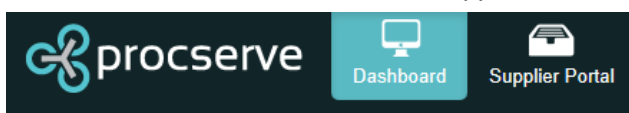


## Quick Guide: Credit Notes

### Steps

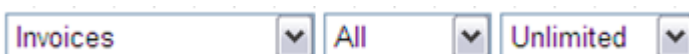
1) Log into the Procserve Commerce Network and select the Supplier Portal.



2) View your documents by clicking on the documents tab in the top right hand corner of the page.



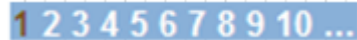
To view your Invoices, click on the top left drop down box, select Invoices, in the second select All and in the third select Unlimited.



On the left hand side, the page will now display an Invoices you have ever created.

Number	Dated	Value	Buying Organisation
0000000015	09 Nov 2009	143.75 GBP	PServe Test School 300
0000000014	09 Nov 2009	0.00 GBP	PServe Test School 300
0000000013	06 Nov 2009	172.50 GBP	Schools
0000000004	12 Oct 2009	155.25 GBP	PServe Test School 300
0000000003	12 Oct 2009	115.00 GBP	PServe Test School 300
0000000002	12 Oct 2009	25.59 GBP	PServe Test School 300
0000000001	09 Oct 2009	25.59 GBP	PServe Test School 300

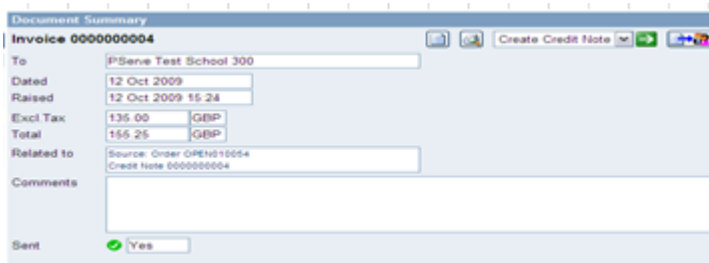
If there are too many Invoice to be displayed on one page, subsequent pages will be available to view by clicking on the different page numbers in the bottom left hand corner of the page.



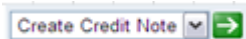
4) Select an Invoice from which to raise a Credit Note by placing our cursor over the order and clicking your mouse. The order should now be highlighted in yellow.

Number	Dated	Value	Buying Organisation
0000000015	09 Nov 2009	143.75 GBP	PServe Test School 300
0000000014	09 Nov 2009	0.00 GBP	PServe Test School 300
0000000013	06 Nov 2009	172.50 GBP	Schools
0000000004	12 Oct 2009	155.25 GBP	PServe Test School 300
0000000003	12 Oct 2009	115.00 GBP	PServe Test School 300
0000000002	12 Oct 2009	25.59 GBP	PServe Test School 300
0000000001	09 Oct 2009	25.59 GBP	PServe Test School 300

On the right hand side of the page an overview of the Invoice will be displayed along with an option to create a Credit Note.






5) To create a Credit Note from the selected Invoice click the green arrow button next to Create Credit Note in the top right of the screen.



At the bottom of the new page an overview of the Invoice line items will be displayed. This will show what has been invoiced.

Line	Item Code, Classification, Description & Comments	Supplied	Quantity	Unit	Price	Extended	Tax Rate	Line Total
1	ABC123 This is a test	14 Sep 2009	10	EA	12.00	120.00		120.00
2	Shipping	12 Oct 2009	1		15.00	15.00		15.00

6) To add / edit Credit Note details, you must first save it by clicking  situated on the right hand side of the page. This will then automatically generate an Credit Note number.


7) To edit any of the non line item Credit Note details click on the relevant pencil mark icon  and make amendments. Once completed click on save change or  to cancel changes and return.



8) To add all Invoice lines to the Credit Note click on .

To add only certain Invoice lines, expand the Invoice lines to show all. Ensure the qty shown is as required for the relevant line items or amend




Then click on  to add the Credit Note.

The Credit Note line item will then be displayed above the invoice line items.


Line	Item Code, Classification, Description & Comments	Supplied	Quantity	Unit	Price	Extended	Tax Rate	Line Total
1	ABC123 This is a test	14 Sep 2009	10	EA	12.00	120.00	Standard 15%	138.00


Line	Item Code, Manufacturer, Description & Comments	Supplied	Quantity	Unit	Price	Extended	Add to Credit Note
1	ABC123 This is a test	14 Sep 2009	10	EA	12.00	120.00	Qty: 10
2	Shipping	12 Oct 2009	1		15.00	15.00	Qty: 1

9) To add additional non Invoice line items such as shipping, select one of the three options above Credit Notes and click the add icon.  Item  Shipping  Other Credit 

Add the details to the additional line as required and then click save or undo to cancel the changes and return.

Credit Note Line items can be amended by clicking on the relevant edit icon or the delete icon. 

Once amended click on save or undo to cancel the changes and return.

10) To view a printable version of the Credit Note click on  at the top right hand side of the page.

11) To delete the Credit Note completely click on the delete icon at the top right hand side of the page.

12) To send the Credit Note to the customer click on  at the top right hand side of the page.

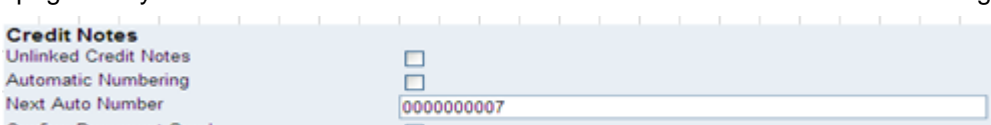
13) To return to your documents within the Supplier Portal click on  at the top right hand side of the page.

### Manually specify and enter Credit Note Numbers

1) You must first edit the settings within Admin. In the top right hand corner of the page click on Admin and then the drop down Company Admin.



2) Scroll down the page until you reach Credit Notes. Then uncheck the box for Automatic Numbering.



3) To save the changes now click on save at the top of the page. Now return to Documents and Create Credit Note for the relevant Invoice. You will now be able to manually enter a Credit Note Number in the Number box.

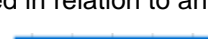
Dated	Raised	Tax Point	Number
09 Nov 2009	09 Nov 2009 14:31	09 Nov 2009	

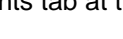
4) Once you have manually entered your Credit Note Number now click on save.

The page will now display the high level Credit Note details. To expand any of the fields to view all of the details click on the relevant add symbol.

Send unlinked Credit Notes to customers (Note: Unlinked Credit Notes can only be created for and sent to buying organisations that are set up to receive them.)

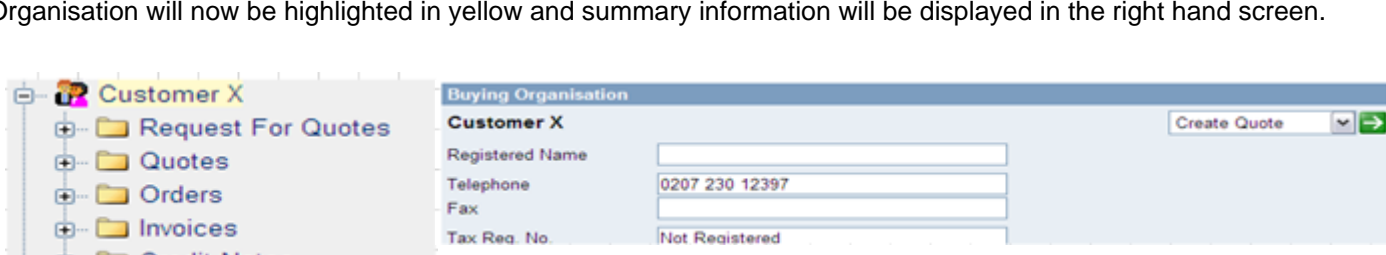
An unlinked Credit Note is a new Credit Note that is not being created in relation to an Invoice.

1) Click on the Documents tab at the top right hand side of the page .

2) Click on the Tree tab. .

The page will now display a tree format view of the buying organisations you have a trading relationship with and the different document types for each one.

3) Now click on the name of the Buying Organisation you wish to send an Unlinked Credit Note to. The Buying Organisation will now be highlighted in yellow and summary information will be displayed in the right hand screen.



4) From the drop down list above the customer summary sheet Create Credit Note .

The Invoice Credit Note creation page will now be displayed and the Credit Note can be created as per the process detailed previously in this document.

### Need more help?

If you have any problems or queries please contact our Service Desk

English: 0845 603 2885  
International - 0845 604 2328  
[support@procserve.com](mailto:support@procserve.com)