

Supplier Credit Notes

Andrew

There was an issue with a shipment from one of our suppliers, they issued us a credit note... but how do we track that?

Robert

Did we return or dispose of the product? We enter Credit Notes in Accounts Payable, but file it differently based on if we were supposed to return or dispose of the inventory.

Andrew

They had us return it...

Oh! There's the Credit Note function. Can you help me enter it?

Robert

Sure thing!

Pick a topic to dive in.

Topics

- Credit Notes for Supplier Returns
- Supplier Credit Notes without a Return
- Credit Note for an Overhead Purchase

Credit Notes for Supplier Returns

You can assign Credit Notes that are Awaiting Credit to Supplier Returns.

On the Accounts Payable tab, select either Browser or Credit Note

Note that if you're using Browser, the items from the current entry session appear on screen.

Open Credit Note.

Enter the new Batch ref, Sub ref, Supplier, and Ref/document no. and then confirm the Credit date.

Set the Credit type to Stock.

BisTrack displays the Returns button.

Select it to see Supplier Returns Awaiting Credit.

Enable the Show supplier return line option and then select the returns for the Credit Note.

BisTrack displays the return lines in the viewer.

Complete the Credit totals section

Enter the Pre-Tax amount as Goods total, then the Tax, and the Total amount as the sum.

If needed, you can use the breakdown button to enter more details tax information.

Enter the Goods Total and their associated Tax in each Code's row.

Selecting Add saves the credit note.

Or choose Approve and BisTrack exports the credit note to your financial packet.

Follow the prompts to complete the process.

Supplier Credit Notes without a Return

You can enter Credit notes without a matching supplier return.

Only do this when issuing credit dollars and the customer is not returning the product, since you're not adjusting the Quantity on Hand.

Open Credit Note from the Accounts Payable Tab.

Enter the Batch ref, Sub Ref, and Ref/Document no.

Set the Credit type to Stock and choose the Invoice for crediting. BisTrack displays the lines of that invoice in the viewer.

Complete the other fields as needed.

Enter the Goods total, Tax, and Total amount for the Credit Note.

Use the Breakdown button to specify which tax rate applied to how much of the Goods total.

Disable the check box for any lines that you don't want to include in the Credit Note.

Enter the Credit Goods Total for each line.

Confirm the line and credit totals.

Choose Approve to ready the Credit Note for export to your financial package; otherwise select Add to save the note.

Follow the on-screen prompts to finish.

Credit Note for an Overhead Purchase

You can issue a Credit Note for an Overhead purchase. Start by accessing the function under Accounts Payable.

Set the Credit type to Overhead, and complete the Batch Ref number, Invoice, Supplier, and Ref/Document no information.

Enter the Goods total, Tax, and Total amounts. Use the Breakdown... button to specify which Tax Code applied to how much of the Goods total.

Enter the Credit Goods Total amount for each line, and then confirm the Line and Credit Totals for the note.

Choose Approve to prepare the Credit Note for export to your financial package; otherwise select Add to save the note.

Follow the on-screen prompts to issue the Credit Note.

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