

Create A/R Credit Notes

Create A/R Credit Notes lets you quickly reverse accounts receivable invoices, debit notes, or interest payments that were applied to customer accounts.

The program provides document lookup by up to seven search criteria, then uses the details from the original batch entry to reverse the document exactly as entered – including the G/L entries – so the net effect on your accounting records is 0.

Create A/R Credit Notes lets you:

- Select invoices, debit notes, and interest charges based on fields such as the customer number, document number, document date, order number, PO number, batch date, batch number, salesperson, or any optional fields.
- Use additional criteria to select documents if necessary.
- Process a range of documents – for example, to reverse incorrectly applied interest charges.
- Check document details before finalizing the processing list.
- Click the Process button to complete the operation for all selected documents in one step.
- View a log of all changes after processing.

Notes regarding document eligibility for credit note creation:

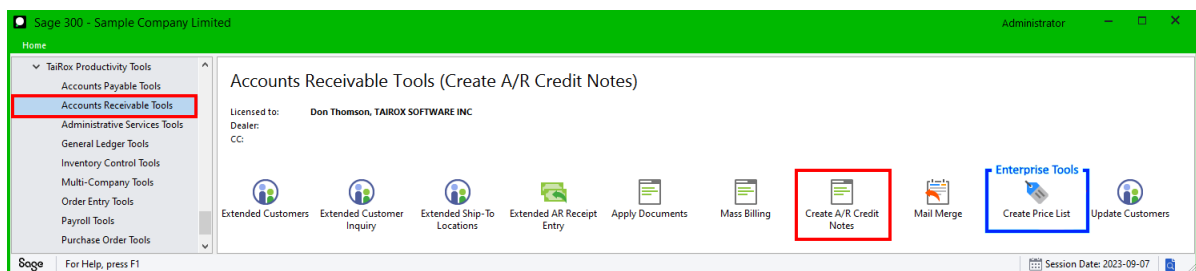
Create A/R Credit Notes needs to reverse the original document exactly as it was entered in order to correctly handle all document details and reverse the G/L entries. As a result, you can only create a credit note where:

- Nothing has been applied to the document.
- No pending transactions are to be applied to the document.
- The invoice batch for the document must still exist.

Note that the program reverses A/R documents only. If you are reversing a document that was created in a different source document – such as Order Entry – you should create the credit note in the source program to ensure that you reverse inventory entries as well. The program will warn you if you select documents that were generated by a non-Accounts Receivable source application.

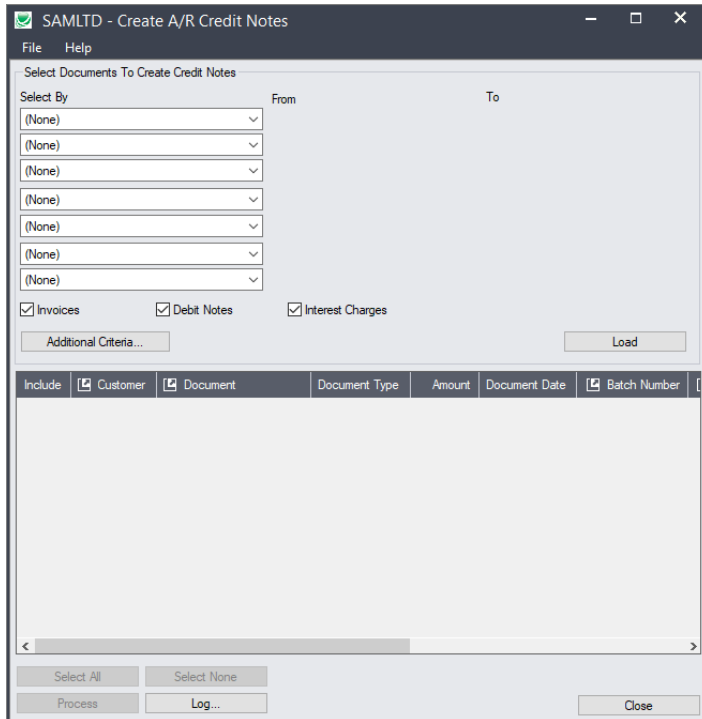
Running Create A/R Credit Notes

The Create A/R Credit Notes icon appears under **TaiRox Productivity Tools > Accounts Receivable Tools** on the Sage 300 desktop and can be copied to other menu locations.



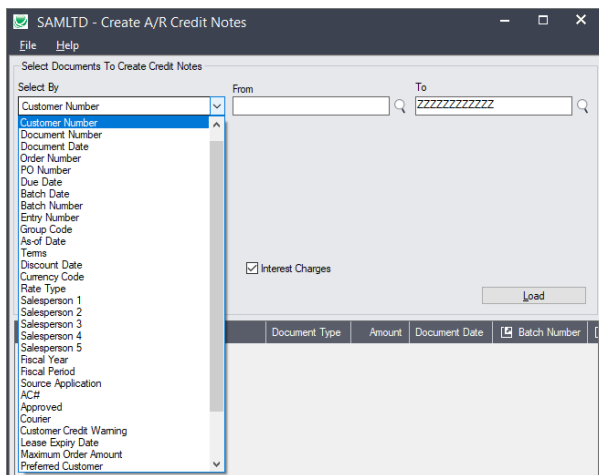
Note that Enterprise Productivity Tools appear only if you have an Enterprise license from TaiRox Software.

The Create A/R Credit Notes screen (below) lets you find the documents you want to reverse by specifying a variety of selection criteria, such as the customer number, range of document dates, range of order numbers, etc.



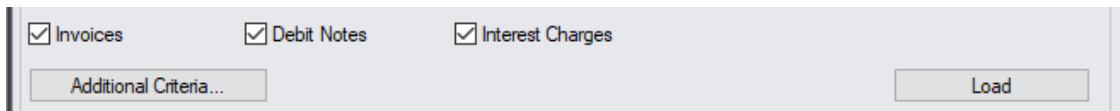
Selecting documents for credit notes

Choose the range of documents that you want to process:



- You can select documents by specifying a range of values for up to seven document fields and optional fields – such as a range of customer numbers, document dates, or order numbers.
- You might find it useful to restrict the source application to “AR” to prevent you from creating credit notes in the Accounts Receivable module that should be created in the source application – such as Order Entry.

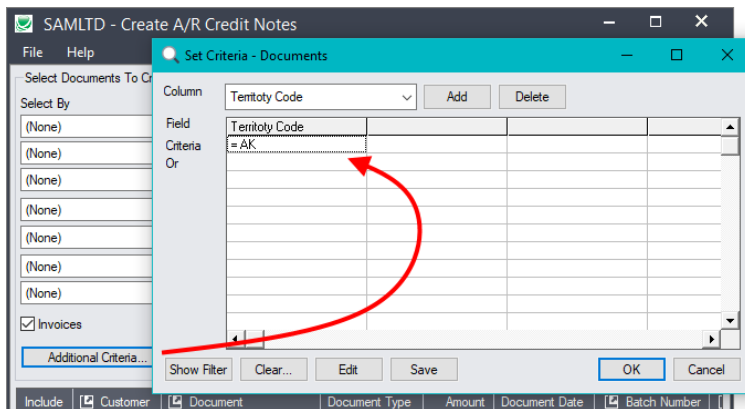
Choose Invoices, Debit Notes or Interest Charges:



Create A/R Credit Notes will list only the types of documents that you choose here. By default, it displays the choices from the last time that you used the program.

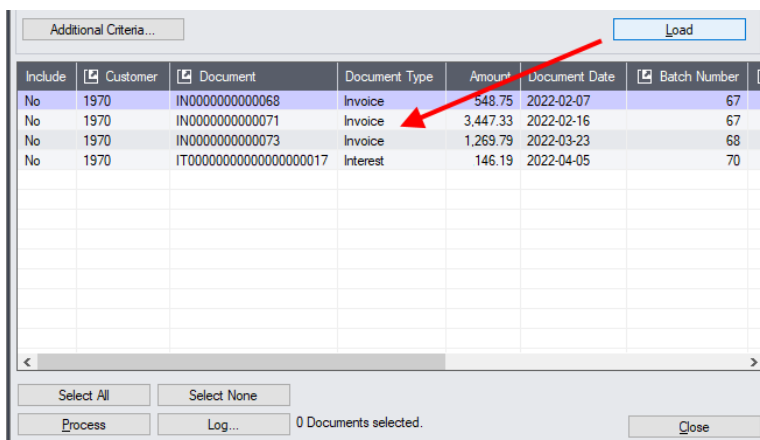
Choose additional criteria if necessary:

If you want to select documents using a field that is NOT available with the range fields – such as the Territory Code, use Additional Criteria.



- Click the Additional Criteria button to further restrict the documents for creating credit notes.
- Select a field in the dropdown and click the Add button.
- Double-click the Criteria field to enter a relationship and value.
- Click OK to save.

Load the list of matching documents and choose which ones to credit:



- Click the Load button to display the documents that match your selection criteria.
 - Go back and adjust the ranges or additional criteria if necessary.

Choosing Documents from the Grid for Processing

- Use the Select All and Select None buttons.



- Double-click in the Include column to “cherry-pick” from the document selections:

Include	Customer	Document	Document Type	Amount	Document Date	Batch Number
No	1970	IN0000000000068	Invoice	548.75	2022-02-07	67
No	1970	IN0000000000071	Invoice	3,447.33	2022-02-16	67
No	1970	IN0000000000073	Invoice	1,269.79	2022-03-23	68
Yes	1970	IT000000000000000017	Interest	146.19	2022-04-05	70

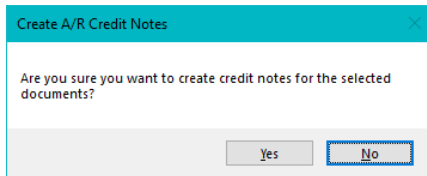
- Double-click the document number or click the Document column heading to drill down on the selected document:

Include	Customer	Document	Document Type	Amount	Document Date	Batch Number
No	1970	IN0000000000068	Invoice	548.75	2022-02-07	67
No	1970	IN0000000000071	Invoice	3,447.33	2022-02-16	67
No	1970	IN0000000000073	Invoice	1,269.79	2022-03-23	68
Yes	1970	IT000000000000000017	Interest	1,146.19	2022-04-05	70

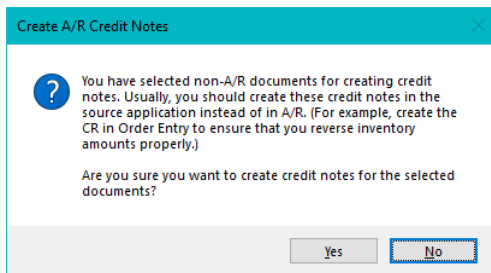
- You can also drill down to the original batch, batch entry, and source document if the item originated elsewhere (for example, in an OE order).

Click the Process button to create the credit notes:

The program asks you to confirm your choices. Click Yes to continue.

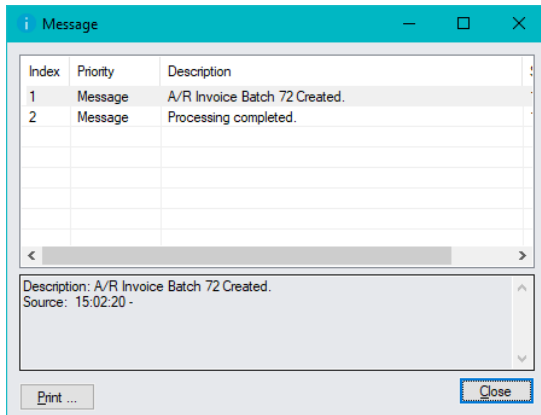


If you selected one or more A/R documents that originated in a different ledger – such as in the Order Entry module – the program will display the following message:



This message reminds you that you should create credit notes for documents that did not originate in Accounts Receivable in the source modules to ensure that other aspects of the documents are reversed – such as inventory levels.

When processing is completed, the following message appears.



Note: There may be data-integrity errors that prevent some completions, in which case an error message will appear.

Click the Log button to confirm which credit notes were created:

```

=====
2022-03-21 3:02:20 PM Create A/R Credit Notes started.
2022-03-21 3:02:20 PM
2022-03-21 3:02:20 PM Performed by user: ADMIN
2022-03-21 3:02:20 PM
2022-03-21 3:02:20 PM Batch Information
2022-03-21 3:02:20 PM     Batch Description: Reversed Interest Payments
2022-03-21 3:02:20 PM     Entry Date: 2022-03-21
2022-03-21 3:02:20 PM
2022-03-21 3:02:20 PM A/R Invoice Batch 72 Created.
2022-03-21 3:02:20 PM Creating Credit Note for Customer 1970 - Document
IT000000000000000000000017...
2022-03-21 3:02:20 PM
2022-03-21 3:02:20 PM Processing completed.
2022-03-21 3:02:20 PM
=====
    
```

The Log lists:

- The user, along with the name and date of the invoice batch with the new credit notes.
- Each document for which a credit note was created.