.99	Allocated
19 Jul 2010	40		SI	29.38		40.37	Paid
19 Jul 2010	20100719 140908/		SR		29.38	10.99	Allocated
28 Jul 2010	48		SI	70.50		81.49	Paid
31 Jul 2010	20100731 173326/		SR		81.49	0.00	Allocated
6 Aug 2010	53		SI	11.75		11.75	Paid
2 Sep 2010	201		SI	470.00		481.75	Paid
2 Sep 2010	202		SI	235.00		716.75	Paid
2 Sep 2010	203		SI	11,750.00		12,466.75	Paid

Enter the header details and then press **New line**. You may wish to record in the **Notes** box that it is credit towards a particular invoice.

**Invoice** Status: Being created.

Account

Our Ref  Currency  Deliver to

Period/Year end  Exchange rate

Delivery date

Invoice date  Their ref

Settle date

Enter the line details. Ensure you put a negative amount [ - ] in the **Qty** field and have it attributed to the same **Nominal** code as the original invoice. Press **Save**. Press **New line** if you need to add any additional lines to the credit note.

Detail

Quantity	Price	Net	Tax code	Tax	Nominal
<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="O1"/>	<input type="text" value="G&gt;N"/>	<input type="text"/>

To allocate the invoice with the credit note, go to **Money collected**.

Sales Purchases Banking VAT Results H R Company

**SALES**

- Customer Details
- Invoicing
- Batch
- Money Collected**
- Money to Collect
- Send Statements
- Reports

Tick the boxes in the **Select** column next to the relevant invoices. In the **To allocate** column, edit the figure of the original invoice to match that of the credit note.

The **Amount** should equal zero [0] below. Enter the details and press the **Save/ Allocate button** to allocate. Once the credit note has been allocated, only the amount left to pay will be shown on the list.

Search: CUST001 **customer01** **Statement** **Amend allocations** **Set page** Currency: £

[Reset page](#)

Date	Due	Source	Their Ref	Inv No	Curr	Amount	Paid	Balance	GBP	To allocate	Select	
25 Mar 2011	8 Apr 2011	SI		309	£	100.00	0.00	100.00	100.00	50	<input checked="" type="checkbox"/>	<a href="#">View</a>
30 Mar 2011	30 Mar 2011	SI		316	£	-50.00	0.00	-50.00	-50.00	-50.00	<input checked="" type="checkbox"/>	<a href="#">View</a>
								50.00				

---

**Amount received**

[Account](#)      Date: 30 Mar 2011      Their ref:      Our ref:      £  Pay loc

Account: BANK01 - Bank account      Currency: £      Exch rate: 1.0000      Amount: .00      £ Pay loc: .00

Current rate: 1.0000      Banked: 0.00      Banked rate: 1.0000      Amount: 0.00      **Save/Allocate**

FX P/L: 0.00