

QUICK REFERENCE GUIDE

CREDIT NOTES

Credit notes can be drafted from the following locations:

- From the **Draft Fees and Credit Notes** dashlet on the Client Dashboard.
- From the **Data Entry** section of the task pad in the client menu.
- From the **Portfolio** menu select **Fee Portfolio** and then Entire Portfolio from the Debtors node. Select the client to be credited and click on the **Credit** button.
- From the **Actions** button on the Client Search.

This will show you the available invoices that can be credited.

CREATING A CREDIT NOTE LINKED TO AN INVOICE

- Select the invoice that you would like to create a credit note for.
- Click on the **Credit** button to initiate the credit note process.
- You will see a dialogue box asking if you want to create a credit note linked to the fee to a limit of the outstanding amount.
- Click on **OK**. This will initialise the credit note wizard.
- Check the details on the Header page.
- Click on the **Next** button to open the Debtors page.
- This will display the original lines of narrative and amount from the Invoice.
- For a Full credit note, leave the amounts as they are. For a partial credit note, enter the amount to be credited back per line, or remove any lines that are not to be credited.
- Expand the line and edit the narrative if required.
- Change the VAT rate if necessary.
- Amend the order of the lines by using the arrows on the left hand side.
- Click on the **Next** button to open the WIP Allocation page.
- Enter the amount to be credited for each line of the credit note. By default the system will set itself to allocate the whole of the invoice back.
- Remove any lines that you do not want to credit by clicking on the red cross.
- View the credit note by clicking on the **View** button.
- Either confirm the credit note by clicking on the **Confirm** button or save the draft credit note by clicking on the **Close** button.
- If you have chosen to confirm the credit note select whether you would like to print a copy of the credit note, restore the WIP from the credit note and use the credit note date. When these selections have been made click on the **OK** button.

Note: **Restore the WIP from the credit note** will restore the WIP and any write offs/ carry forwards that were allocated to the original invoice.