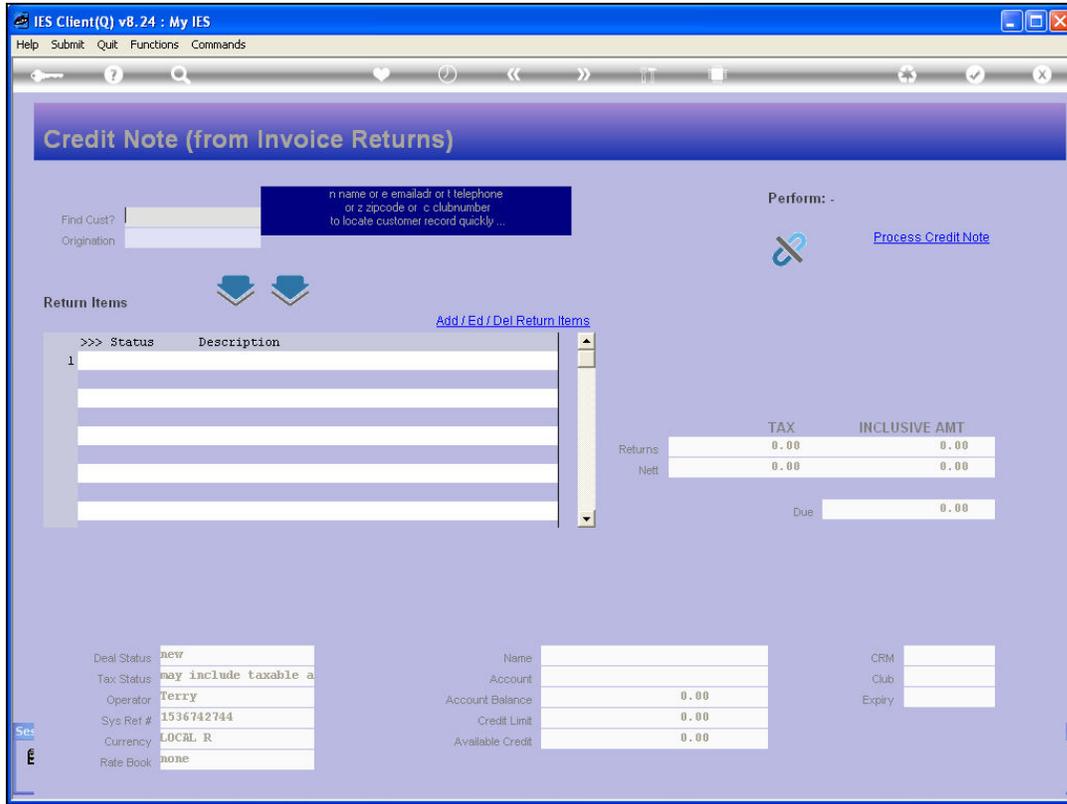


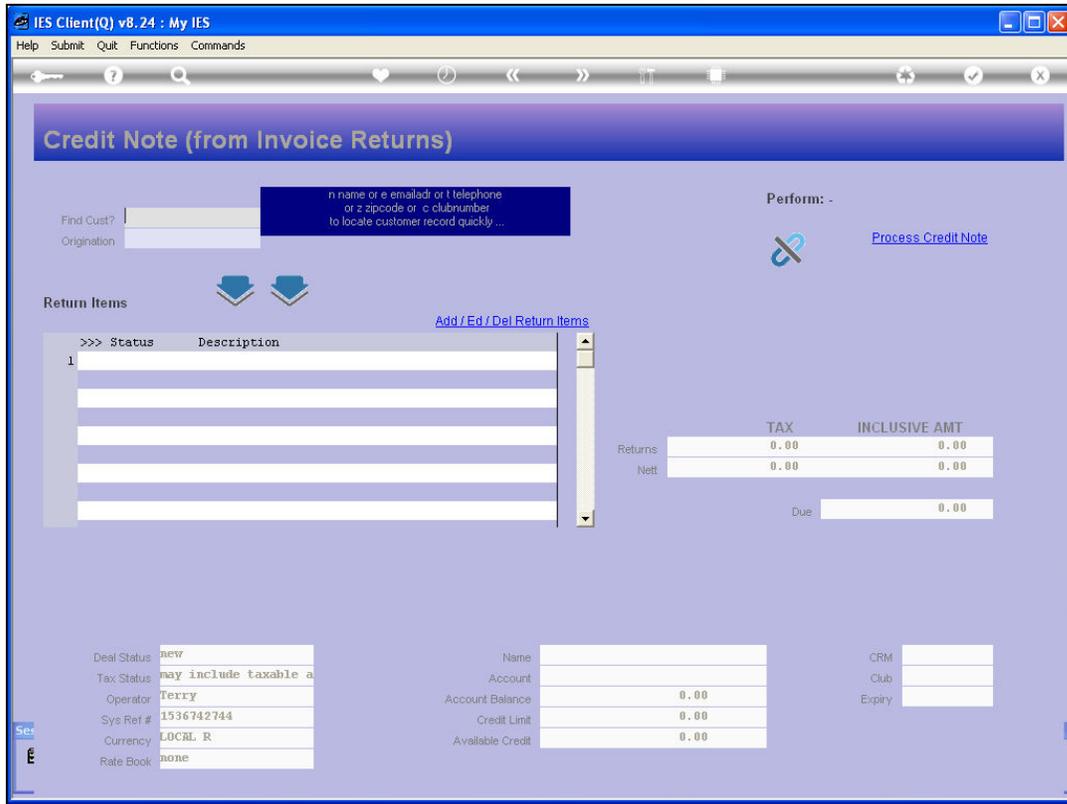
Slide 1

Slide notes: In this tutorial we do an example of a Credit Note on the Indent Order type. From the section for 'Warehouse Indent Orders', we choose 'Credit Note'.



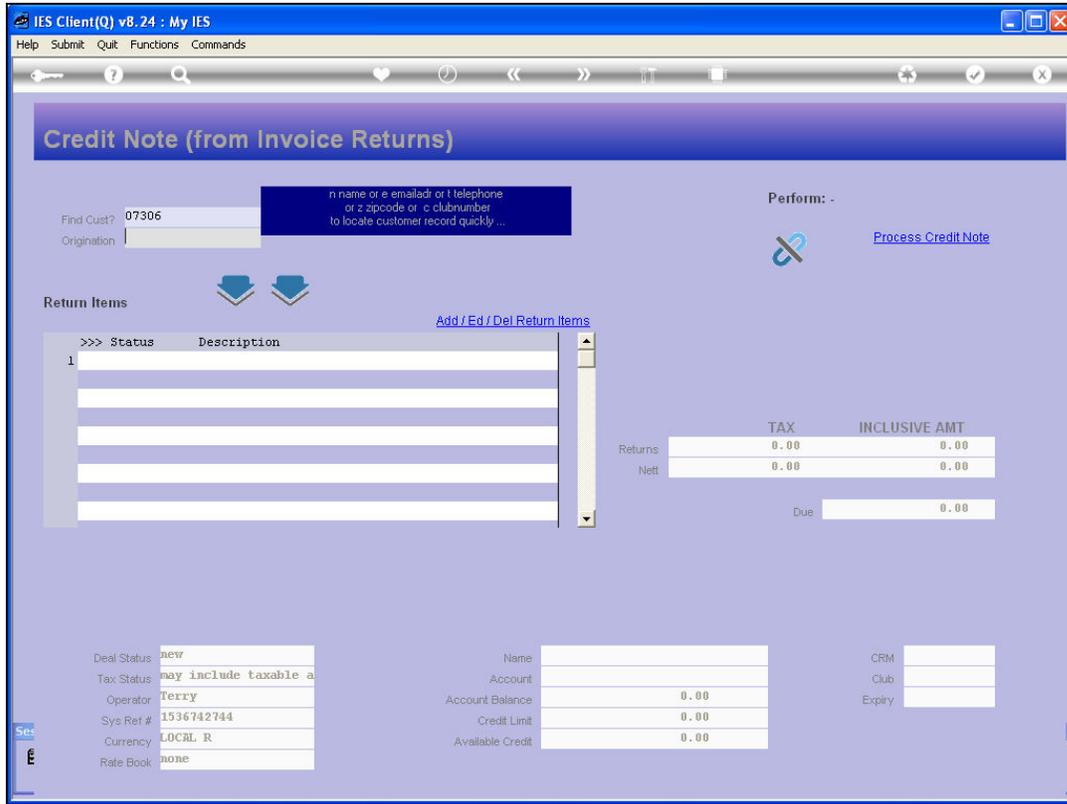
Slide 2

Slide notes: We start by retrieving the Customer Profile, using any of the many Retail methods to find the Customer Profile.



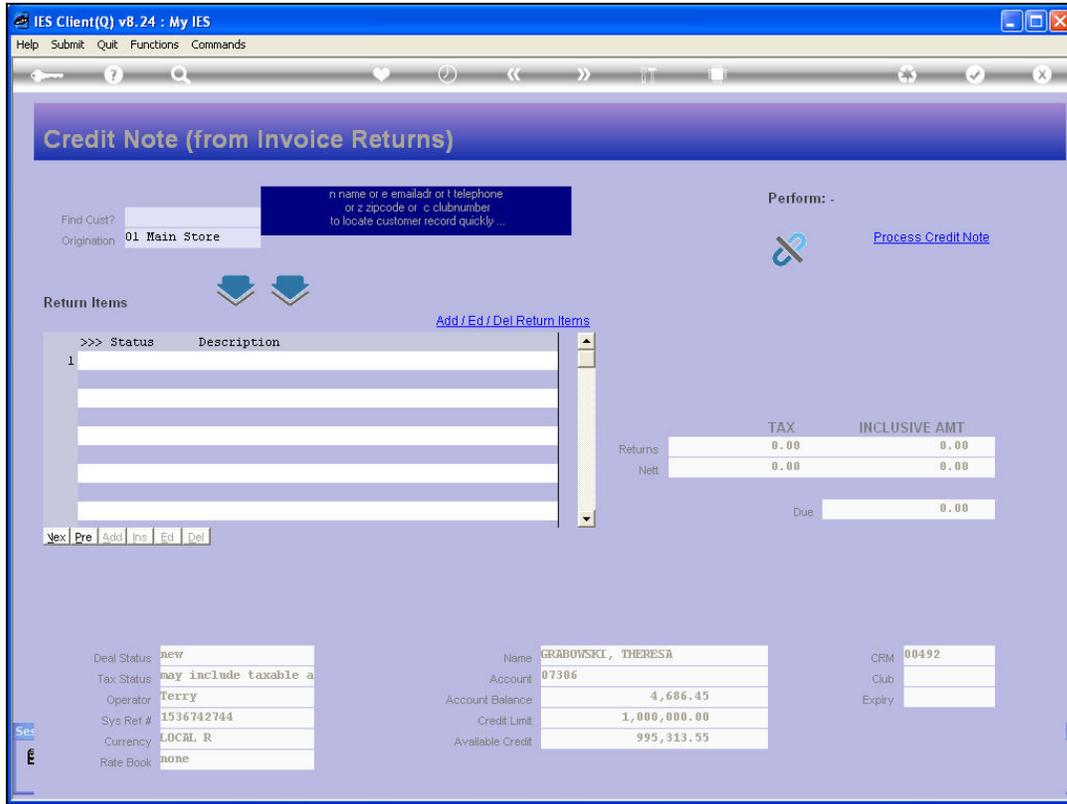
Slide 3

Slide notes: In this example, we are typing the Customer's Account Code.



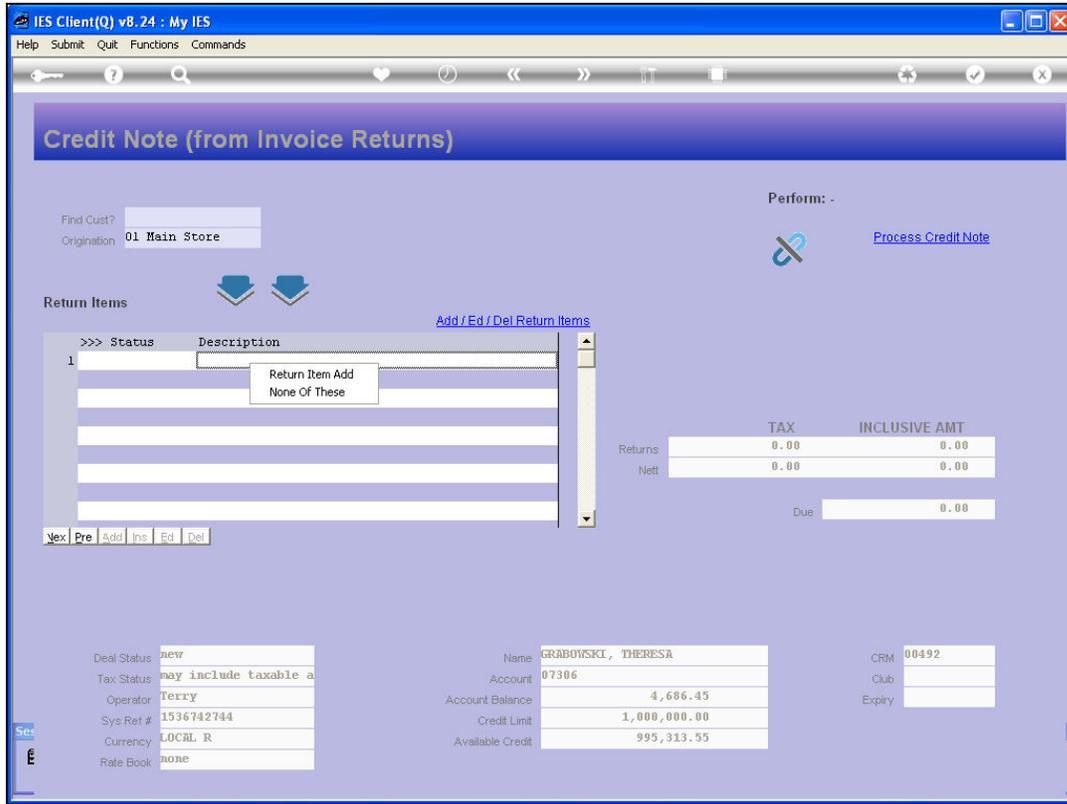
Slide 4

Slide notes: This brings up the Customer details, which are populated onto the screen. Then we select an Origination Code.

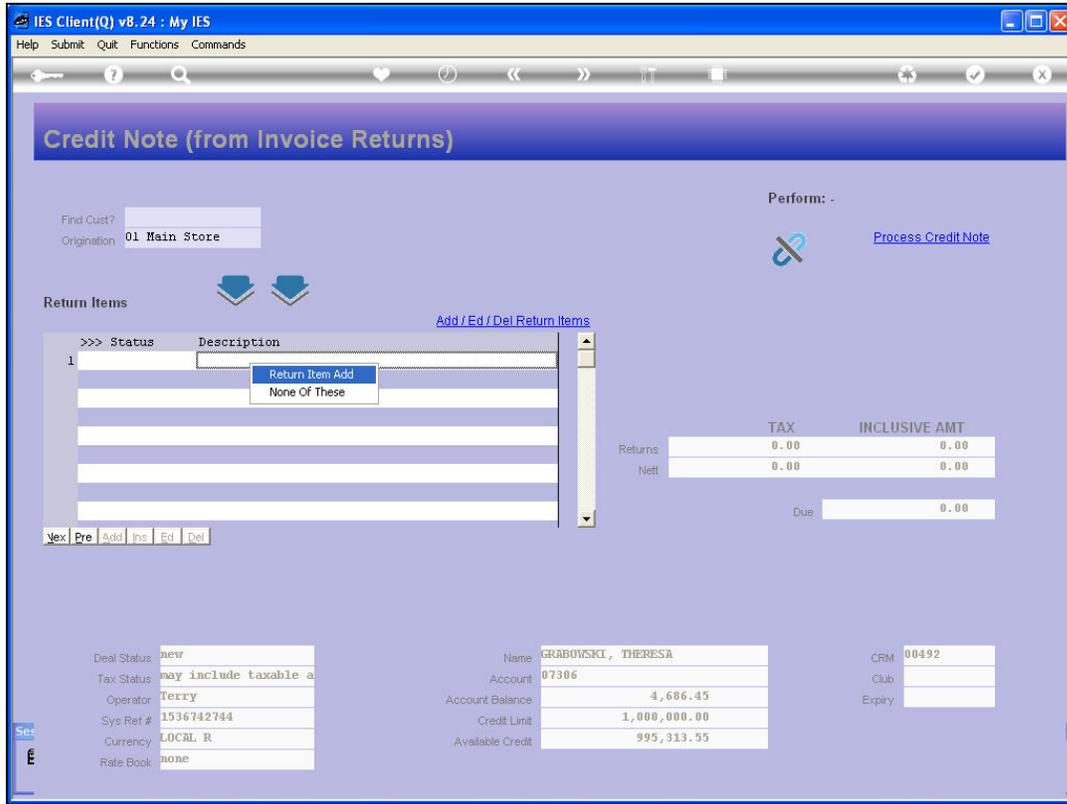


Slide 5

Slide notes: We double-click the Returns grid to add an item.



Slide 6
Slide notes:



Slide 7
Slide notes:

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

Goods Return

Type	catalog		Store	
Method	to stock		Return Value	
Invoice			Internal Tax Credit	0.00
Item Line			Currency	LOCAL R
Stock Code			Serial No / Batch	
Return Reason			Original Payment	
Item Description				
Original Quantity	0.00			
Previously Returned	0.00			
Quantity Returned				
Remaining Quantity	0.00			

[Exit](#) [Accept](#)

Note: For Forex Values on non-Invoice Returns,
please use the Lookup on the RETURN VALUE Field

Slide 8

Slide notes: The Invoice field has a lookup from which we can easily select a prior Invoice for this Customer. A return Item is of course based on a prior Invoice.

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

Goods Return

Type	catalog		Store	
Method	to stock		Return Value	
Invoice			Internal Tax Credit	0.00
Item Line			Currency	LOCAL R
Stock Code			Serial No / Batch	
Return Reason			Original Payment	
Item Description				
Original Quantity		0.00		
Previously Returned		0.00		
Quantity Returned				
Remaining Quantity		0.00		

[Exit](#) [Accept](#)

Note: For Forex Values on non-Invoice Returns, please use the Lookup on the RETURN VALUE Field

Slide 9

Slide notes:

The screenshot shows a software window titled "IES Client(Q) v8.24 : My IES" with a menu bar (Help, Submit, Quit, Functions, Commands) and a toolbar. The main content area is titled "Goods Return" and contains a form with the following fields and values:

Type	catalog
Method	to stock
Invoice	
Item Line	
Stock Code	
Return Reason	
Item Description	
Original Quantity	0.00
Previously Returned	0.00
Quantity Returned	
Remaining Quantity	0.00
Store	
Return Value	
Internal Tax Credit	0.00
Currency	LOCAL R
Serial No / Batch	
Original Payment	

Buttons: [Lookup ?](#), [Recent Values](#), [Exit](#), [Accept](#)

Note: For Forex Values on non-Invoice Returns, please use the Lookup on the RETURN VALUE Field

Slide 10

Slide notes:

The screenshot shows the 'Goods Return' form in the IES Client v8.24 application. The form is titled 'Goods Return' and has a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Commands'. Below the menu bar is a toolbar with various navigation icons. The form fields are organized as follows:

- Type: catalog
- Method: to stock
- Invoice: (empty)
- Item Line: (empty) with a 'Lookup?' button overlaid and 'Recent Values' below it.
- Stock Code: (empty)
- Return Reason: (empty)
- Item Description: (empty)
- Original Quantity: 0.00
- Previously Returned: 0.00
- Quantity Returned: (empty)
- Remaining Quantity: 0.00
- Store: (empty)
- Return Value: (empty)
- Internal Tax Credit: 0.00
- Currency: LOCAL R
- Serial No / Batch: (empty)
- Original Payment: (empty)

Buttons: Exit, Accept

Note: For Forex Values on non-Invoice Returns, please use the Lookup on the RETURN VALUE Field

Slide 11

Slide notes:

The screenshot shows a software window titled 'Goods Return' with a table of retail invoices. The table has columns for Invoice, System Order, Customer Order, and Date. The data is as follows:

Invoice	System Order	Customer Order	Date
1	contact.100126-663	0000219	26/01/2010
2	01.100126-662	0000217	26/01/2010
3	01.100121-660	0000215	21/01/2010
4	01.100121-659	0000214	21/01/2010
5	01.100121-658	0000213	21/01/2010
6	01.100121-657	0000212	21/01/2010
7	01.100121-656	0000211	21/01/2010
8	01.100121-655	0000210	21/01/2010
9	01.100112-654	0000209	11/01
10	01.100112-653	0000208	01/01/2010
11	01.100110-652	0000207	9901
12	01.100110-651		10/01/2010
13	01.100110-650	0000206	10/01/2010
14	01.100110-649	0000205	10/01/2010
15	01.100110-648	0000204	10/01/2010
16	01.100110-647		10/01/2010
17	01.091229-643		29/12/2009
18	contact.091223-630	0000193	21/12/2009
19	contact.091223-628	0000190	17/12/2009
20	contact.091223-627	0000189	16/12/2009
21	01.091224-635		24/12/2009

Slide 12
Slide notes:

The screenshot shows the 'Goods Return' form in the IES Client v8.24. The form is titled 'Goods Return' and has a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Commands'. Below the menu bar is a toolbar with various icons. The form fields are as follows:

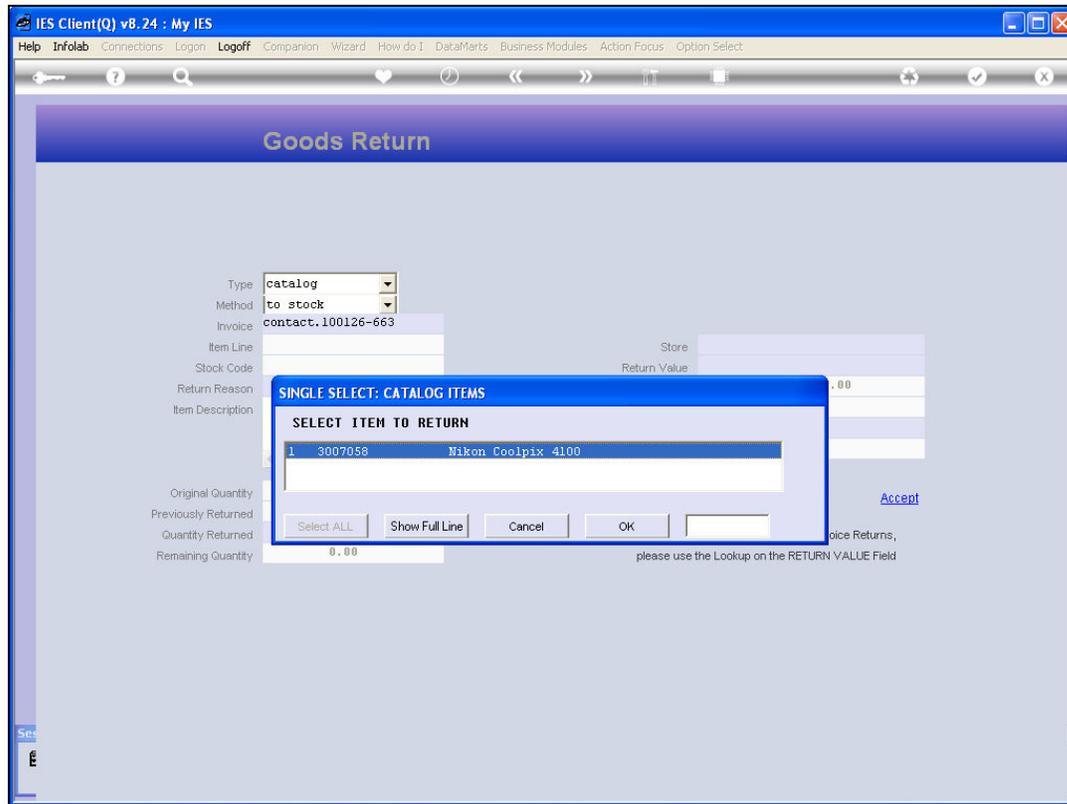
Type	catalog
Method	to stock
Invoice	contact.100126-663
Item Line	
Stock Code	
Return Reason	
Item Description	
Original Quantity	0.00
Previously Returned	0.00
Quantity Returned	
Remaining Quantity	0.00
Store	
Return Value	
Internal Tax Credit	0.00
Currency	LOCAL R
Serial No / Batch	
Original Payment	

Buttons: [Exit](#) [Accept](#)

Note: For Forex Values on non-Invoice Returns, please use the Lookup on the RETURN VALUE Field

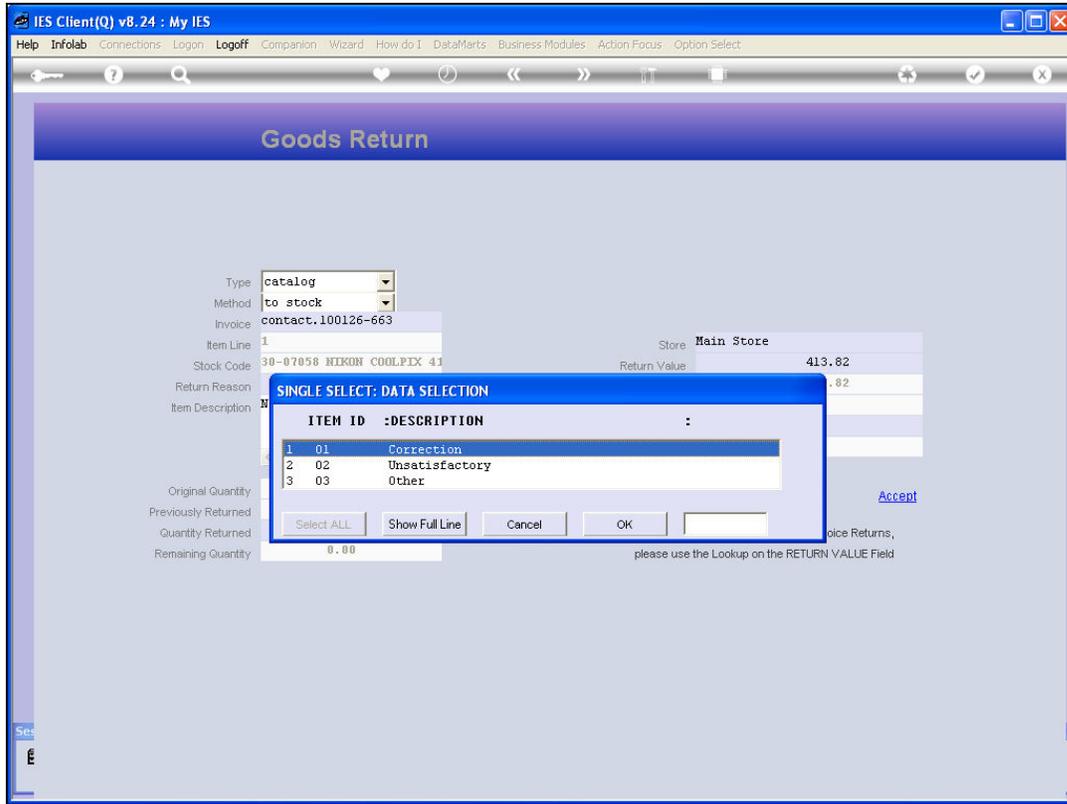
Slide 13

Slide notes:



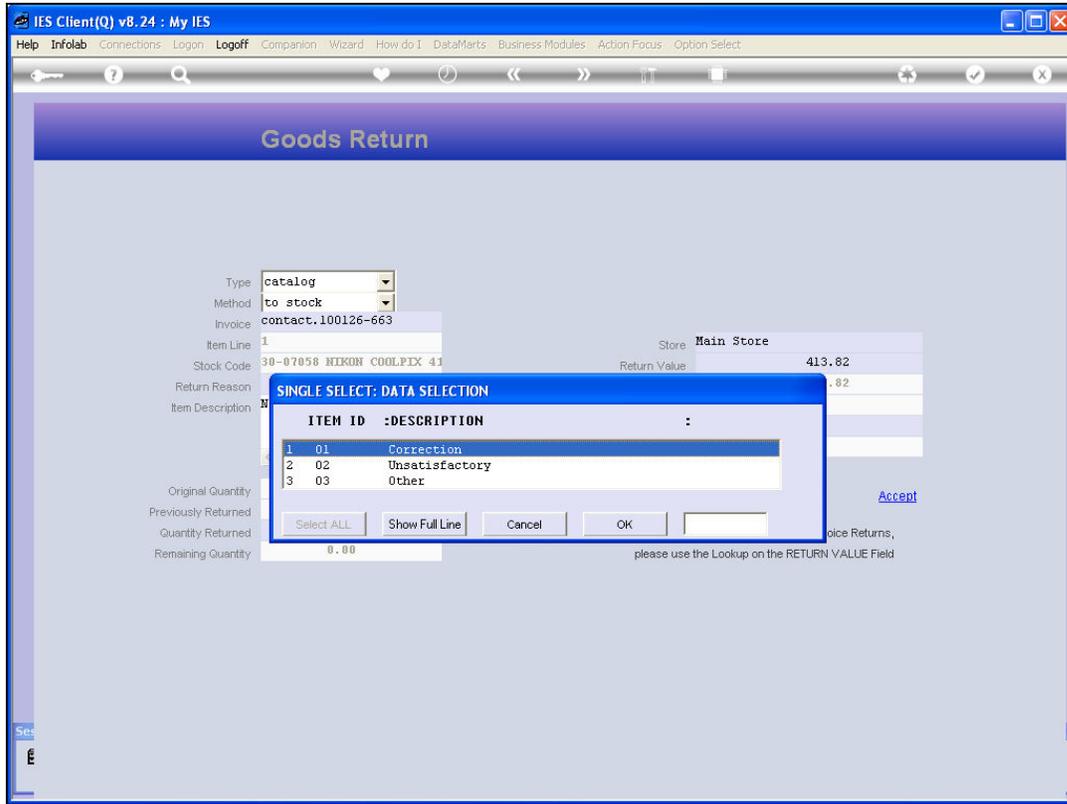
Slide 14

Slide notes: The system will offer Items from the prior Invoice that can be returned, and we just select from that.



Slide 15

Slide notes: It is also necessary to select a reason for the return.



Slide 16

Slide notes:

Goods Return

Type: catalog
 Method: to stock
 Invoice: contact.100126-663
 Item Line: 1
 Stock Code: 30-07058 NIKON COOLPIX 41
 Return Reason: 02
 Item Description: NIKON COOLPIX 4100

Store: Main Store
 Return Value: 413.82
 Internal Tax Credit: 50.82
 Currency: LOCAL R
 Serial No / Batch:
 Original Payment: account

Original Quantity	1.00
Previously Returned	0.00
Quantity Returned	1.00
Remaining Quantity	0.00

[Exit](#) [Accept](#)

Note: For Forex Values on non-Invoice Returns, please use the Lookup on the RETURN VALUE Field

Slide 17

Slide notes: From here, we could possibly adjust the return quantity or value, or simply select ACCEPT.

IES Client(Q) v8.24 : My IES

Help Infoblab Connections Logon Logoff Companion Wizard How do I DataMarts Business Modules Action Focus Option Select

Credit Note (from Invoice Returns)

Find Cust?
 Origination **01 Main Store**

Perform: - [Process Credit Note](#)

Return Items [Add / Ed / Del Return Items](#)

>>> Status	Description
1	

	TAX	INCLUSIVE AMT
Returns	0.00	0.00
Nett	0.00	0.00
Due		0.00

Deal Status:
 Tax Status:
 Operator:
 Sys Ref #:
 Currency:
 Rate Book:

Name:
 Account:
 Account Balance:
 Credit Limit:
 Available Credit:

CRM:
 Club:
 Expiry:

Slide 18
 Slide notes:

The screenshot shows the 'Goods Return' form in the IES Client v8.24. The form is titled 'Goods Return' and has a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Commands'. Below the menu bar is a toolbar with various icons. The form fields are organized into several sections:

- Type:** dropdown menu with 'catalog' selected.
- Method:** dropdown menu with 'to stock' selected.
- Invoice:** empty text field.
- Item Line:** empty text field.
- Stock Code:** empty text field.
- Return Reason:** empty text field.
- Item Description:** empty text area with scrollbars.
- Store:** empty text field.
- Return Value:** empty text field.
- Internal Tax Credit:** text field containing '0.00'.
- Currency:** text field containing 'LOCAL R'.
- Serial No / Batch:** empty text field.
- Original Payment:** empty text field.
- Original Quantity:** text field containing '0.00'.
- Previously Returned:** text field containing '0.00'.
- Quantity Returned:** empty text field.
- Remaining Quantity:** text field containing '0.00'.

At the bottom right of the form, there are two buttons: 'Exit' and 'Accept'. Below the buttons is a note: 'Note: For Forex Values on non-Invoice Returns, please use the Lookup on the RETURN VALUE Field'.

Slide 19

Slide notes: The system now offers an opportunity to add another return item, but if we have no more we can just quit.

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

Credit Note (from Invoice Returns)

Find Cust?
 Origination: 01 Main Store

Perform: - [Process Credit Note](#)

Return Items [Add / Ed / Del Return Items](#)

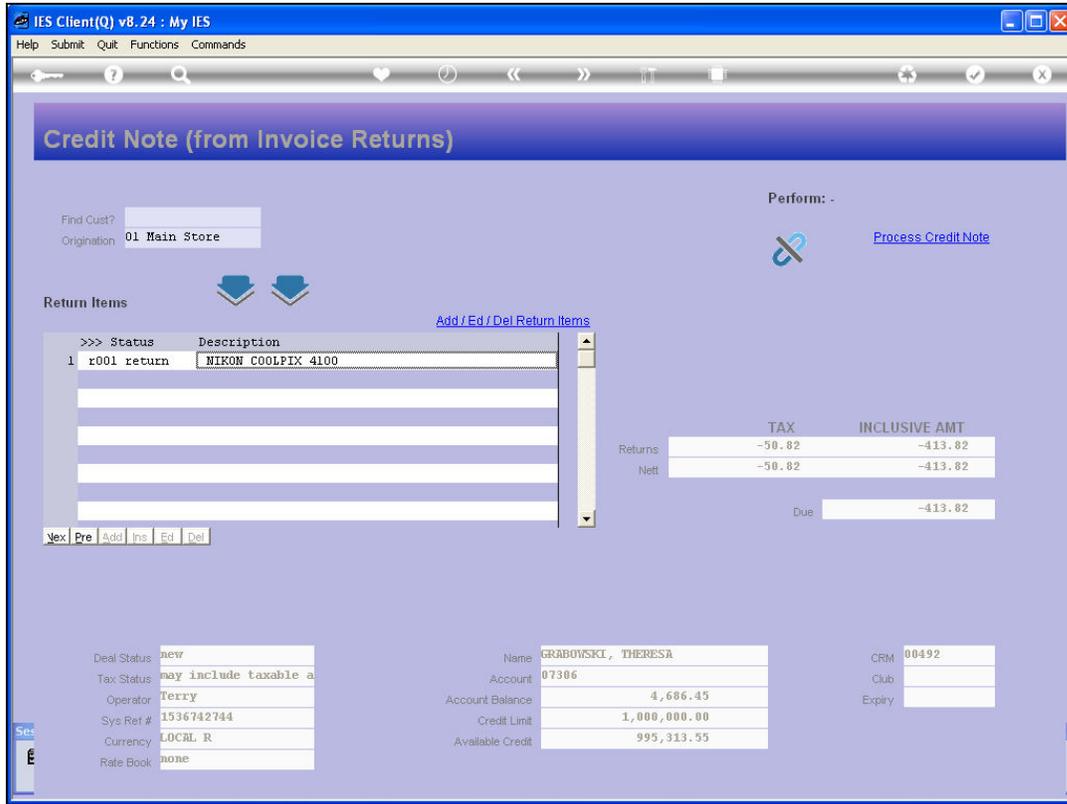
>>> Status	Description
1 r001 return	NIKON COOLPIX 4100

Next Pre Add Ins Ed Del

	TAX	INCLUSIVE AMT
Returns	-50.82	-413.82
Nett	-50.82	-413.82
Due		-413.82

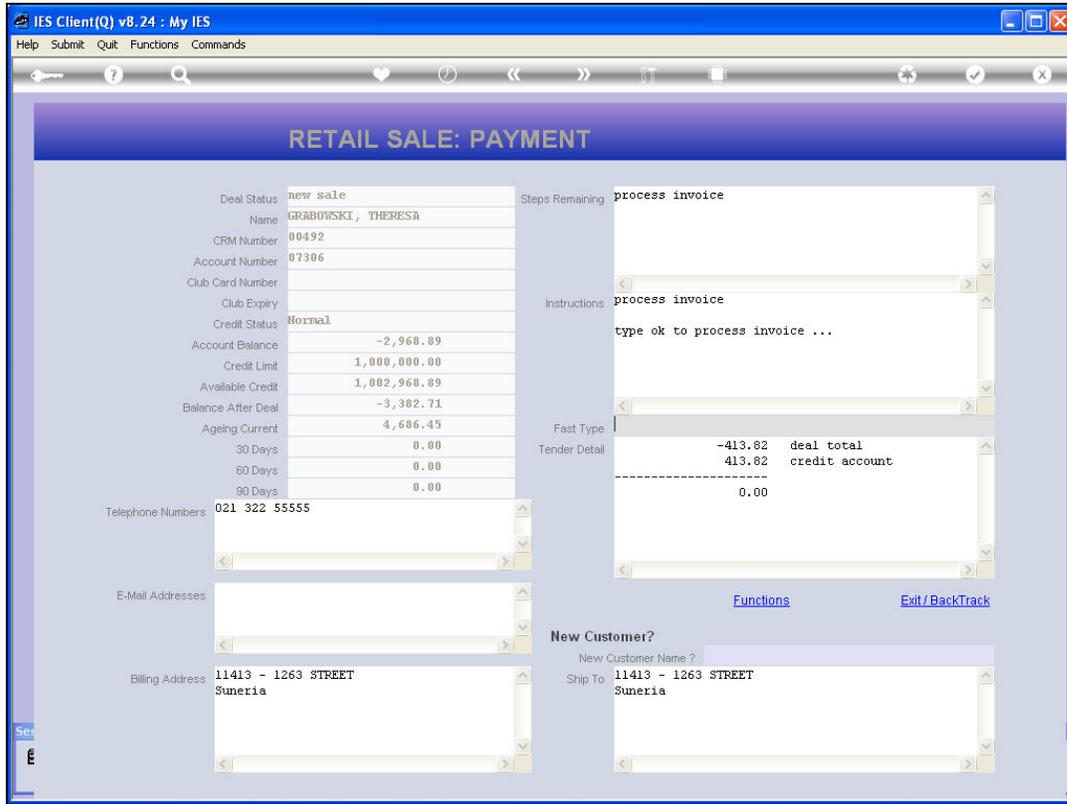
Deal Status	new	Name	GRABOWSKI, THERESA	CRM	00492
Tax Status	may include taxable a	Account	07306	Club	
Operator	Terry	Account Balance	4,686.45	Expiry	
Sys Ref #	1536742744	Credit Limit	1,000,000.00		
Currency	LOCAL R	Available Credit	995,313.55		
Rate Book	none				

Slide 20
 Slide notes:



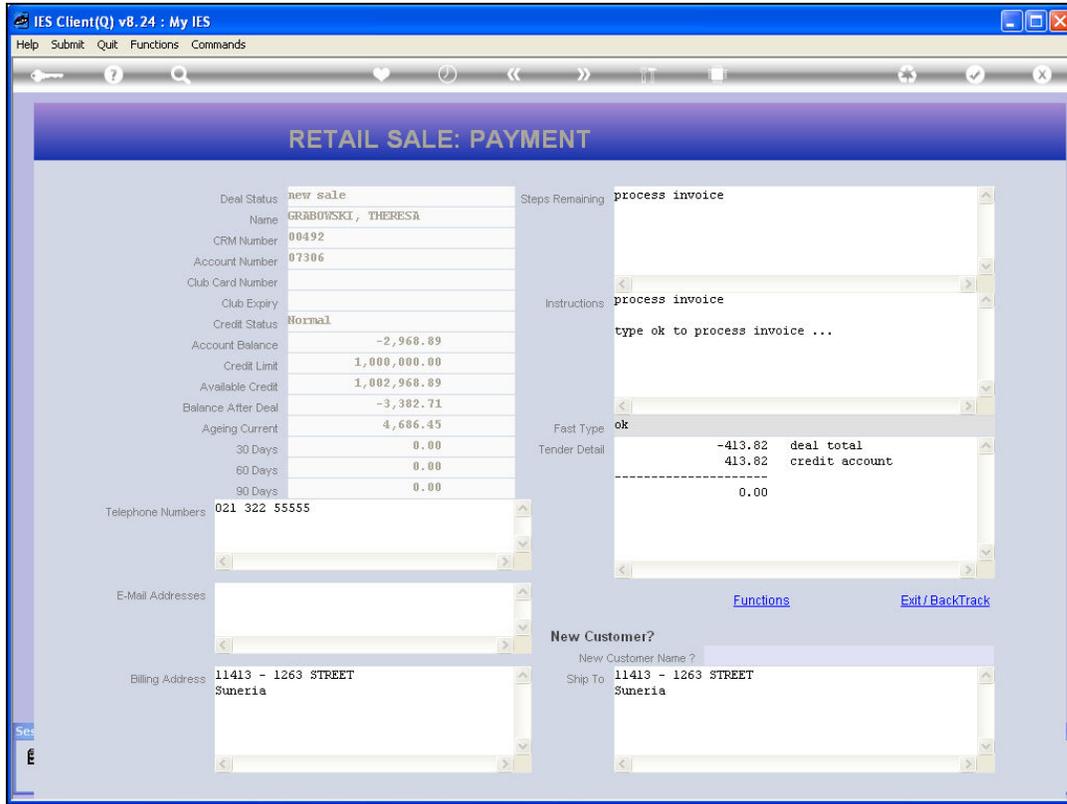
Slide 21

Slide notes: Once we have all the return items listed, we just choose 'Process Credit Note'.



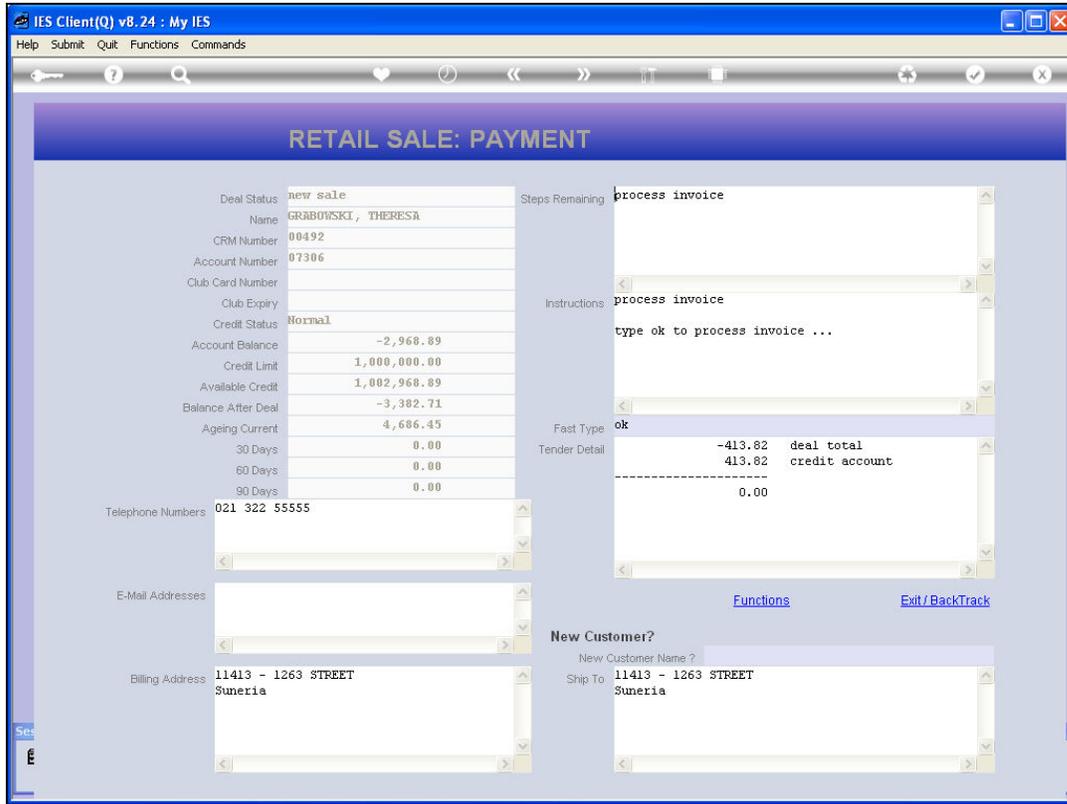
Slide 22

Slide notes:



Slide 23

Slide notes: The Tender page will default to an Account Credit and we can just accept.



Slide 24
Slide notes:

IES Client(Q) v8.24 : My IES

Help Infoblab Connections Logon Logoff Companion Wizard How do I DataMarts Business Modules Action Focus Option Select

Credit Note (from Invoice Returns)

Find Cust?
 Origination **01 Main Store**

Perform: - [Process Credit Note](#)

Return Items   [Add / Ed / Del Return Items](#)

>>> Status	Description
1 r001 return	NIKON COOLPIX 4100

	TAX	INCLUSIVE AMT
Returns	-50.82	-413.82
Nett	-50.82	-413.82
Due		-413.82

Deal Status	new	Name	GRABOWSKI, THERESA	CRM	00492
Tax Status	may include taxable a	Account	07306	Club	
Operator	Terry	Account Balance	4,686.45	Expiry	
Sys Ref #	1536742744	Credit Limit	1,000,000.00		
Currency	LOCAL R	Available Credit	995,313.55		
Rate Book	none				

Slide 25
 Slide notes:

Infolab (Pty) Ltd
PO Box 10341 0046 Centurion South Africa ZAR
Tel +27 12 320 9999 hello@infolabies.com www.openmyies.com

Tax Invoice 01.100126-664 Account: 07306 Tax No
Tax Registration No 444444444445 Currency: R
Date: 26/01/2010

GRABOWSKI, THERESA
11413 - 1263 STREET
Suneria

Date	Description	Document	Quantity	R Amount Incl	Tax
26/01/2010	NIKON COOLPIX 4100		1	-413.82	-50.82
				Before Tax	-363.00
				Tax	-50.82
				Inclusive Total	-413.82

Terms:

Slide 26

Slide notes: And then the Credit Note Invoice is produced and the task is fully accomplished.