

About Multiple Credits

With the new multiple credits feature, you can create multiple credits for a specific invoice during the same day's business. Each credit has its own unique number, all linked to the original accounts receivable invoice number.

Previously, when performing (GX) credits, there were some restrictions if you had to issue multiple credits to the same original invoice number.

If your previous naming structure utilized the original invoice number with a C in front of the number to indicate a credit, you were unable to perform multiple credits in the same day unless the previous credit transaction was at a billed status. When the credit transaction was billed, it would automatically post a credit memo to the original invoice number in A/R. When you created multiple credits in the same day using this method, all credits would appear on the same ticket every time you printed it. This could be confusing to the drivers because there might be items on the ticket that they had picked up previously under the same credit invoice.

To avoid this confusion, instead of using the original invoice number, you could assign the next sequential ticket number from the (LGØ) screen with the leading C to indicate that it was a credit. However, in accounts receivable, you would have to manually apply the credit to the original invoice. The system did not automatically apply a credit memo to the original invoice.

With the new Multiple Credits feature, you can create multiple credits for a specific invoice during the same day's business, even if the previous credit was not at invoice status. Each credit will have its own unique number, all linked to the original invoice number. Since each credit has its own number, each return prints on a separate ticket. When you complete the credit transaction in order entry, the system will automatically write the original invoice number to the new A/R Orig Invoice# field in the order entry files. By using this new field, the system is able to automatically post the credit memo to the original invoice in A/R. The original invoice number will also appear on the credit invoice in Order Entry.

When the original charge invoice is at billed status, the system posts the invoice to the A/R screens as a charge. When you create a credit invoice for this original charge invoice, it will post the new credit invoice as a reference. Since it is a different invoice number than the original charge invoice, it will appear on a separate line in A/R with an adjusting entry to make the balance zero, applying the credit amount to the original charge invoice. An informational A/R special will be written as a cross reference. (The special line for multiple credits will always begin with 900.)

Using Multiple Credits

For example, in Figure 1, invoice#10053-0 is the original charge invoice for \$119.90. A credit invoice was done using the next invoice number from the (LGØ) (which was #10054-0 for the amount of \$11.99). The system automatically performed an adjusting entry of \$11.99 to Inv# 10054-0 to zero the balance. Then applied the credit to the original invoice #10053-0. The system is performing all the steps automatically that you previously performed manually. The special line in the A/R screen shows which credit invoices have been applied to which original charge invoices.

Setting Up Multiple Credits

To use this feature, you must set two parameters. Set the Apply Charge Credits to Original Invoice field in the (LGB) Credit Order Entry Parameters screen. You must also set the Use Next Invoice # for Credits field in the (LG5) Additional Order Entry Parameters screen. (You can access the text-based parameters screens from eNsite Pro by double-clicking the Keyop Menu icon then double-clicking the Parameters icon.)

Setting the (LGB) Screen

- 1 Go to the (LGB) screen and select the [C] Change action code.
- 2 Tab to the Apply Charge Credits to Original Invoice field. By setting the Apply Charge Credits to Original Invoice field, you can determine whether to reference the original invoice when creating a credit. To display a line on the credit referencing the original invoice number, set this field to Y.
- 3 The cursor returns to the Action Code field.

Figure 1: Viewing the Credit in the (B) Screen

```
14:42:02          (B) Accounts Receivable Posting rev. (09/20/03)          01/29/04
===== $_____
Inquire      File [AR-MASTER ] Vol. [IN??] Batch #___ Control G/L 01-___-___
=====
Name       :MASS TURNPIKE AUTHORITY          Number:      2110 Last Payment / /
Suite     :SUITE 5170                        Discount ?S %30.0 # of $
Street    :10 PARK PLAZA                    Slsm : 372 Limit $ Avg Days #
City      :BOSTON                          St :TX Zip #02116 Status :G Prev $ .00
Phone     #617-248-2800 Contact :MAUREEN                               Curr $ 107.91
Check #____ Of $_____ Up TO Date ?MM/DD/YY Total$ 107.91
-----
INVOICE #   DATE   CHECK #   CHARGES   PAYMENTS   DISC. T REMARKS   REVERSE
-----
10053-0 01 29 04                119.90      .00      .00 1 INVOICE
10053-0 01 29 04                .00      11.99      .00 4 CREDIT MEMO
INVOICE ( 10053-0) P/O (          ) DISC ( .00) BALANCE ( 107.91)
          900 CREDIT #C 10054-0 APPLIED TO INVOICE # 10053-0
10054-0 01 29 04                .00      11.99      .00 2 CREDIT RETU
10054-0 01 29 04                11.99      .00      .00 4 CREDIT MEMO
INVOICE ( 10054-0) P/O (          ) DISC ( .00) BALANCE ( .00)
          900 CREDIT #C 10054-0 APPLIED TO INVOICE # 10053-0
-----
END OF INVOICES - ANY KEY TO CONTINUE
```

Setting the (LG5) Screen

- 1 Go to the (LG5) screen and select the [C] Change action code.
- 2 Press Enter at the G/L Location field.
- 3 Press Tab until the cursor moves to the Use Next Invoice # for Credits field. Type Y.
- 4 Press Enter and the cursor returns to the Action Code field.

Using Multiple Credits

- 1 Begin entering your credit order as you normally would in the (GX) screen.
- 2 At the Create Order From prompt, you must select either the Original Ticket or P/O Number option. (You cannot use the Customer & Item option.) See Figure 2.

Figure 2: Selecting the Original Ticket Option

```

14:38:35                (GC) Credit Order Entry  (06/13/03)                01/29/04
-----
Order Writer :CIND  Transaction #_____ -_                #_____ ._% $_____ .__
Name :_____ #_____   Sold:      -      =
-----
__Invoice__ __Date__ Item_____ Mfg _____ Description_____ _Ship _Price__

                                +| Create Credit Order From ? |+
                                |   <Original Ticket>   |
                                |   Customer & Item     |
                                | P/O Number (Customer) |
                                +=====<ESC> to Exit=====+
    
```

Using Multiple Credits

- 3 Continue with the credit as you normally would. At the Credit Transaction # prompt, you must select the Next Invoice # option, as shown in Figure 3.
- 4 Continue following the prompts on the screen. Enter the return quantity in the Return Quantity field and press Enter.
- 5 Complete the credit as you normally would.
- 6 You can go to the (B) Accounts Receivable Posting screen to view the ticket. (Refer back to Figure 1.)

Figure 3: The Next Invoice # Option

```
14:41:00                (GC) Credit Order Entry  (06/13/03)                01/29/04
-----
Order Writer :CIND  Transaction #   10053-0          #          % $
Name :MASS TURNPIKE AUTHORITY          #   2110      Sold:    -    =
-----
__Invoice__ __Date__ Item_____ Mfg _____ Description_____ _Ship_ _Price__

                                     +| Credit Transaction # ? |+
                                     |   A=Assign Invoice #   |
                                     |   <N=Next Invoice #>   |
                                     |   O=Original Invoice #   |
                                     +=====+
```