Credit Notes

Module Guide: Credit Notes

Module Location

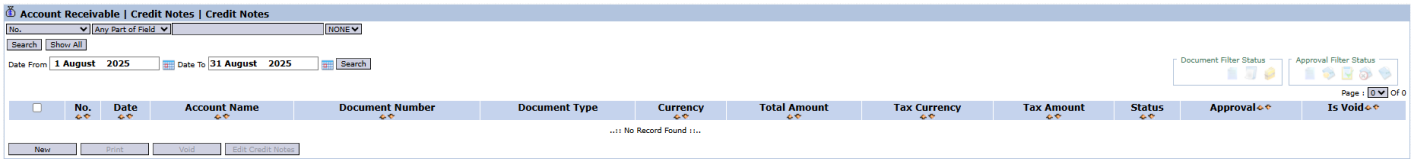
Accounts Receivable > Credit Notes > Credit Notes

Module Objective

The **Credit Notes** module within Accounts Receivable is the opposite of Debit Notes. This module is used to create and manage Credit Note documents which function to **reduce the amount of a receivable or a bill** to a customer. The most common reason for issuing a Credit Note is for a **sales return**, but it can also be used to provide an additional discount or to correct an invoice that was **over-billed**.

1. Main View (Credit Note List)

The main page of this module displays a list of all Credit Notes that have been issued.



View Explanation & Filters

This page is the center for managing all existing Credit Notes.

- **Filters**: You can search for a specific Credit Note by its document number (**No.**) or a date range (**Date From / Date To**).

- **Credit Note List**: The table below will display all documents that match the filters, with columns such as **Document Number**, **Account Name** (Customer Name), **Total Amount**, **Status**, and **Approval**.

Button Functions

- **New**: The primary button to create a new Credit Note.
- **Print**: To print a selected Credit Note.
- **Void**: To cancel a Credit Note that has already been issued.

2. Steps to Create a Credit Note

The following is the complete workflow for creating a new Credit Note.

Step 1: Create a New Credit Note

From the Main View, click the **New** button to open the **New Credit Notes** form. 

Step 2: Fill in Header Information

Fill in all the general information at the top of the form:

- **Customer**: Select the customer who will be given the Credit Note from the dropdown.



- **Date**: Enter the document date; it will default to today's date (August 2, 2025). Date : 2 August 2025

- **Document Type**: Select the appropriate document type, for example, **"Sales Return"** for a goods return. Document Type : Sales Return

- **Memo**: Provide a clear explanation for the reason the Credit Note is being issued. Memo : 600

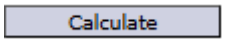
Step 3: Detail the Credited Items

In the detail table at the bottom, list the products or services whose value will be credited:

1. Click the **[+] Multiple Item [-]** button to add or remove rows. [+ Multiple Item] [-]

2. Enter the **Item Code**, **Qty** (Quantity), and **Item Price**. The system will calculate the subtotal in the **Amount** column.

Step 4: Calculate Total and Save

1. After all items have been entered, click the **Calculate** button to update the **Grand Total** value in the bottom-right section. 

2. Use the buttons in the bottom-left section to finish:
    - **Save**: To save the Credit Note as a draft. 

    - **Confirm**: To finalize the Credit Note. 

    - **Cancel**: To cancel the entry. 

Tips & Important Notes

- Credit Notes are used to **decrease** a customer's receivable amount, the opposite of Debit Notes.
- Ensure you select the correct **Document Type**, for example, "Sales Return", for accurate transaction classification.
- A confirmed Credit Note will reduce the customer's receivable balance and can be used to be **deducted from a subsequent invoice payment** or be **refunded**.

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