

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

Sari Sari Dispatch

Delivery Truck: 22
 Name: Truck 22
 Cash Account: 10-00-00-04e Cash Account: Truck 22
 Truck Store: 22 Truck 22
 Deliv Date: 06/02/2010

Crate Load Capacity: 100
 Loaded: -
 When No Break Crates: 18
 When Break Crates Used: 10

Stock Actions: -
[Do Order Transfers](#)
[Undo Order Transfers](#)
[Customer Returns](#)
[Truck Transfers](#)

Order Actions: -
[Save](#)
[Load](#)
[Release](#)
[Process](#)
[Transfer to Bank](#)
[Post CR Vouchers](#)

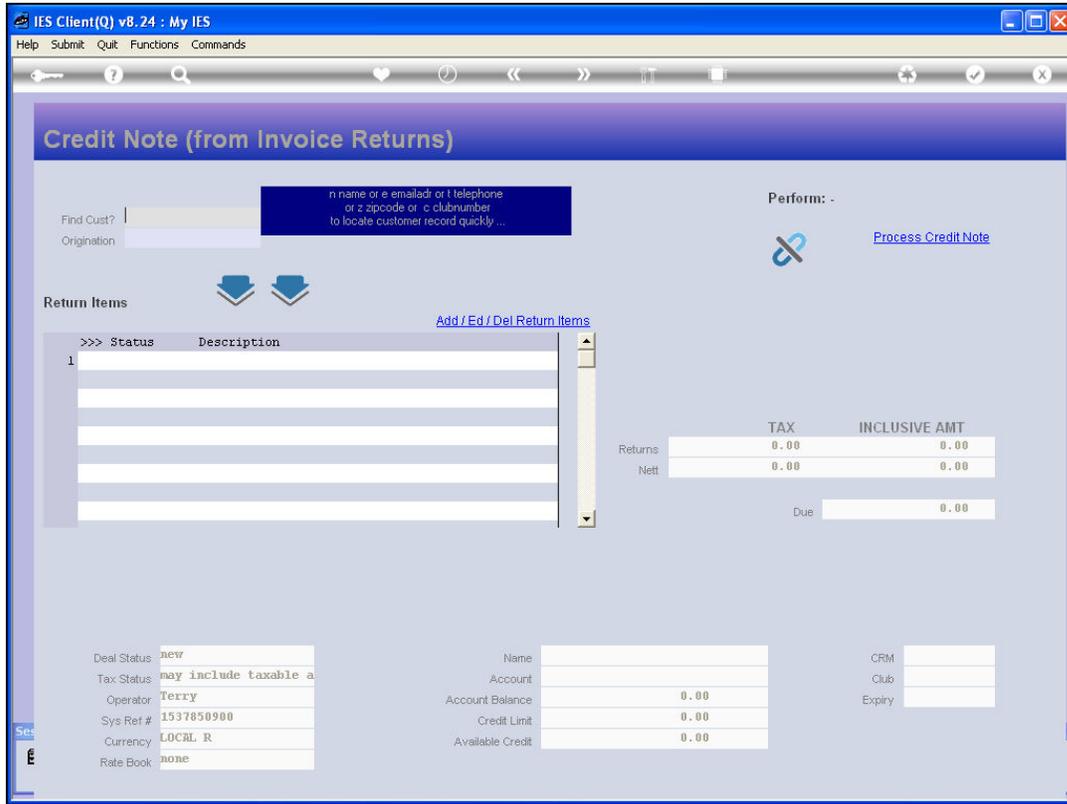
Print Actions: -
 Cash Up: -

[Change Display](#) [Select Delivery Sequence](#)

>>> Order No	Deliv Seq	Load Factor	Stock Xfer	Order Status	Am
1 0000194 GRABOWSKI, THERESA	1	0.30	TRANSIT	Pre Delivery	
2 0000197 GRABOWSKI, THERESA	2	0.30	TRANSIT	Pre Delivery	
3 0000218 GRABOWSKI, THERESA	3	0.75	NO	Pre Delivery	
4 0000221 GRABOWSKI, THERESA	4	0.75	NO	Pre Delivery	
5 0000222 GRABOWSKI, THERESA	5	0.55	NO	Pre Delivery	
6 0000229 GRABOWSKI, THERESA	6	1.25	NO	Pre Delivery	
7 0000230 ARS TECHNICAL IMAGES	7	0.20	NO	Pre Delivery	
8 0000232 BABCO ELECTRIC & ENGINEERING LTD.	8	0.25	TRANSIT	Pre Delivery	
9 0000233 AUTUMN IMAGES INC.	9	0.60	TRANSIT	Pre Delivery	
10 0000234 AVONMORE SCHOOL	10	0.30	TRANSIT	Pre Delivery	
11 0000235 DOORNKLOOF SUN	11	3.55	TRANSIT	Pre Delivery	
12 0000236 Cassandra	12	0.30	NO	Pre Delivery	
13 0000237 Wilye's Fast	13	0.25	NO	Pre Delivery	
14 0000238 ABC Stationery	14	0.12	NO	Pre Delivery	

Slide 1

Slide notes: In this tutorial we will process a Customer Stock Return, on the Sari Sari business process. Due to the nature of this business, being mostly Cash on Delivery, the system will automatically generate a Voucher that can be used either now or later, i.e. on the next Delivery. It is important to process the Return directly from the Dispatch Console, since this particular option is recognized as a different procedure from the other Customer Credit Note options available in the system.



Slide 2

Slide notes: The actual processing of the Customer Return is the same as with other Return options. First, we select the Customer profile and indicate the Origination Code for the Transaction.

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

Credit Note (from Invoice Returns)

Find Cust? n name or e emailadr or l telephone
or z zipcode or c clubnumber
to locate customer record quickly ...

Origination

Perform: - [Process Credit Note](#)

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

>>> Status	Description
1	

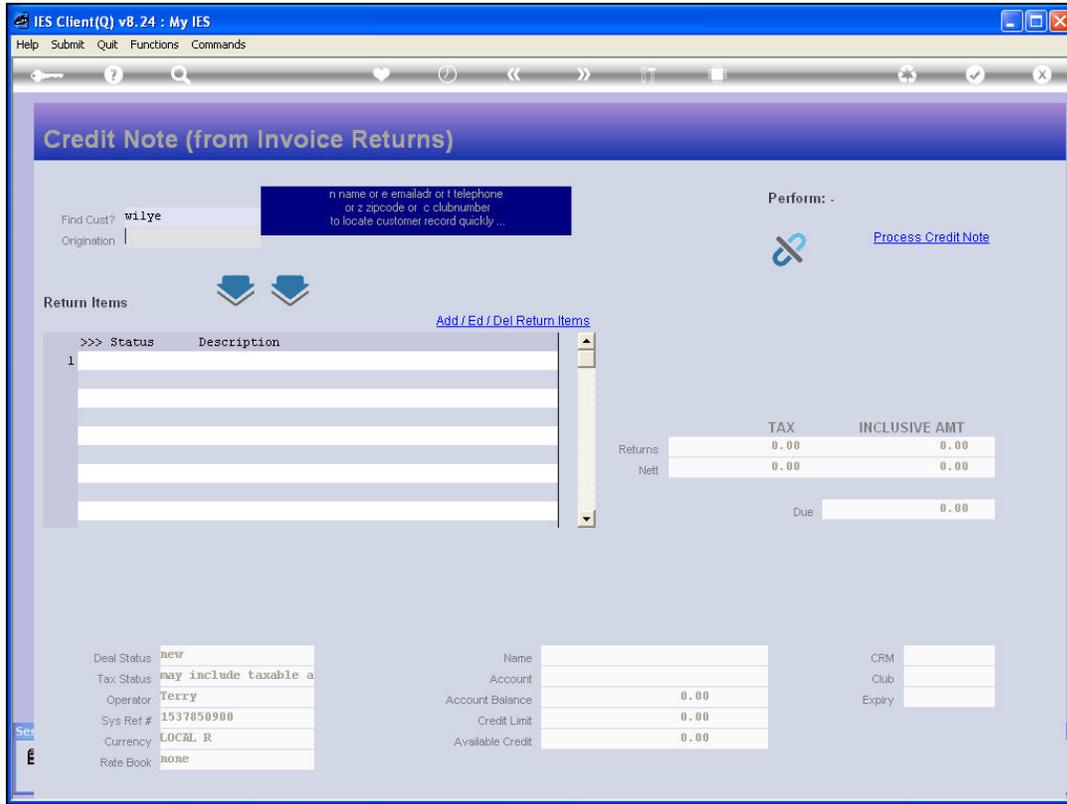
	TAX	INCLUSIVE AMT
Returns	0.00	0.00
Nett	0.00	0.00
Due		0.00

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

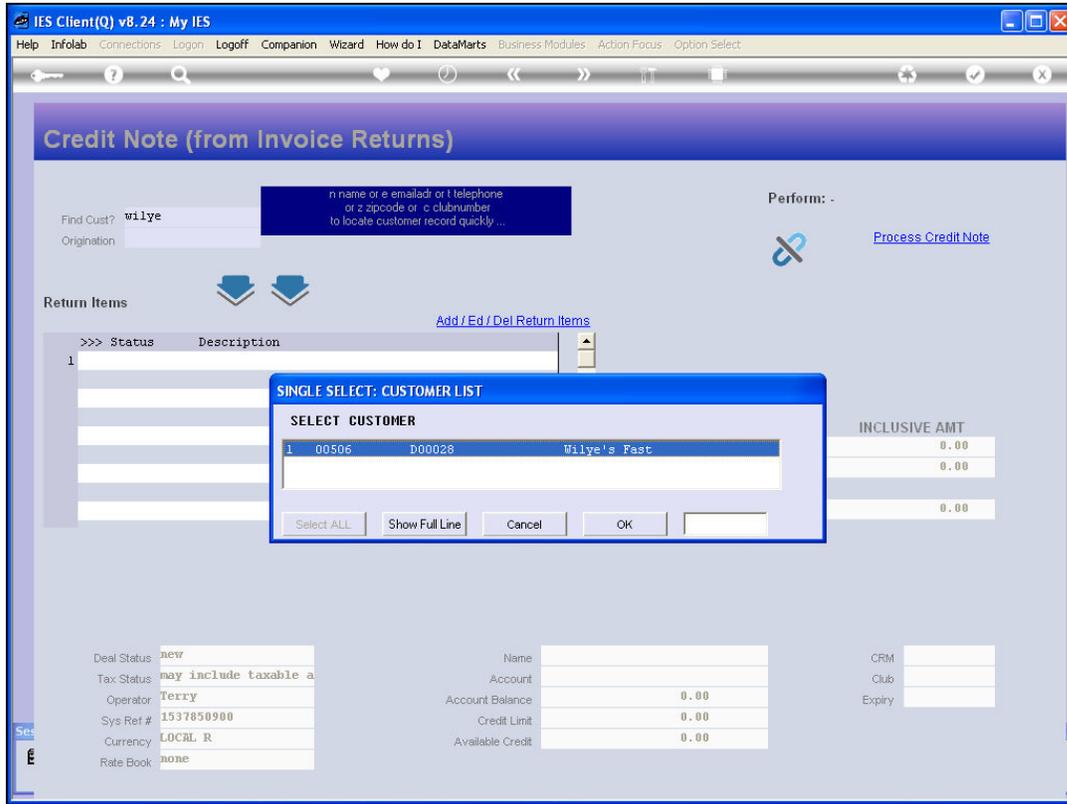
Name:
 Account:
 Account Balance:
 Credit Limit:
 Available Credit:

CRM:
 Club:
 Expiry:

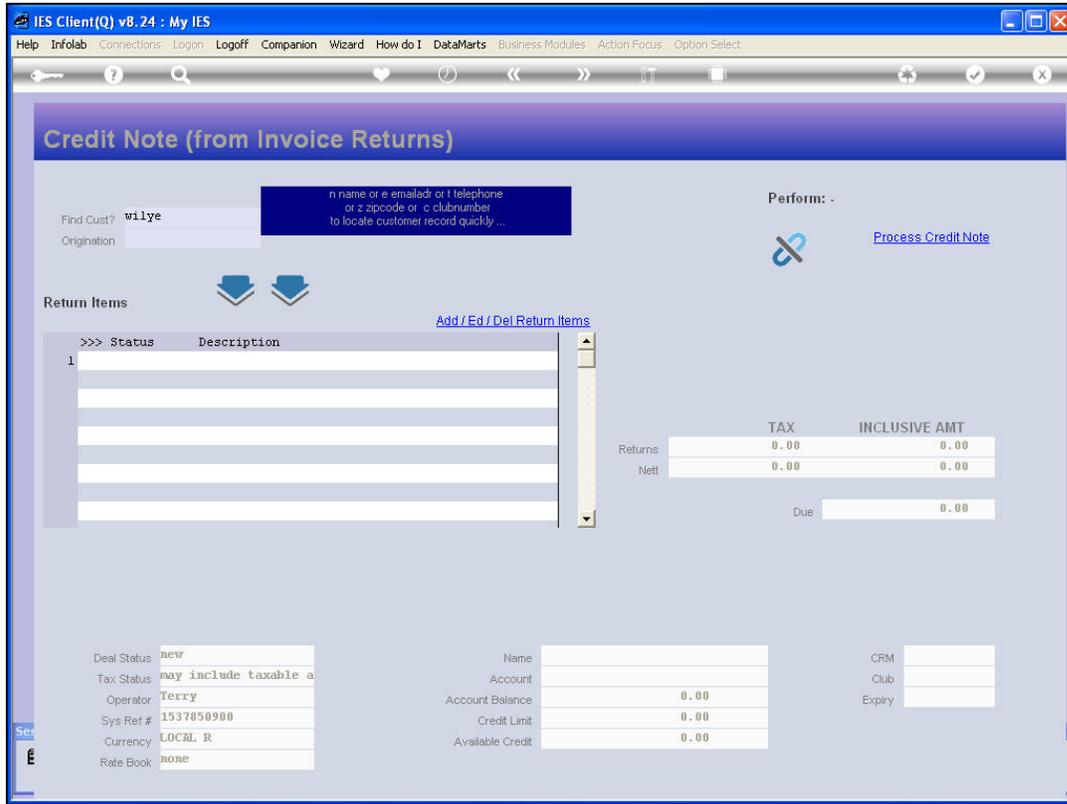
Slide 3
 Slide notes:



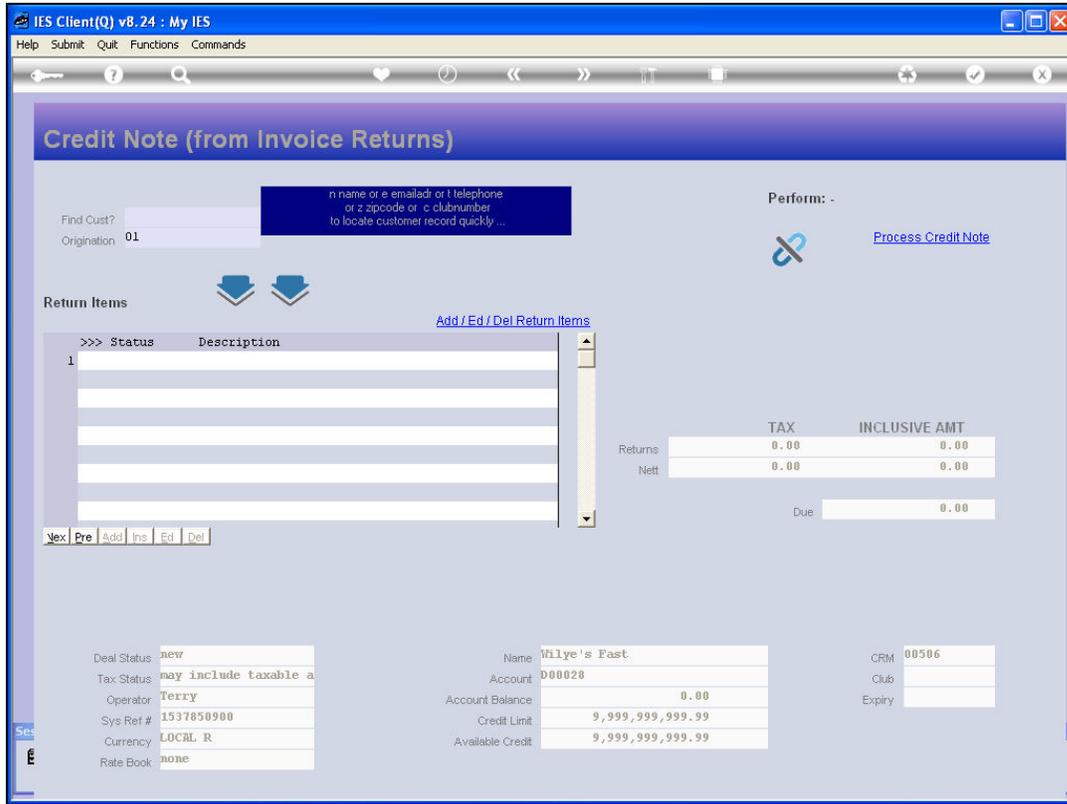
Slide 4
Slide notes:



Slide 5
Slide notes:

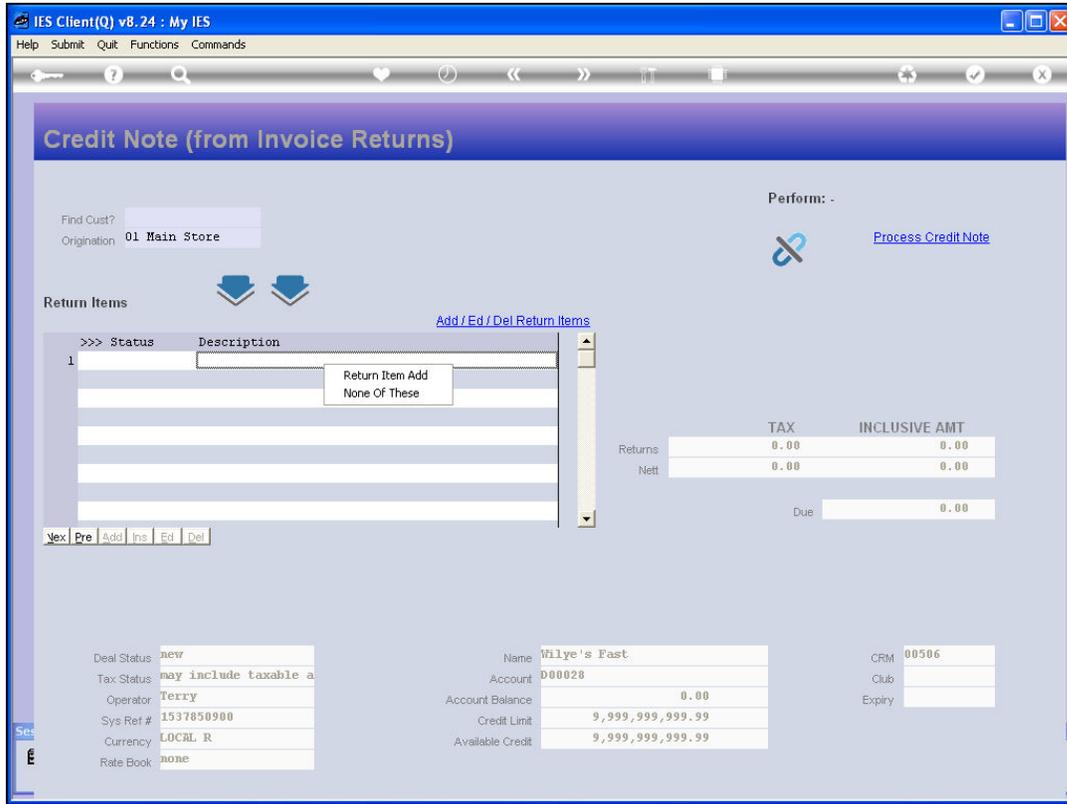


Slide 6
Slide notes:



Slide 7

Slide notes: Then we dbl-click the RETURNS to add 1 or more Items.



Slide 8
Slide notes:

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	<input type="button" value="Return Item Add"/> <input type="button" value="None Of These"/>

Next Pre Add Ins Ed Del

Deal Status:	new	Name:	Wilye's Fast	CFM:	00506
Tax Status:	may include taxable a	Account:	D00020	Club:	
Operator:	Terry	Account Balance:	0.00	Expiry:	
Sys Ref #:	1537850900	Credit Limit:	9,999,999,999.99		
Currency:	LOCAL R	Available Credit:	9,999,999,999.99		
Rate Book:	none				

	TAX	INCLUSIVE AMT
Returns	0.00	0.00
Nett	0.00	0.00
Due		0.00

Slide 9
Slide notes:

The screenshot shows the 'Goods Return' form in the IES Client v8.24 application. The form is titled 'Goods Return' and contains several input fields and buttons. The 'Type' field is set to 'catalog' and the 'Method' field is set to 'to stock'. The 'Return Value' field is set to '0.00' and the 'Currency' field is set to 'LOCAL R'. The 'Original Quantity', 'Previously Returned', and 'Remaining Quantity' fields are all set to '0.00'. There are 'Exit' and 'Accept' buttons at the bottom right. A note at the bottom right states: 'Note: For Forex Values on non-Invoice Returns, please use the Lookup on the RETURN VALUE Field'.

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

Slide 10

Slide notes: We can process the return to HOLD if it is unsuitable to be placed back on the shelf, or else directly to Stock, as we will do in this example. The Invoice Number can be looked up, since we have already selected the Customer profile.

The screenshot shows a software window titled "IES Client(Q) v8.24 : My IES". The main content area is titled "Goods Return". The form contains 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: [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 "IES Client(Q) v8.24 : My IES". The main content area is titled "Goods Return". The form contains the following fields and values:

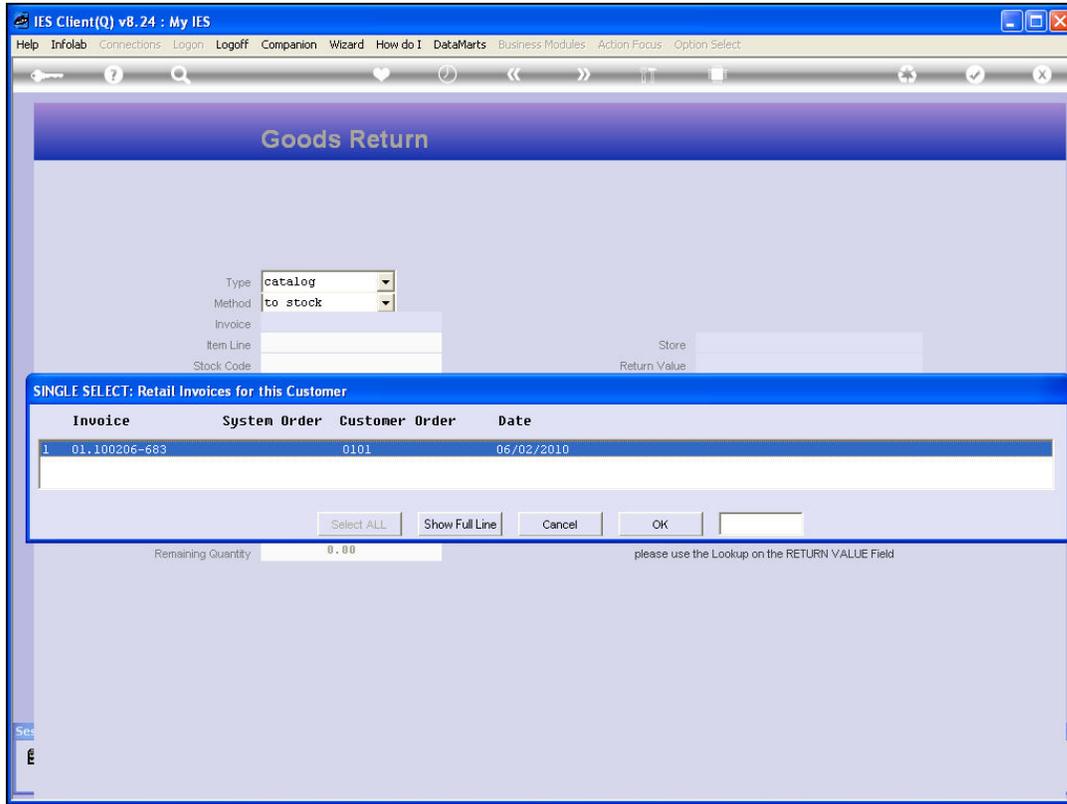
Type	catalog
Method	to stock
Invoice	
Item Line	
Stock Code	
Return Reason	
Item Description	
Original Quantity	0.00
Previously Returned	0.00
Quantity Returned	
Remaining Quantity	0.00
Store	
Return Value	
Internal Tax Credit	0.00
Currency	LOCAL R
Serial No / Batch	
Original Payment	

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

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

Slide 12

Slide notes:



Slide 13

Slide notes:

The screenshot shows a software window titled "IES Client(Q) v8.24 : My IES". The window contains a "Goods Return" form with the following fields and values:

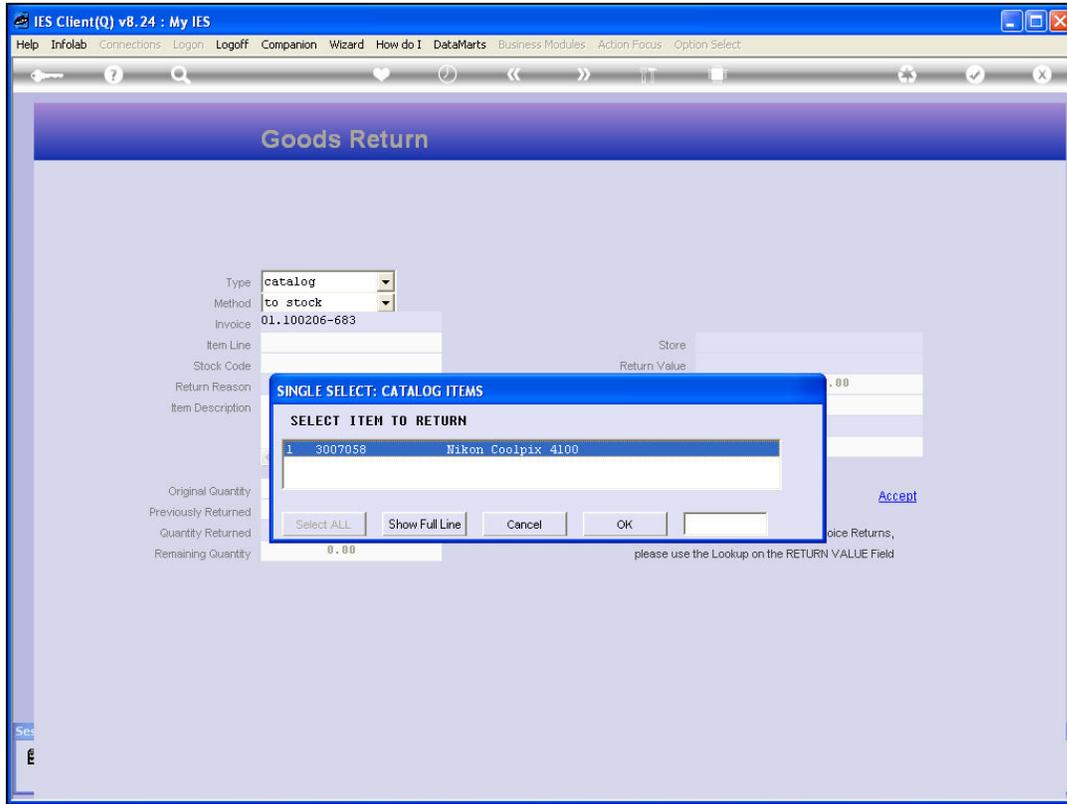
Type	catalog
Method	to stock
Invoice	01.100206-683
Item Line	
Stock Code	
Return Reason	
Item Description	
Original Quantity	0.00
Previously Returned	0.00
Quantity Returned	
Remaining Quantity	0.00
Store	
Return Value	
Internal Tax Credit	0.00
Currency	LOCAL R
Serial No / Batch	
Original Payment	

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

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

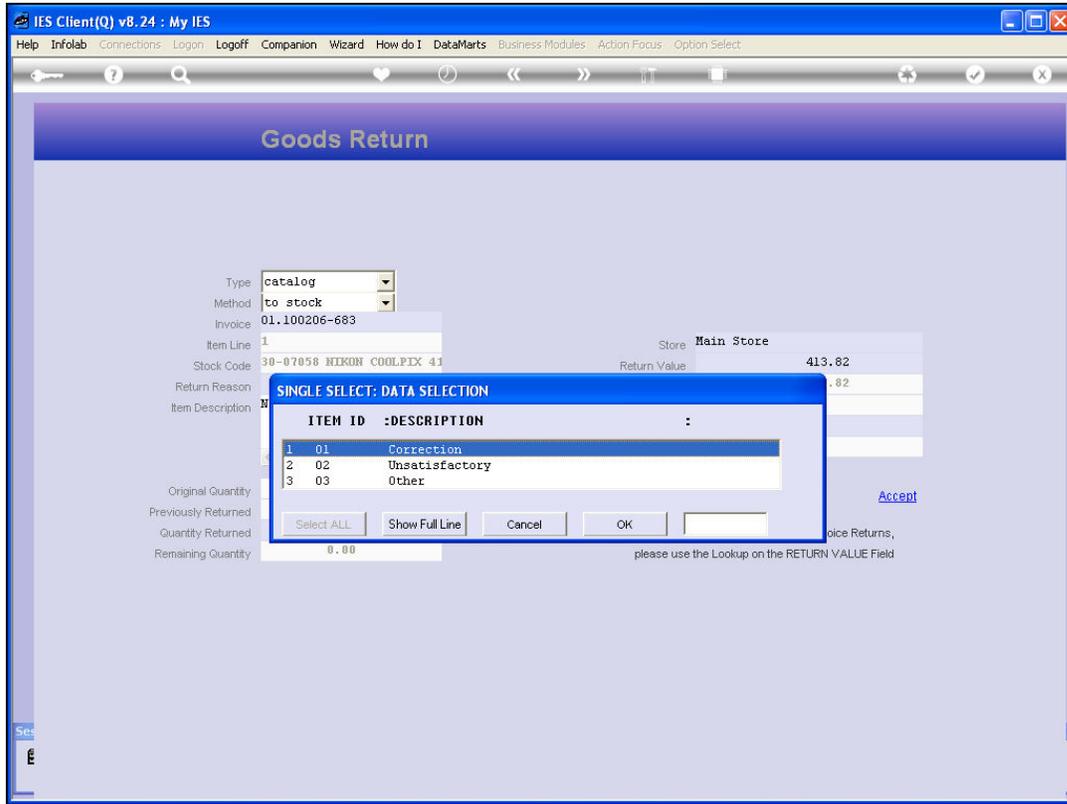
Slide 14

Slide notes:



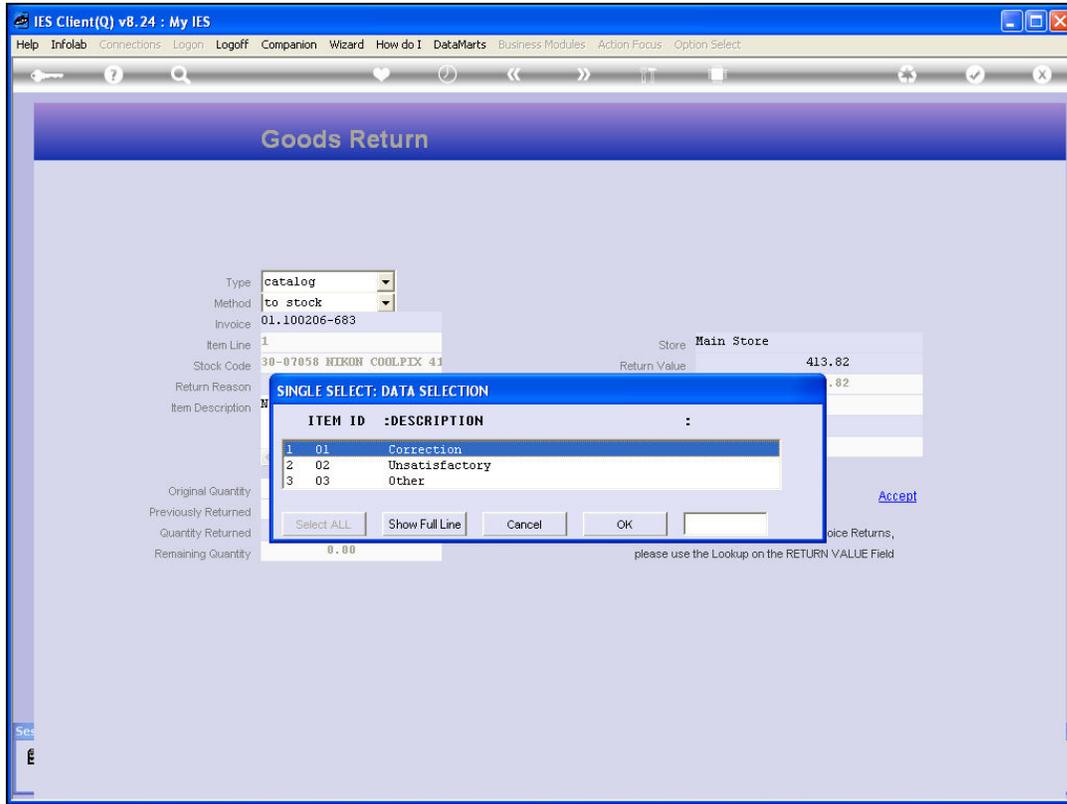
Slide 15

Slide notes:

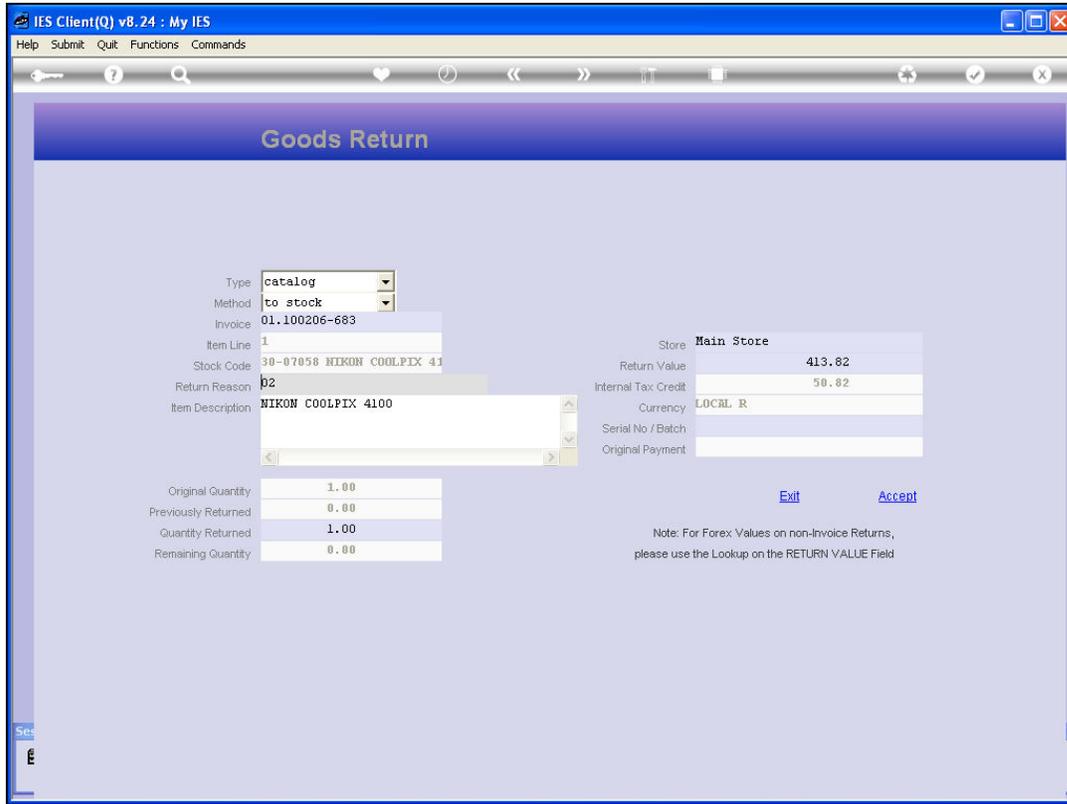


Slide 16

Slide notes: We always have to choose a Return Reason, and of course there can be many more options than we show in this example.

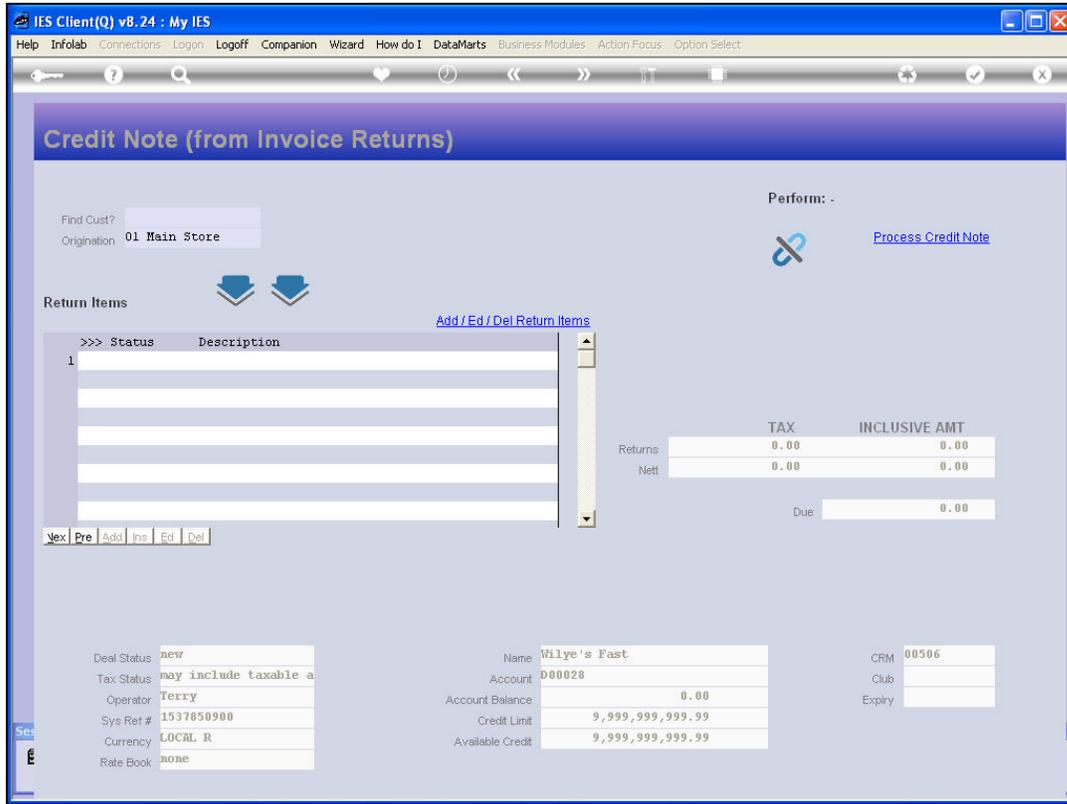


Slide 17
Slide notes:



Slide 18

Slide notes: When we choose ACCEPT the Item is added to the Returns List.



Slide 19
Slide notes:

The screenshot shows a software window titled "IES Client(Q) v8.24 : My IES". The window contains a form titled "Goods Return". The form has several input fields and buttons. The "Type" field is set to "catalog" and the "Method" field is set to "to stock". The "Return Value" field is set to "0.00" and the "Currency" field is set to "LOCAL R". The "Original Quantity", "Previously Returned", and "Remaining Quantity" fields are all set to "0.00". There are "Exit" and "Accept" buttons at the bottom right. A note at the bottom right reads: "Note: For Forex Values on non-Invoice Returns, please use the Lookup on the RETURN VALUE Field".

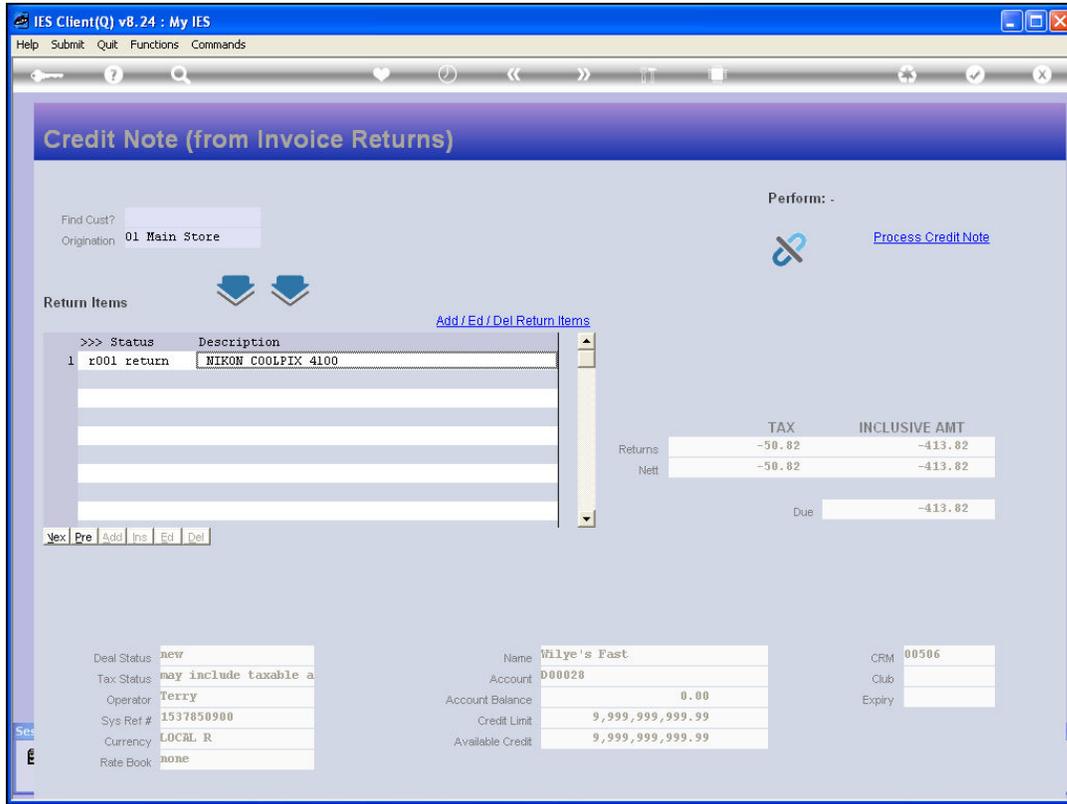
Type	catalog
Method	to stock
Invoice	
Item Line	
Stock Code	
Return Reason	
Item Description	
Original Quantity	0.00
Previously Returned	0.00
Quantity Returned	
Remaining Quantity	0.00
Store	
Return Value	0.00
Internal Tax Credit	
Currency	LOCAL R
Serial No / Batch	
Original Payment	

Exit Accept

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

Slide 20

Slide notes: And of course we can process more Items, but in this case we do not wish to, so we quit the screen.



Slide 21

Slide notes: On our Credit Note Master, we have 1 Item listed. In this case, that is all we wish to process, so we choose 'Process Credit Note'.

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](#)

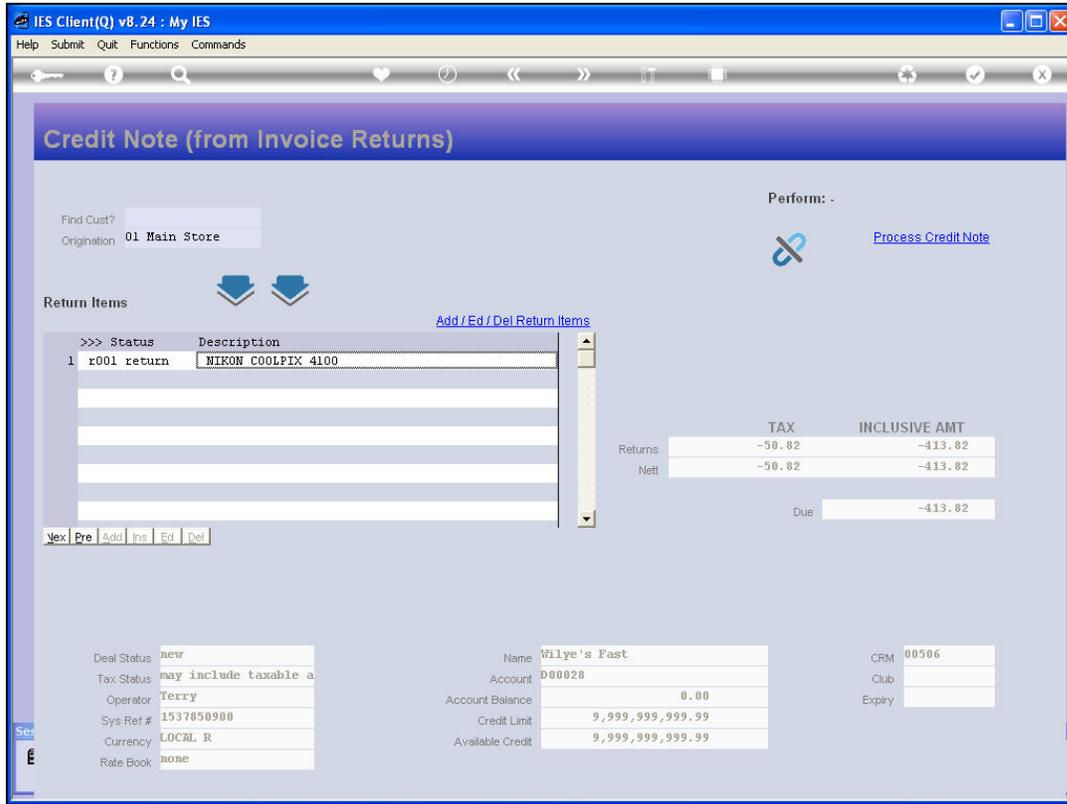
>>> Status	Description
1 r001 return	NIKON COOLPIX 4100

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	Wilye's Fast	CFM	00506
Tax Status	may include taxable a	Account	D00020	Club	
Operator	Terry	Account Balance	0.00	Expiry	
Sys Ref #	1537850900	Credit Limit	9,999,999,999.99		
Currency	LOCAL R	Available Credit	9,999,999,999.99		
Rate Book	none				

Slide 22
 Slide notes:



Slide 23
Slide notes:

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

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

Deal Status	new	Name	Wilye's Fast	CFM	00506
Tax Status	may include taxable a	Account	D00020	Club	
Operator	Terry	Account Balance	0.00	Expiry	
Sys Ref #	1537850900	Credit Limit	9,999,999,999.99		
Currency	LOCAL R	Available Credit	9,999,999,999.99		
Rate Book	none				

Slide 24
 Slide notes:

New Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <http://127.0.0.1/Bridge/D1537850932.htm>

Infolab (Pty) Ltd

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

Tax Invoice 01.100206-684 Account: D00028 Tax No
Tax Registration No 44444444445 Currency: R
Date: 06/02/2010

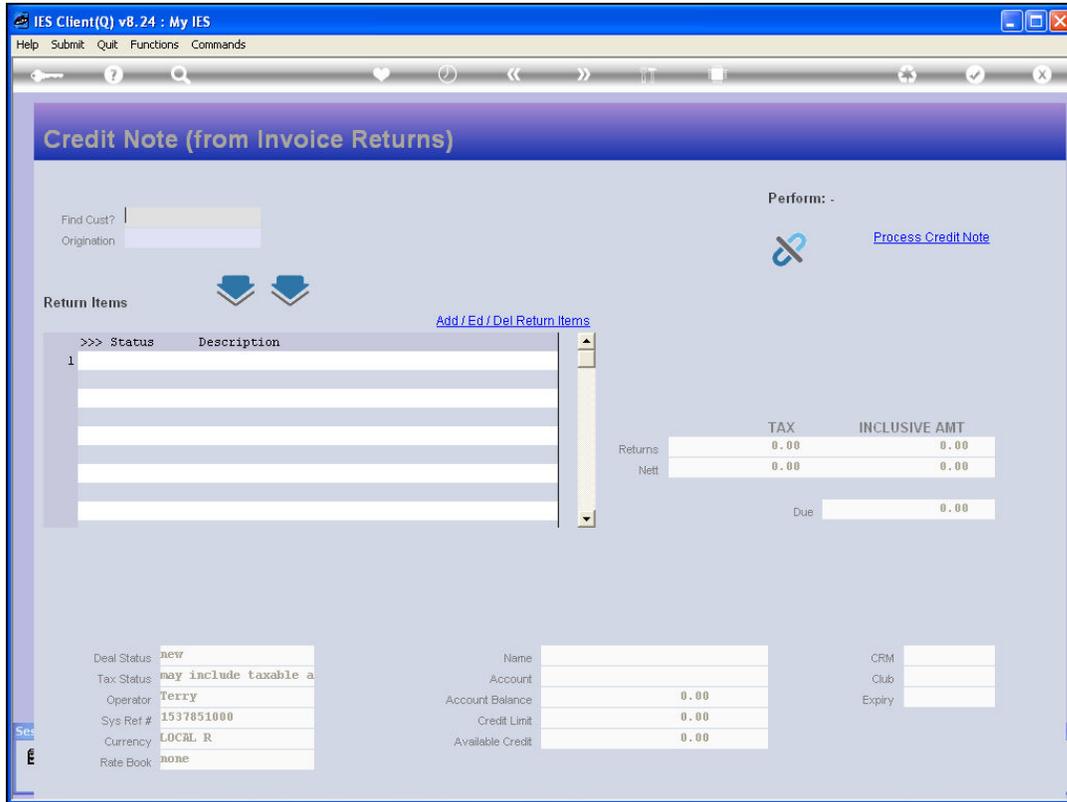
Wilye's Fast
Direct Sales

<u>Date</u>	<u>Description</u>	<u>Document</u>	<u>Quantity</u>	<u>R Amount Incl</u>	<u>Tax</u>
06/02/2010	NIKON COOLPIX 4100		1	-413.82	-50.82
				Before Tax	-363.00
				Tax	-50.82
				Inclusive Total	-413.82

Terms:

Slide 25

Slide notes: Of course, a Credit Note print is produced, and the Return is now concluded.



Slide 26

Slide notes: Although the procedure is complete now, we are going to look at what has happened and exactly how the Customer has been given a credit, for the sake of understanding. Sari Sari is often or mostly a Cash Transaction and the Customer is not present when the Return is processed. Either the Customer has already been allowed a deduction on an Order just Delivered and which was probably C.O.D., or the Credit must be available at the next Delivery.

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

Sari Sari Dispatch

Delivery Truck: 22

Name: Truck 22

Cash Account: 10-00-00-84e Cash Account: Truck 22

Truck Store: 22 Truck 22

Deliv Date: 06/02/2010

Crate Load Capacity: 100

Loaded: -

When No Break Crates: 18

When Break Crates Used: 10

Stock Actions: -

[Do Order Transfers](#)

[Undo Order Transfers](#)

[Customer Returns](#)

[Truck Transfers](#)

Print Actions: -

[Save](#)

Order Actions: -

[Load](#)

[Release](#)

[Process](#)

Cash Up: -

[Transfer to Bank](#)

[Post CR Vouchers](#)

[Change Display](#) [Select Delivery Sequence](#)

>>> Order No	Deliv Seq	Load Factor	Stock Xfer	Order Status	Am
0000194 GRABOWSKI, THERESA	1	0.30	TRANSIT	Pre Delivery	
0000197 GRABOWSKI, THERESA	2	0.30	TRANSIT	Pre Delivery	
0000218 GRABOWSKI, THERESA	3	0.75	NO	Pre Delivery	
0000221 GRABOWSKI, THERESA	4	0.75	NO	Pre Delivery	
0000222 GRABOWSKI, THERESA	5	0.55	NO	Pre Delivery	
0000229 GRABOWSKI, THERESA	6	1.25	NO	Pre Delivery	
0000230 ARS TECHNICAL IMAGES	7	0.20	NO	Pre Delivery	
0000232 BABCO ELECTRIC & ENGINEERING LTD.	8	0.25	TRANSIT	Pre Delivery	
0000233 AUTUMN IMAGES INC.	9	0.60	TRANSIT	Pre Delivery	
0000234 AVONMORE SCHOOL	10	0.30	TRANSIT	Pre Delivery	
0000235 DOORNKLOOF SUN	11	3.55	TRANSIT	Pre Delivery	
0000236 Cassandra	12	0.30	NO	Pre Delivery	
0000237 Wilye's Fast	13	0.25	NO	Pre Delivery	
0000238 ABC Stationery	14	0.12	NO	Pre Delivery	

Slide 27
Slide notes:

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

Sari Sari Dispatch

Delivery Truck: 22

Name: Truck 22

Cash Account: 10-00-00-84e Cash Account: Truck 22

Truck Store: 22 Truck 22

Deliv Date: 06/02/2010

Crate Load Capacity: 100

Loaded: -

When No Break Crates: 18

When Break Crates Used: 10

Stock Actions: -

[Do Order Transfers](#)

[Undo Order Transfers](#)

[Customer Returns](#)

[Truck Transfers](#)

Print Actions: -

[Save](#)

Order Actions: -

[Load](#)

[Release](#)

[Process](#)

Cash Up: -

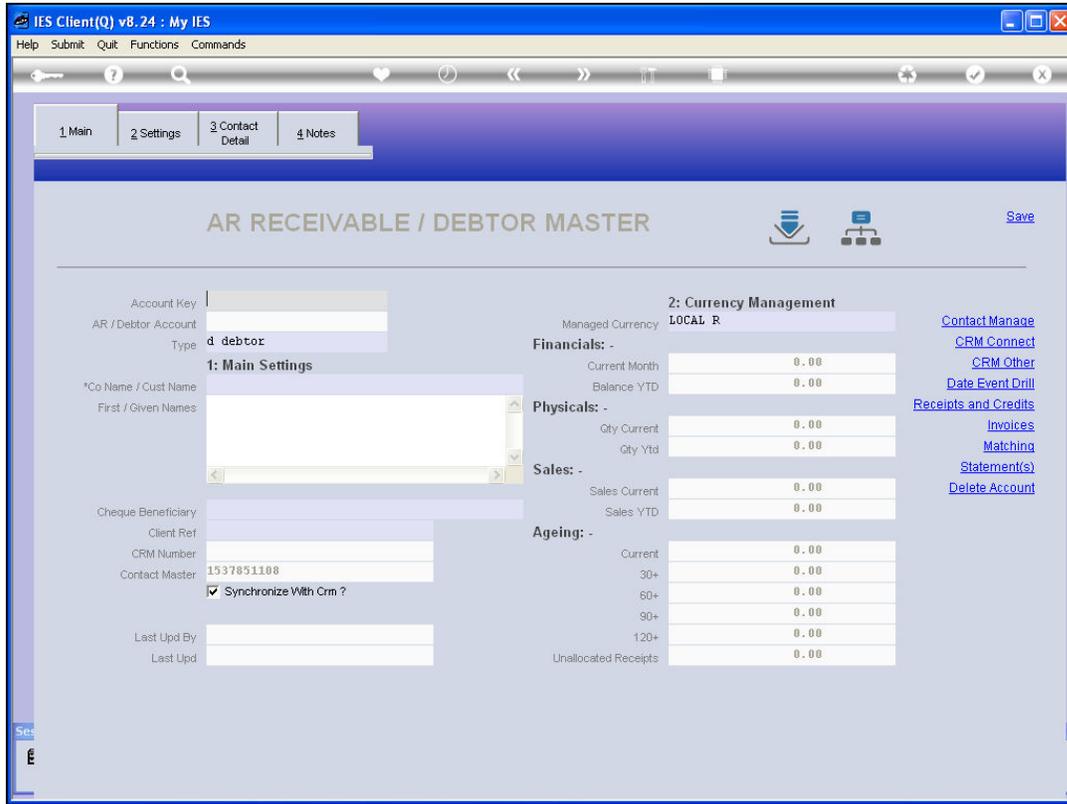
[Transfer to Bank](#)

[Post CR Vouchers](#)

[Change Display](#) [Select Delivery Sequence](#)

>>> Order No	Deliv Seq	Load Factor	Stock Xfer	Order Status	Am
0000194 GRABOWSKI, THERESA	1	0.30	TRANSIT	Pre Delivery	
0000197 GRABOWSKI, THERESA	2	0.30	TRANSIT	Pre Delivery	
0000218 GRABOWSKI, THERESA	3	0.75	NO	Pre Delivery	
0000221 GRABOWSKI, THERESA	4	0.75	NO	Pre Delivery	
0000222 GRABOWSKI, THERESA	5	0.55	NO	Pre Delivery	
0000229 GRABOWSKI, THERESA	6	1.25	NO	Pre Delivery	
0000230 ARS TECHNICAL IMAGES	7	0.20	NO	Pre Delivery	
0000232 BABCO ELECTRIC & ENGINEERING LTD.	8	0.25	TRANSIT	Pre Delivery	
0000233 AUTUMN IMAGES INC.	9	0.60	TRANSIT	Pre Delivery	
0000234 AVONMORE SCHOOL	10	0.30	TRANSIT	Pre Delivery	
0000235 DOORNKLOOF SUN	11	3.55	TRANSIT	Pre Delivery	
0000236 Cassandra	12	0.30	NO	Pre Delivery	
0000237 Wilye's Fast	13	0.25	NO	Pre Delivery	
0000238 ABC Stationery	14	0.12	NO	Pre Delivery	

Slide 28
Slide notes:



Slide 29

Slide notes: Now, we look at the Customer Account. Even though it is a Cash Customer, we still have an Account through which the Transactions are processed.

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

1 Main 2 Settings 3 Contact Detail 4 Notes

AR RECEIVABLE / DEBTOR MASTER

[Save](#)

Account Key:

AR / Debtor Account Type:

1: Main Settings

*Co Name / Cust Name First / Given Names:

Cheque Beneficiary:

Client Ref:

CRM Number:

Contact Master:

Synchronize With Crm ?

Last Upd By:

Last Upd:

2: Currency Management

Managed Currency:

[Contact Manage](#)

[CRM Connect](#)

[CRM Other](#)

[Date Event Drill](#)

[Receipts and Credits](#)

[Invoices](#)

[Matching](#)

[Statement\(s\)](#)

[Delete Account](#)

Financials: -

Current Month	0.00
Balance YTD	0.00

Physicals: -

Qty Current	0.00
Qty Ytd	0.00

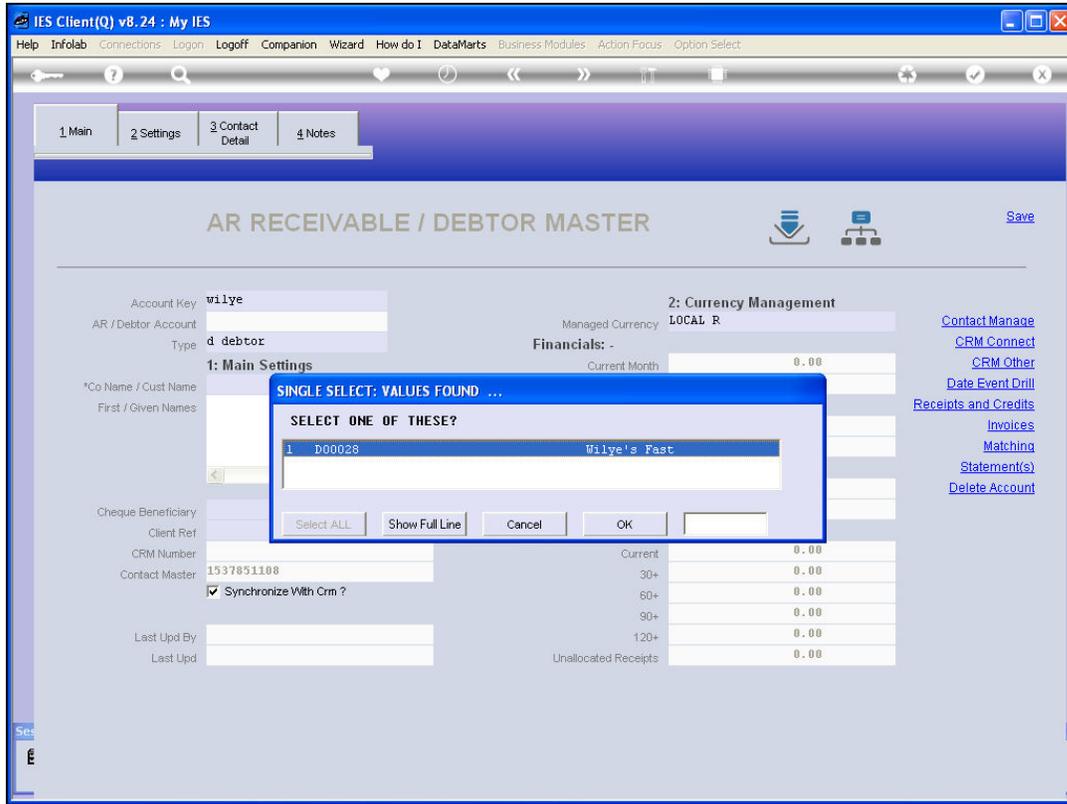
Sales: -

Sales Current	0.00
Sales YTD	0.00

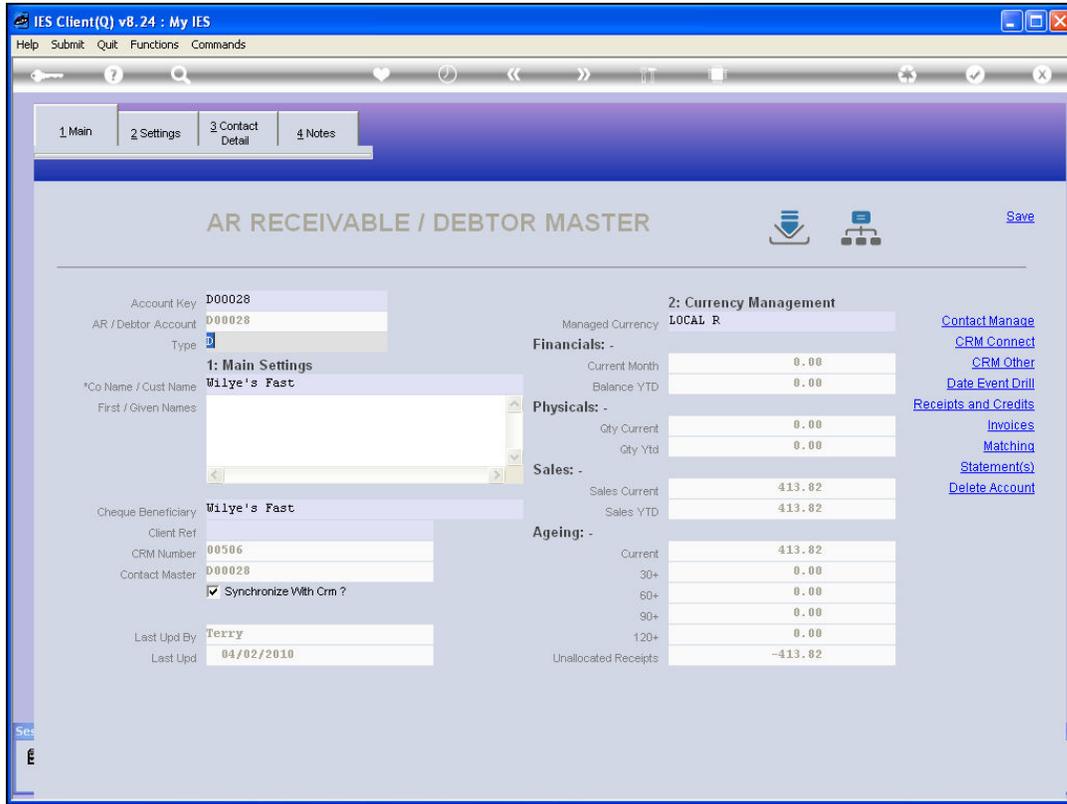
Ageing: -

Current	0.00
30+	0.00
60+	0.00
90+	0.00
120+	0.00
Unallocated Receipts	0.00

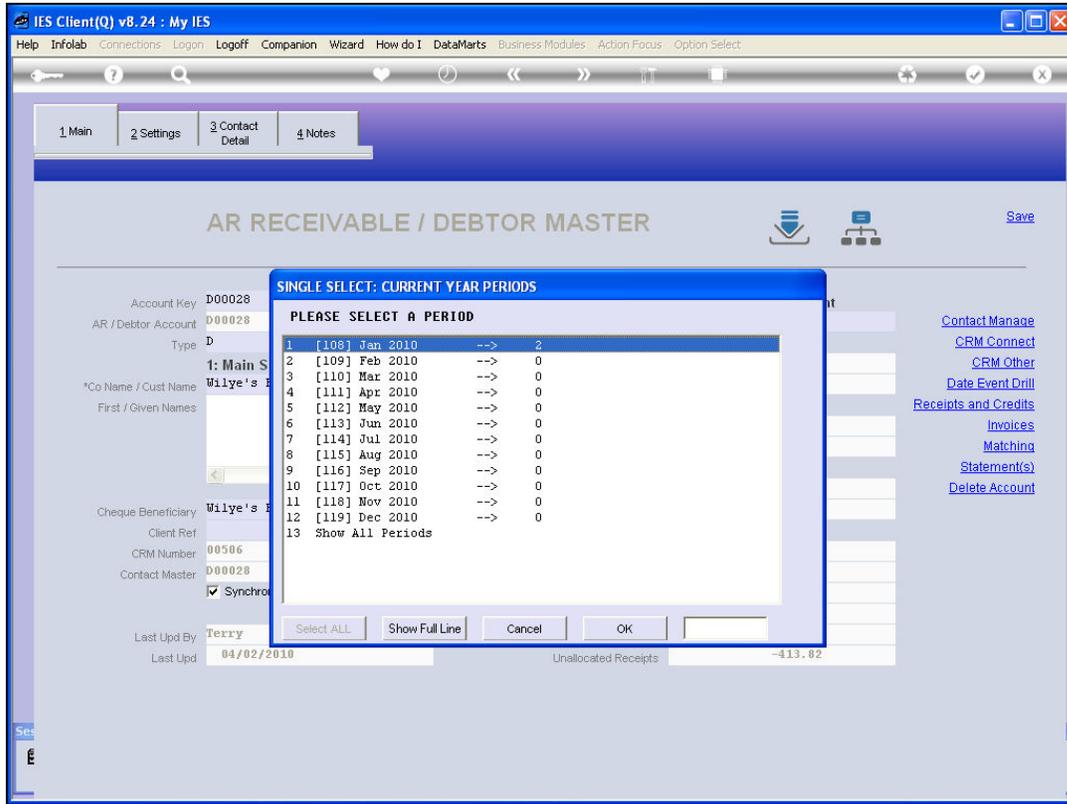
Slide 30
Slide notes:



Slide 31
Slide notes:

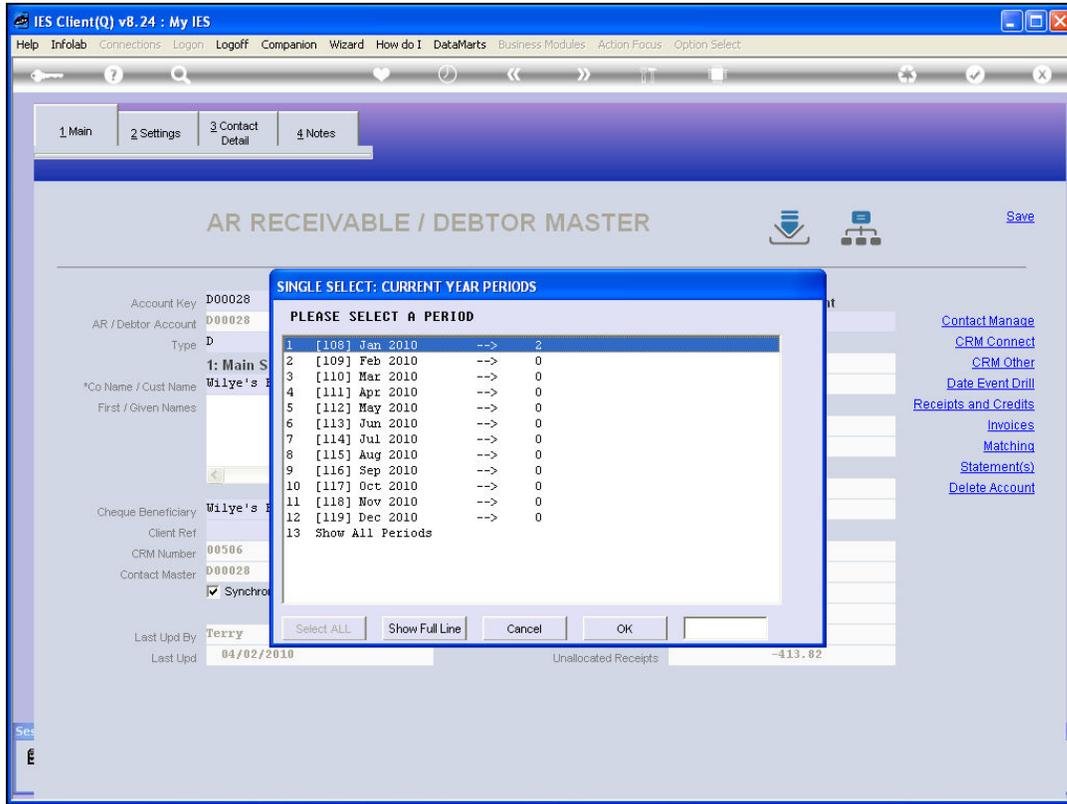


Slide 32
Slide notes:



Slide 33

Slide notes:



Slide 34

Slide notes:

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

1 Main 2 Transactions

ACCOUNT DRILL

Type: 2: ar / debtor account
 Account Code: D00028
 Description: Wilye's Fast
 Period: Jan 2010 (p 108)

 [Exit](#)

BALANCES SUMMARY

	Ordered	Committed	Actual	
1 b/f financial	0.00	0.00	0.00	0.00
2 movement	0.00	0.00	0.00	0.00
3 c/f financial	0.00	0.00	0.00	0.00
4 b/f physical	0.00	0.00	0.00	0.00
5 movement	0.00	0.00	0.00	0.00
6 c/f physical	0.00	0.00	0.00	0.00

[Next](#) [Pre](#)

MOVEMENT SUMMARY

	Ordered	Committed	Actual	
1 debit movement financial	0.00	0.00	413.82	
2 credit movement financial	0.00	0.00	-413.82	
3 debit movement physical	0.00	0.00	0.00	
4 credit movement physical	0.00	0.00	0.00	

BUDGET SUMMARY

	Actual	% Budget Applied	Budget	
1	0.00	0.00	0.00	

Slide 35
 Slide notes:

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

1 Main 2 Transactions

ACCOUNT DRILL

Type: 2: ar / debtor account
 Account Code: D00028
 Description: Wilye's Fast
 Period: Jan 2010 (p 108)

 [Exit](#)

BALANCES SUMMARY

	Ordered	Committed	Actual	
1 b/f financial	0.00	0.00	0.00	0.00
2 movement	0.00	0.00	0.00	0.00
3 c/f financial	0.00	0.00	0.00	0.00
4 b/f physical	0.00	0.00	0.00	0.00
5 movement	0.00	0.00	0.00	0.00
6 c/f physical	0.00	0.00	0.00	0.00

[Next](#) [Pre](#)

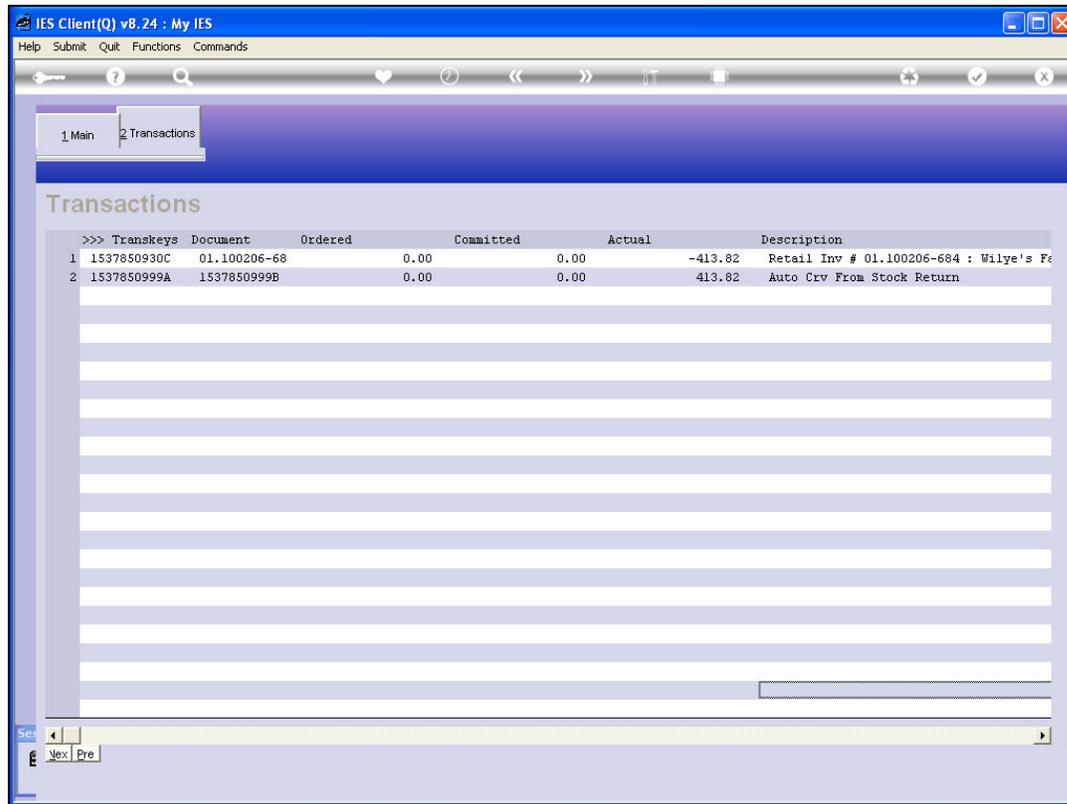
MOVEMENT SUMMARY

	Ordered	Committed	Actual	
1 debit movement financial	0.00	0.00	413.82	
2 credit movement financial	0.00	0.00	-413.82	
3 debit movement physical	0.00	0.00	0.00	
4 credit movement physical	0.00	0.00	0.00	

BUDGET SUMMARY

	Actual	% Budget Applied	Budget	
1	0.00	0.00	0.00	

Slide 36
 Slide notes:



The screenshot shows the IES Client v8.24 interface. The window title is "IES Client(Q) v8.24 : My IES". The menu bar includes "Help", "Submit", "Quit", "Functions", and "Commands". The main area displays a "Transactions" table with the following data:

>>>	Transkeys	Document	Ordered	Committed	Actual	Description
1	1537850930C	01.100206-68	0.00	0.00	-413.82	Retail Inv # 01.100206-684 : Wilye's Fe
2	1537850999A	1537850999B	0.00	0.00	413.82	Auto Crv From Stock Return

The interface also shows a navigation bar at the bottom with "Set", "Next", and "Pre" buttons.

Slide 37

Slide notes: When we drill the latest Transaction on this Customer Account, we can see the Retail Return Invoice amount, and it is followed immediately by an 'Auto CRV', i.e. a Credit Voucher. In other words, the Credit Note resulted in the 1st instance in a Credit on the Customer Account, and then followed automatically by a Credit Voucher for that Amount.

The screenshot shows a software window titled "IES Client(Q) v8.24 : My IES". The window has a menu bar with "Help", "Submit", "Quit", "Functions", and "Commands". Below the menu bar is a toolbar with various icons. The main area has a tabbed interface with "1 Main" and "2 Transactions" tabs. The "Transactions" tab is active, displaying a table with the following data:

Ordered	Committed	Actual	Description
1	0.00	0.00	-413.82 Retail Inv # 01.100206-684 : Wilye's Fast
2	0.00	0.00	413.82 Auto Crv From Stock Return

At the bottom of the window, there is a status bar with "Set" and "Next | Pre" buttons.

Slide 38

Slide notes:

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

1_Main 2_Transactions

Transactions

Ordered	Committed	Actual	Description
1	0.00	0.00	-413.82 Retail Inv # 01.100206-684 : Wilye's Fast
2	0.00	0.00	413.82 Auto Crv From Stock Return

Set: |<|>|

Next Pre

Slide 39

Slide notes:

IES Client(Q) v8.24 : My IES

Help Submit Quit Functions Commands

Sari Sari Dispatch

Delivery Truck: 22

Name: Truck 22

Cash Account: 10-00-00-84e Cash Account: Truck 22

Truck Store: 22 Truck 22

Deliv Date: 06/02/2010

Crate Load Capacity: 100

Loaded: -

When No Break Crates: 18

When Break Crates Used: 10

Stock Actions: -

[Do Order Transfers](#)

[Undo Order Transfers](#)

[Customer Returns](#)

[Truck Transfers](#)

Print Actions: -

[Save](#)

Order Actions: -

[Load](#)

[Release](#)

[Process](#)

Cash Up: -

[Transfer to Bank](#)

[Post CR Vouchers](#)

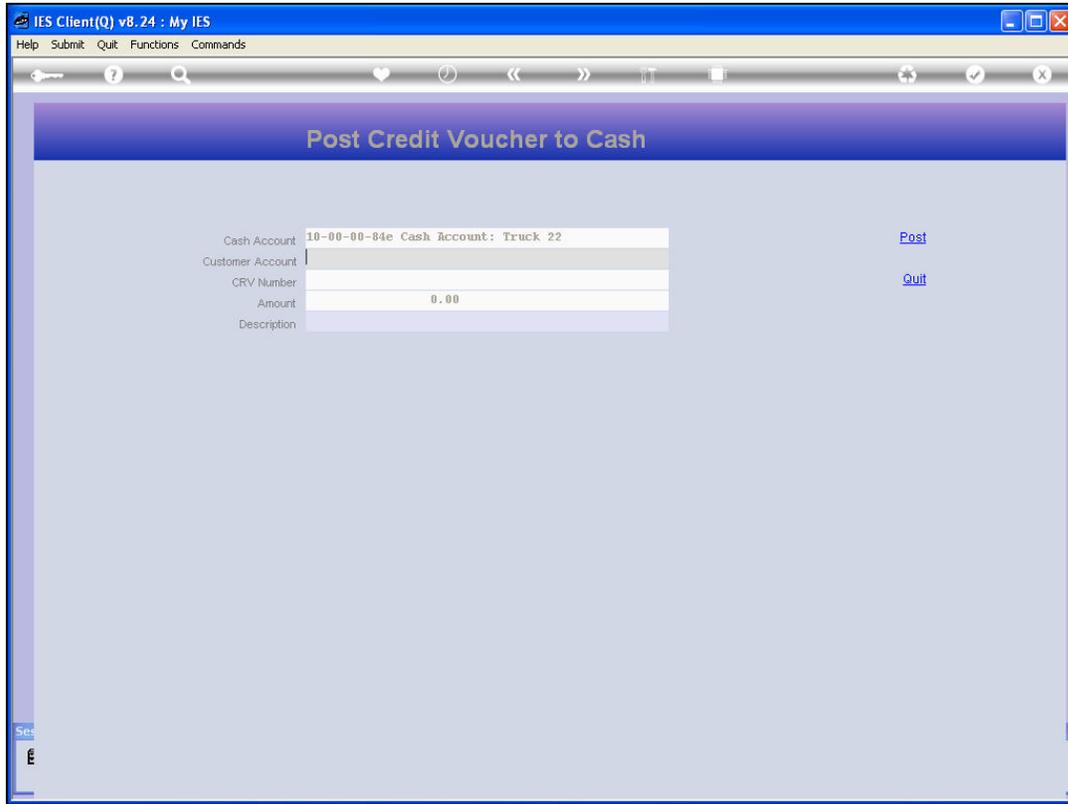
[Change Display](#)

[Select Delivery Sequence](#)

>>> Order No	Deliv Seq	Load Factor	Stock Xfer	Order Status	Am
0000194 GRABOWSKI, THERESA	1	0.30	TRANSIT	Pre Delivery	
0000197 GRABOWSKI, THERESA	2	0.30	TRANSIT	Pre Delivery	
0000218 GRABOWSKI, THERESA	3	0.75	NO	Pre Delivery	
0000221 GRABOWSKI, THERESA	4	0.75	NO	Pre Delivery	
0000222 GRABOWSKI, THERESA	5	0.55	NO	Pre Delivery	
0000229 GRABOWSKI, THERESA	6	1.25	NO	Pre Delivery	
0000230 ARS TECHNICAL IMAGES	7	0.20	NO	Pre Delivery	
0000232 BABCO ELECTRIC & ENGINEERING LTD.	8	0.25	TRANSIT	Pre Delivery	
0000233 AUTUMN IMAGES INC.	9	0.60	TRANSIT	Pre Delivery	
0000234 AVONMORE SCHOOL	10	0.30	TRANSIT	Pre Delivery	
0000235 DOORNKLOOF SUN	11	3.55	TRANSIT	Pre Delivery	
0000236 Cassandra	12	0.30	NO	Pre Delivery	
0000237 Wilye's Fast	13	0.25	NO	Pre Delivery	
0000238 ABC Stationery	14	0.12	NO	Pre Delivery	

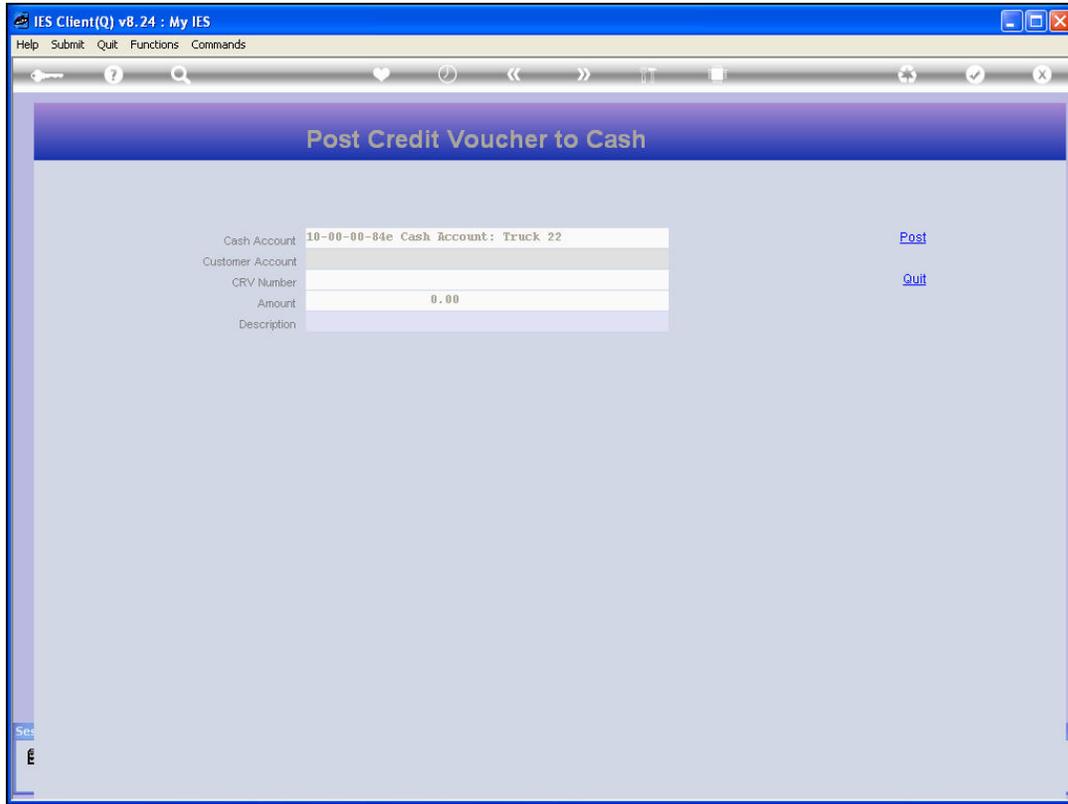
Slide 40

Slide notes: If the Customer has not already been allowed a reduction on Payment collected, then the Voucher will be printed on the Next Delivery Note for this Customer. If the Customer has already been allowed a reduction on collected Payment, then we will be short of this Amount in the Cash Account during the Cash Up procedure, unless we process the Credit Voucher immediately.



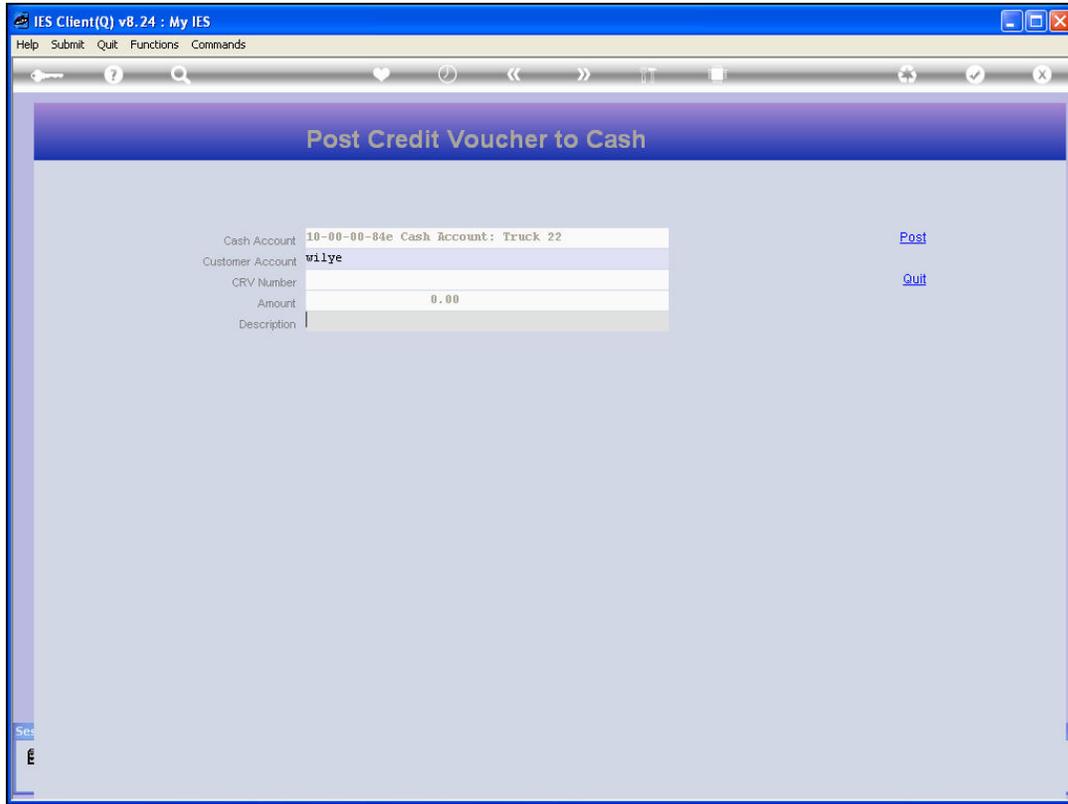
Slide 41

Slide notes:



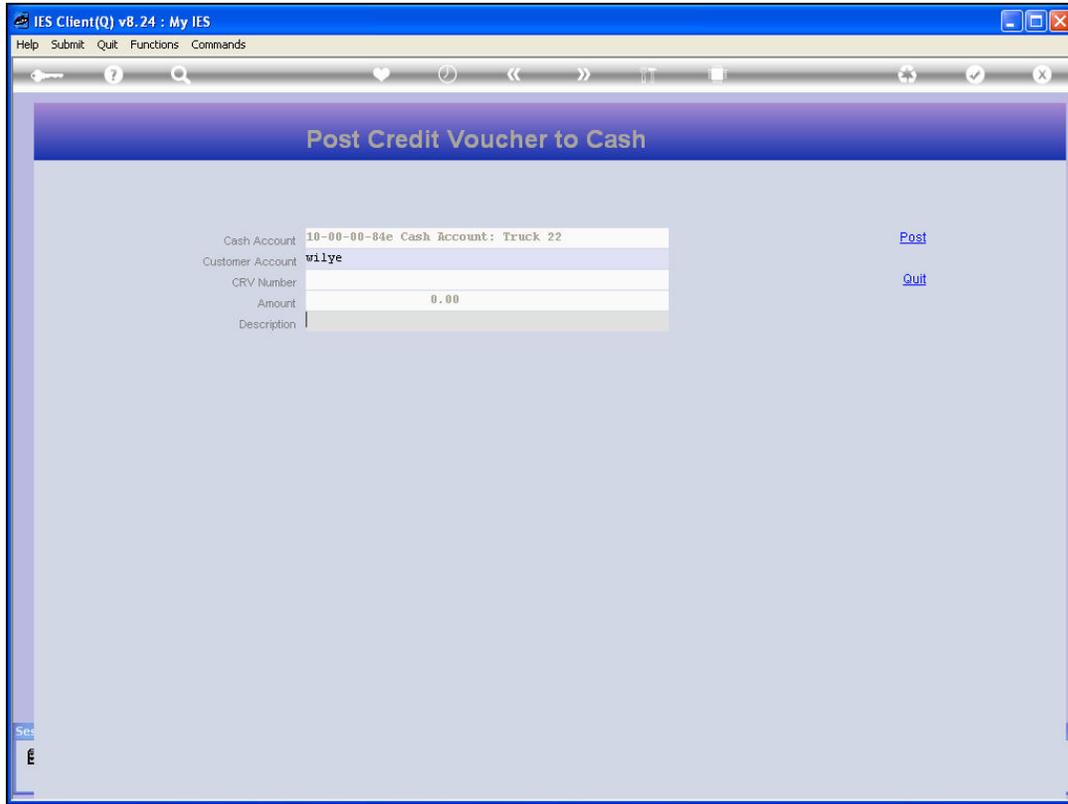
Slide 42

Slide notes:



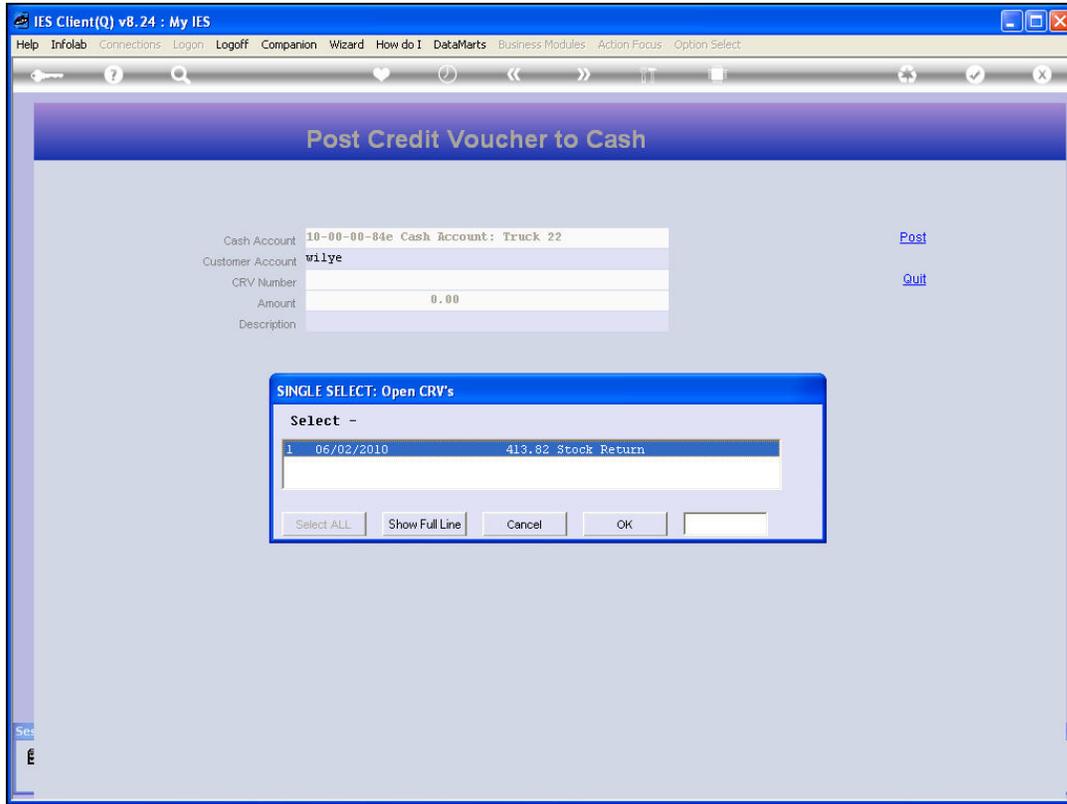
Slide 43

Slide notes:



Slide 44

Slide notes:



Slide 45

Slide notes: And here we can see the Credit Voucher issued for the Stock Return, and it is available for processing.



Slide 46

Slide notes:

Post Credit Voucher to Cash		
Cash Account	10-00-00-84e Cash Account: Truck 22	Post
Customer Account	D00028 Wilye's Fast	
CRV Number	1537850999B	Quit
Amount	413.82	
Description	CRV: Stock Return	

Slide 47

Slide notes: If we choose POST now, then the Voucher is applied against the Cash Account for the Dispatch, and of course the expected Cash is reduced. So that is how the Customer Return is processed in the Sari Sari Business process.