

# QUICK REFERENCE GUIDE

## CREDIT NOTES AND UNLINKED CREDITS

Credit notes can be drafted from the following locations:

- From the **Draft Bills 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 **Bill Portfolio** and then Entire Portfolio from the DRS/ AR section. Select the client to be credited and click on the **Credit Note** action.
- From the **Actions** button on the Client Search.

This will show the available bills that can be credited.

### CREATING A CREDIT NOTE LINKED TO A BILL

- Select the bill that is to be credited.
- Click on the **Credit** button to initiate the credit note process.
- A dialogue box will be displayed. Some bills must be fully reversed. The message within the dialogue box will indicate whether the bill must be fully reversed or whether a credit can be raised to the value of the outstanding amount.
- **Note: Any bills that contained jobs that were Based on Job or Scheduled MUST be fully reversed.**
- Click on **OK**. This will initialise the credit note wizard.
- Check the details on the Header page. The Memo field will be populated with details of the bill being credited.
- Select the **Analysis** tab.
- 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.
- Select the **Narrative** tab.
- This will display the original lines of narrative and amounts from the Bill.
- If any changes were made on the Analysis tab, ensure that the amounts on the Narrative tab match.
- Expand the line and edit the narrative if required.
- View the credit note by clicking on the **View** button.
- Either confirm the credit note by clicking on the **Submit** and then the **Confirm** buttons or save the draft credit note by clicking on the **Close** button.
- Select the **Actions** tab
- Select the Delivery Format, Add Documents and select whether WIP is to be restored.
- **Note: By default, WIP will be restored. Only untick this option if the WIP is to be written off. Once confirmed there is no way to restore the WIP.**
- When confirming, select whether the credit note is to be printed.

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

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## CREATING AN UNLINKED CREDIT

An Unlinked Credit can be used to apply a credit amount to the DRS/AR balance of the client. They can be allocated to a bill at a later stage if required.

- Unlinked Credits are created from the same places as a Credit Note.
- From the New Credit Note page, select **New Unlinked Credit**
- Set the Organisation, Partner and Manager details as required.
- Select the Service and Job that the credit is to be applied to. These are required although no credit will be entered against WIP transactions.
- Select whether the credit is to be a Time or Disbursement entry.
- The date will default to the current day or the last day of the period if the system is set to restrict to current period.
- Enter a Reference and Amount
- Set the appropriate VAT/ Tax rate. The system will calculate the amount.
- Enter the narrative for the Unlinked Credit. This will be used if the Unlinked Credit is to be sent to the client.
- If applicable, select the relevant layout.
- Click onto **Create**. This will only be available if the mandatory fields have been populated.
- A confirmation dialog will be displayed. Select **Yes** to continue and post the Unlinked Credit.
- If required, the Unlinked Credit can be printed from the client's DRS/AR transactions.