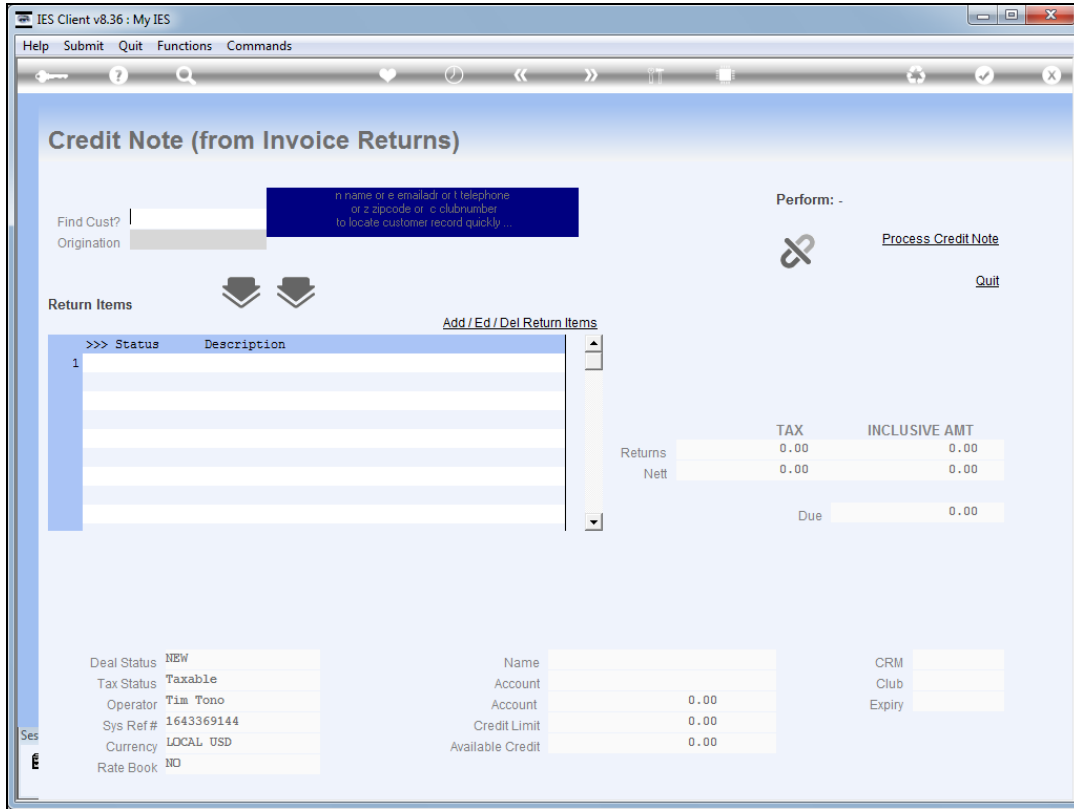
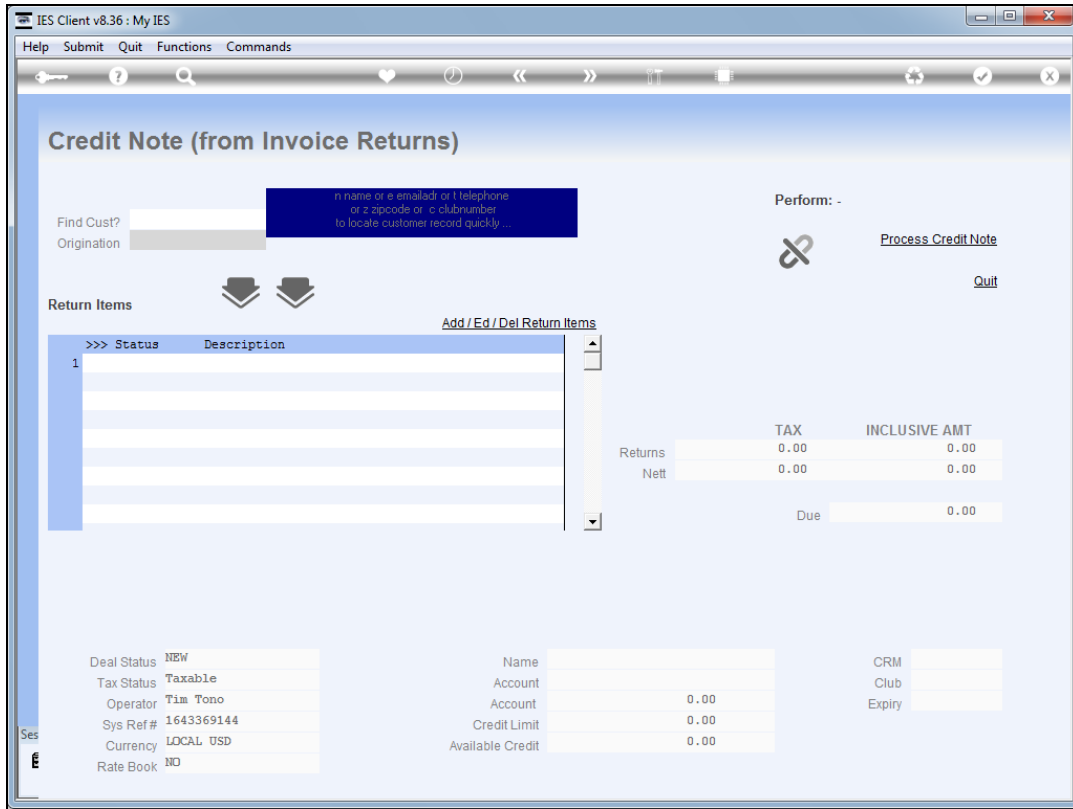


Slide 1

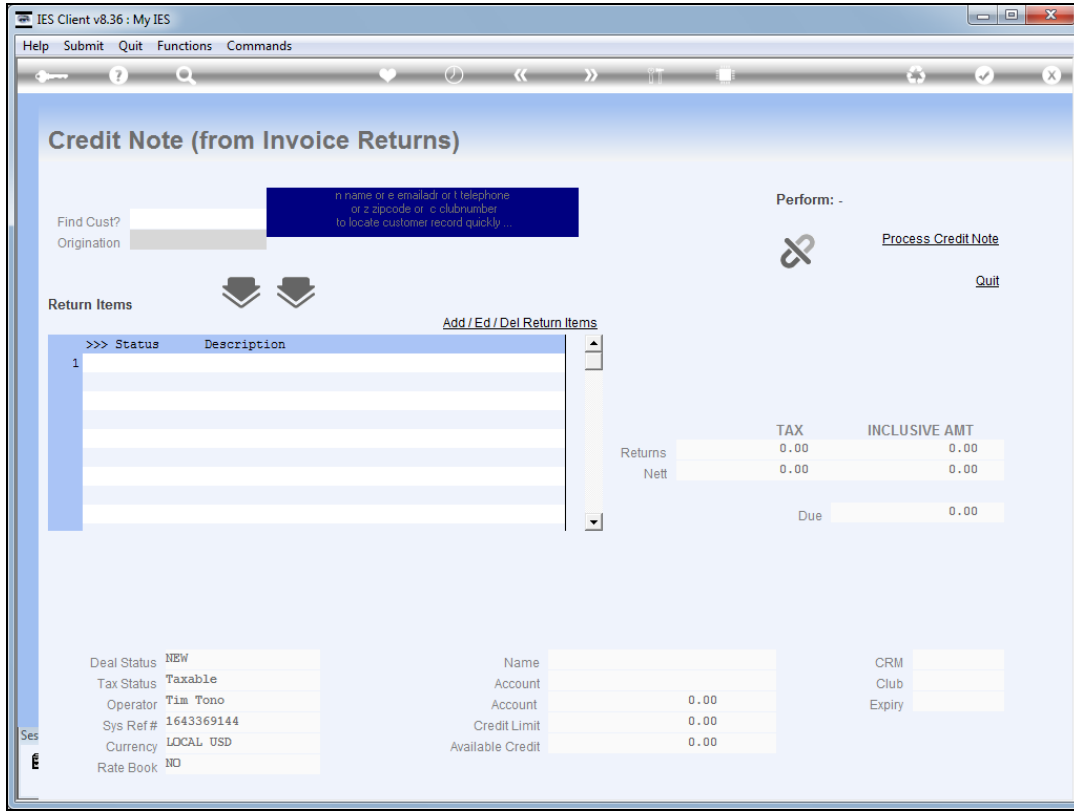
Slide notes: We can perform Credit Notes with the option provided as 'Customer Credit Note'.



Slide 2  
Slide notes:

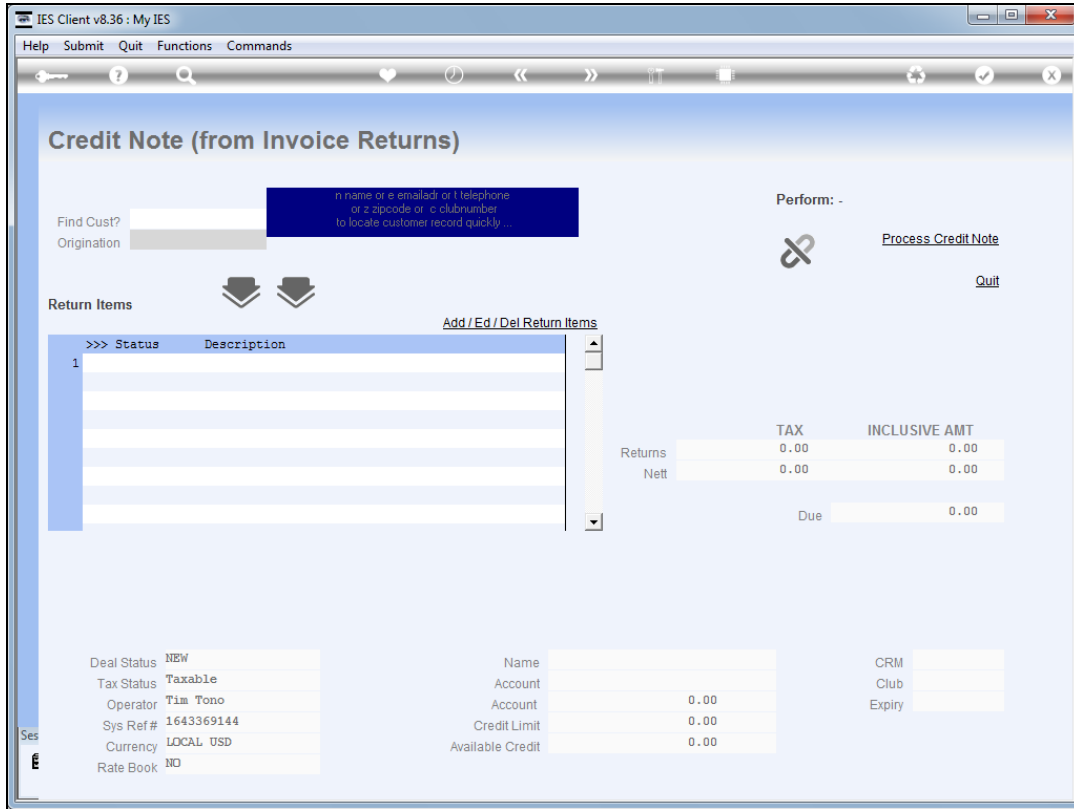


Slide 3  
Slide notes:

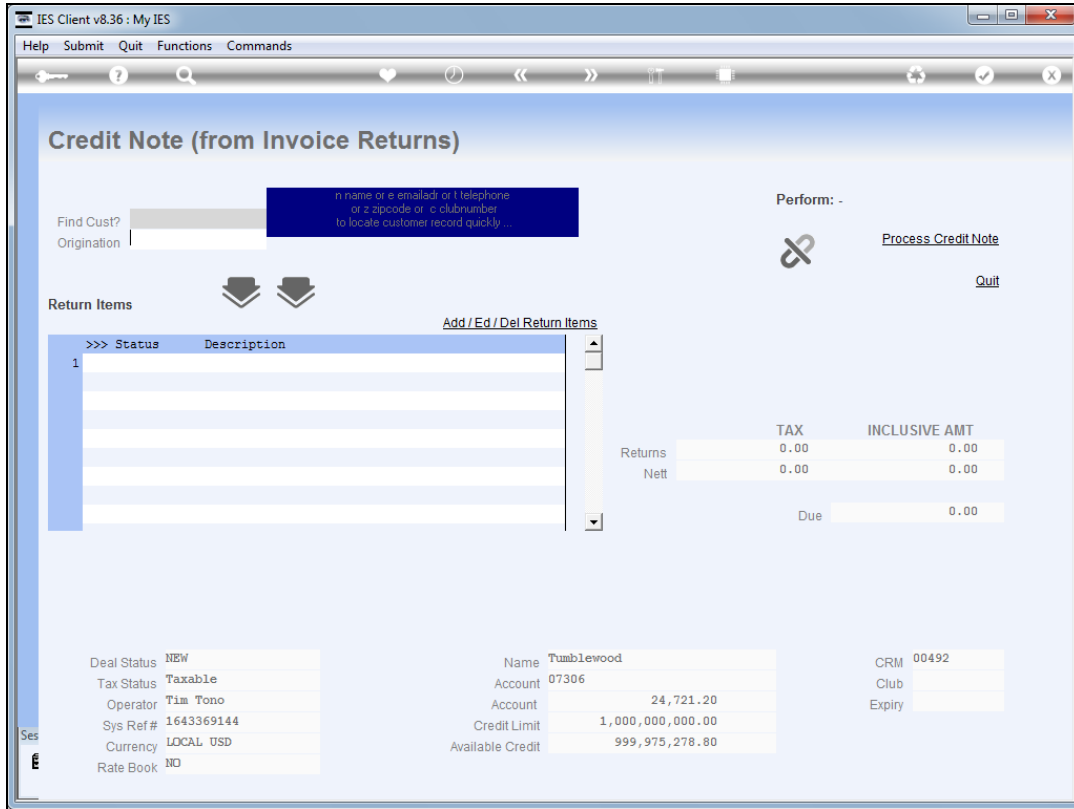


Slide 4

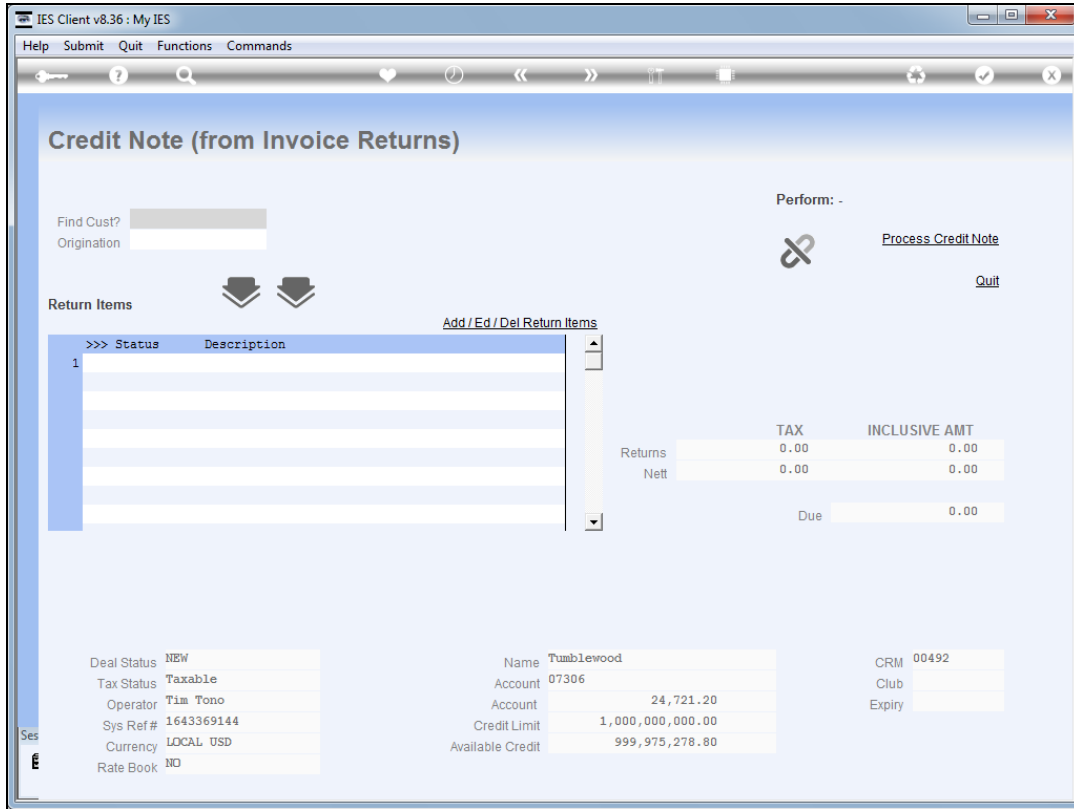
Slide notes: First we retrieve the Customer Account.



Slide 5  
Slide notes:

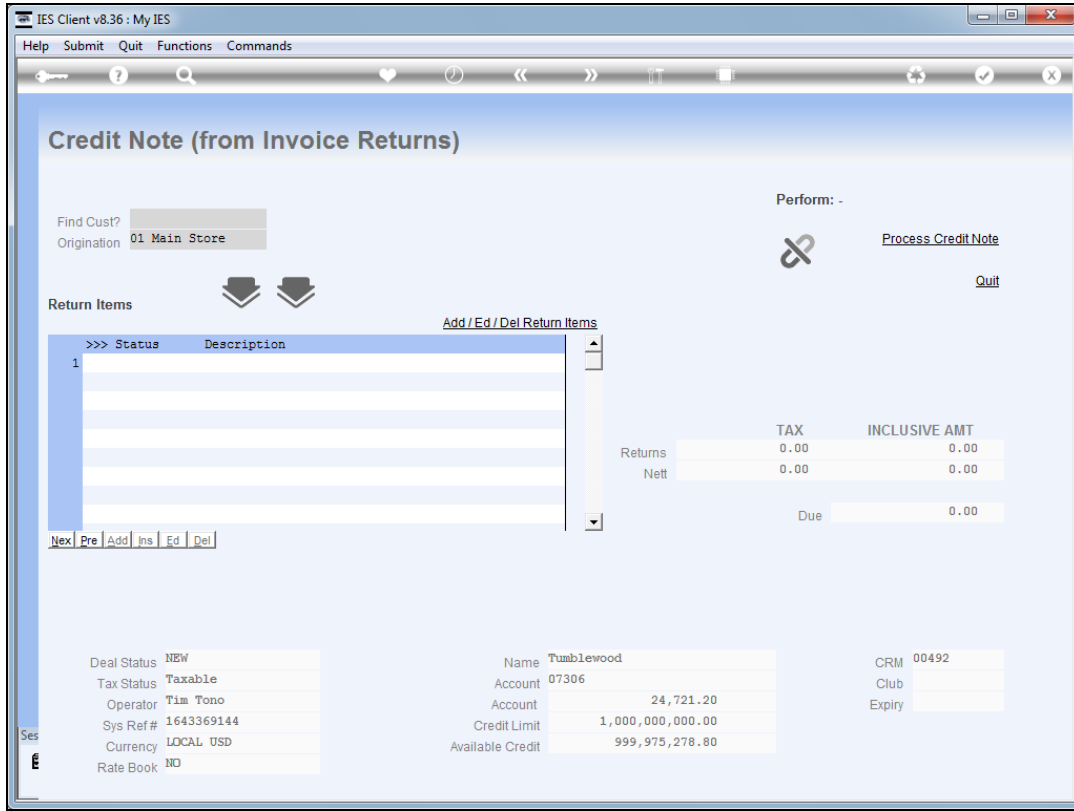


Slide 6  
Slide notes:



Slide 7

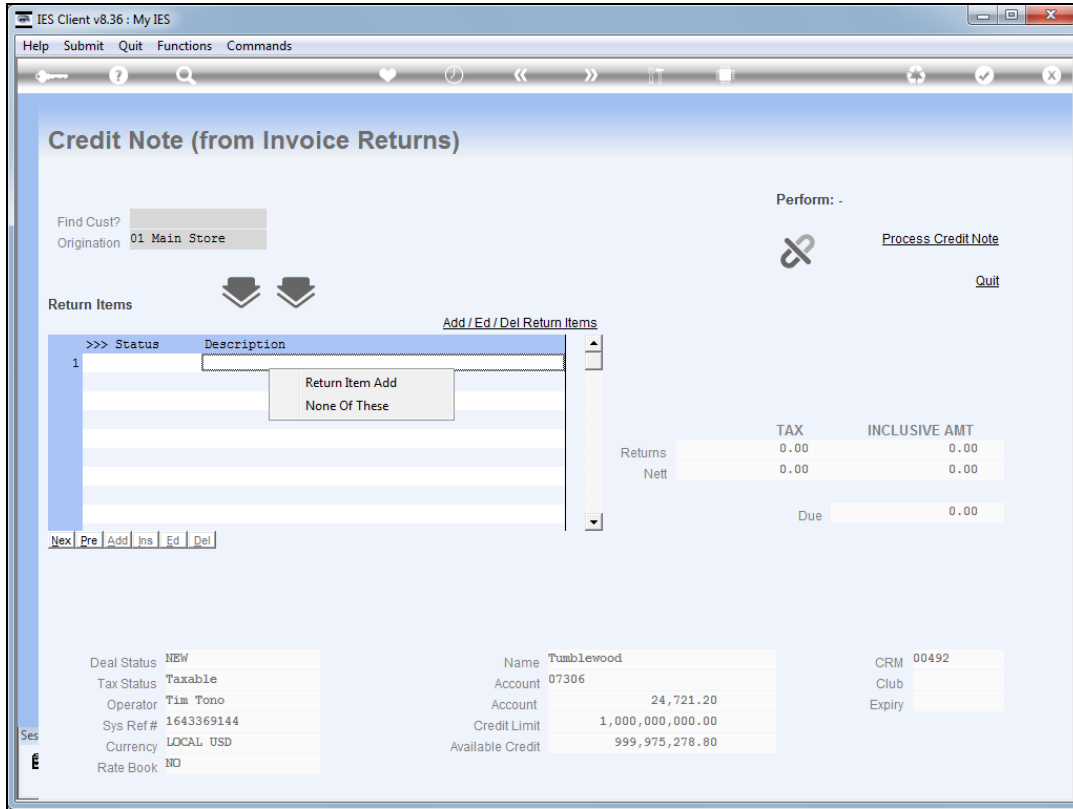
Slide notes: Then we select an Origination code.



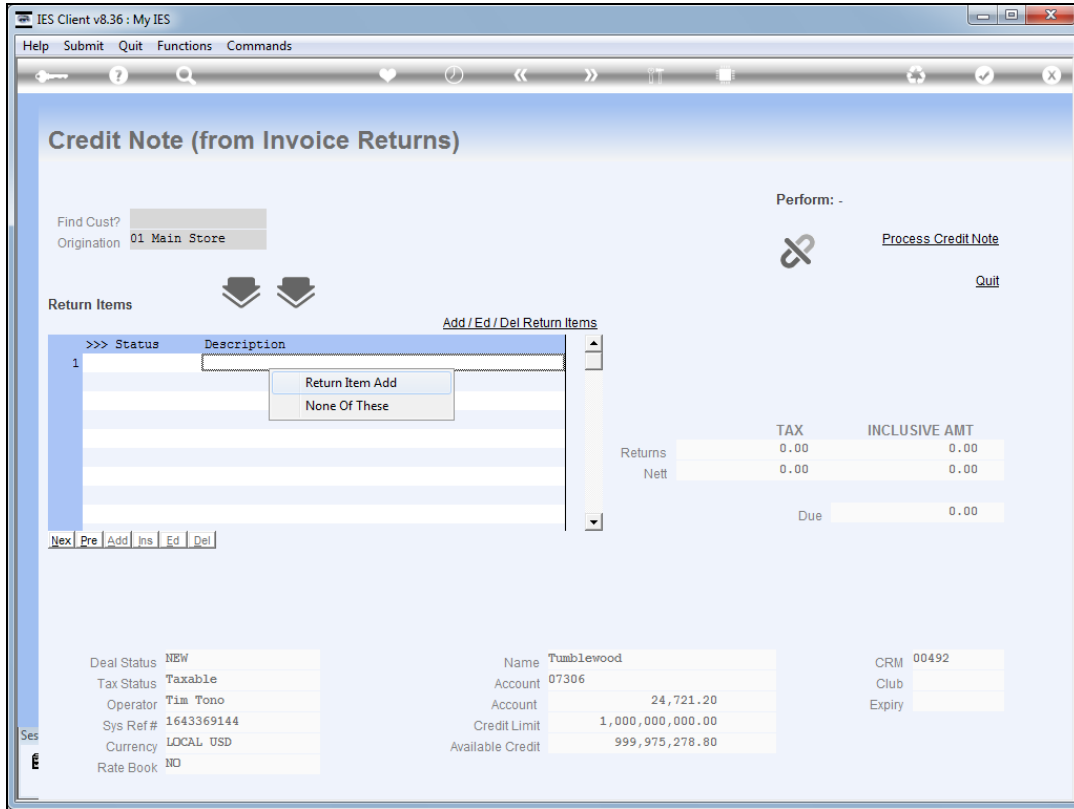
Slide 8

Slide notes: Dbl-click the return item grid.





Slide 9  
Slide notes:



Slide 10  
Slide notes:

IES Client v8.36 : My IES

Help Submit Quit Functions Commands

### Goods Return

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

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 11

Slide notes: Since we have already identified the Customer, we can easily lookup the Invoice number from the list available for the Customer.

IES Client v8.36 : My IES

Help Submit Quit Functions Commands

### Goods Return

Type: catalog  
Method: to stock

Invoice: [Lookup?] [Recent Values]  
Item Line: [ ]  
Stock Code: [ ]  
Return Reason: [ ]  
Item Description: [ ]

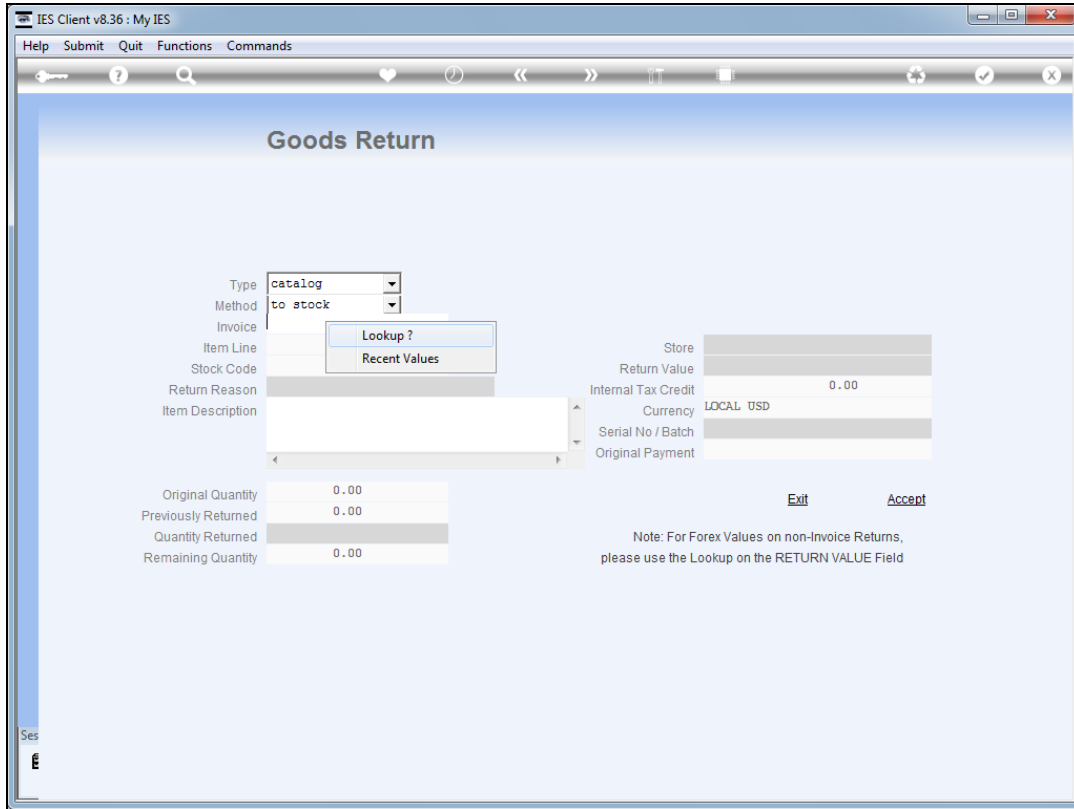
Original Quantity	0.00
Previously Returned	0.00
Quantity Returned	[ ]
Remaining Quantity	0.00

Store: [ ]  
Return Value: [ ]  
Internal Tax Credit: 0.00  
Currency: LOCAL USD  
Serial No / Batch: [ ]  
Original Payment: [ ]

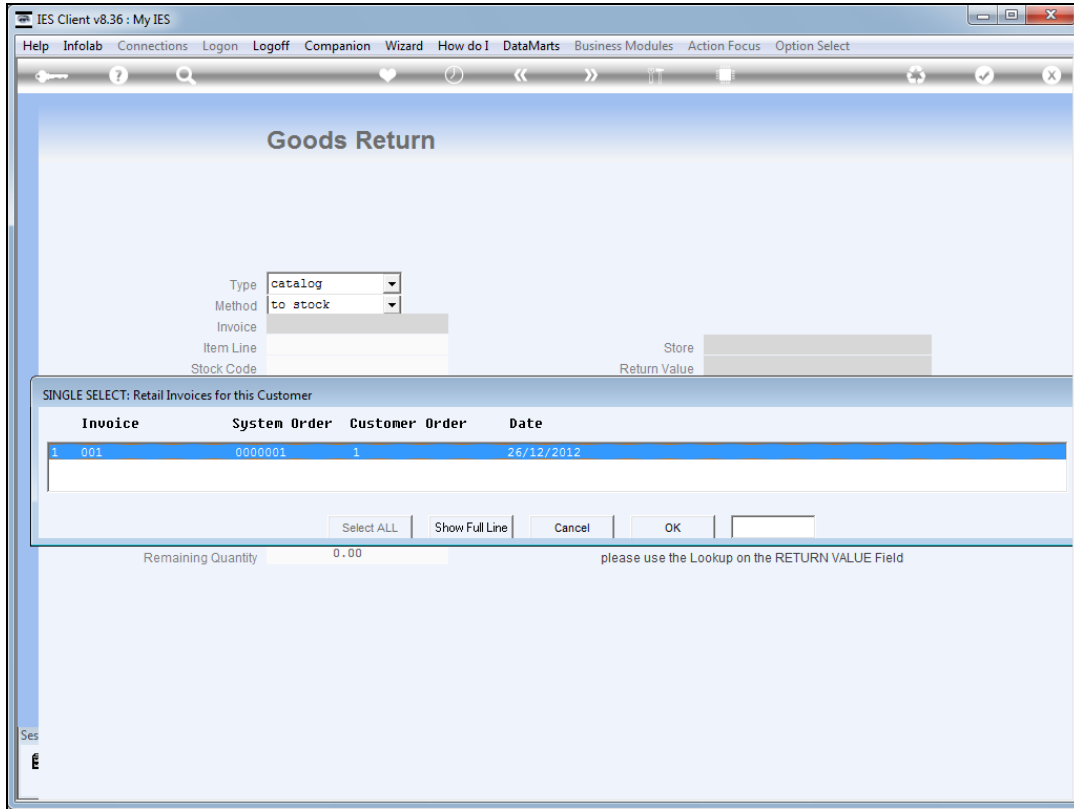
Exit Accept

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

Slide 12  
Slide notes:



Slide 13  
Slide notes:



Slide 14  
Slide notes:

IES Client v8.36 : My IES

Help Submit Quit Functions Commands

### Goods Return

Type	catalog
Method	to stock
Invoice	001
Item Line	
Stock Code	
Return Reason	
Item Description	
Store	
Return Value	
Internal Tax Credit	0.00
Currency	LOCAL USD
Serial No / Batch	
Original Payment	

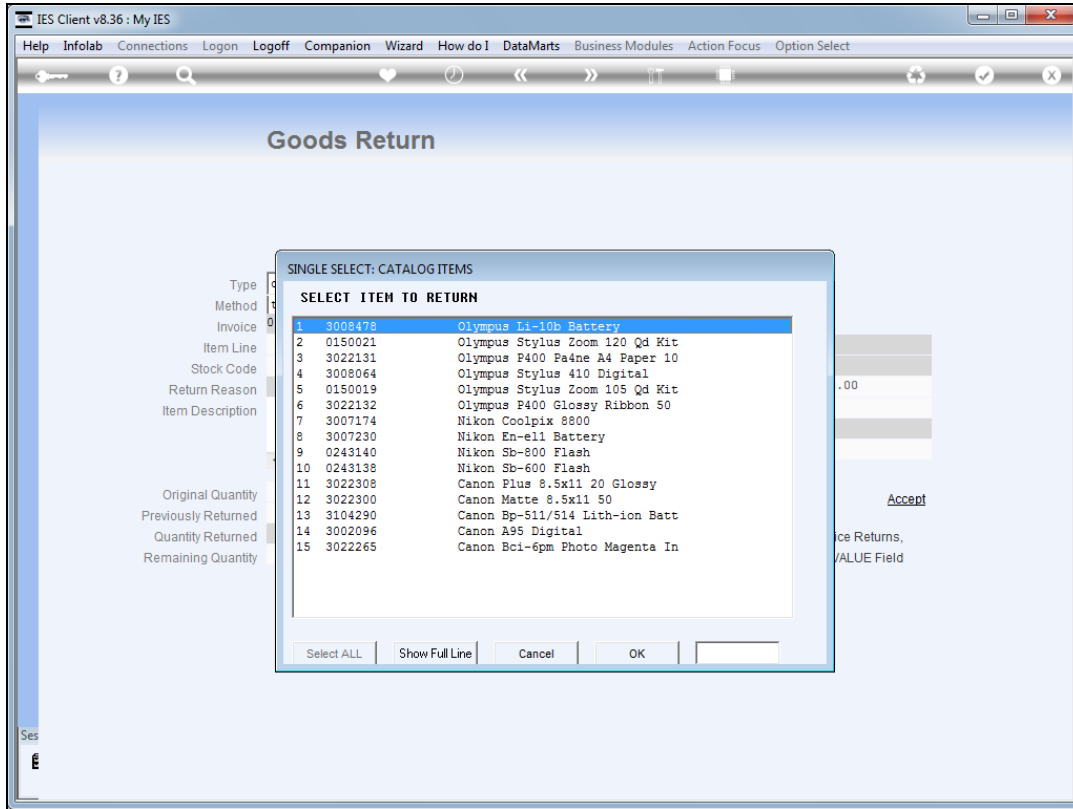
Original Quantity	0.00
Previously Returned	0.00
Quantity Returned	
Remaining Quantity	0.00

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

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

Ses  
E

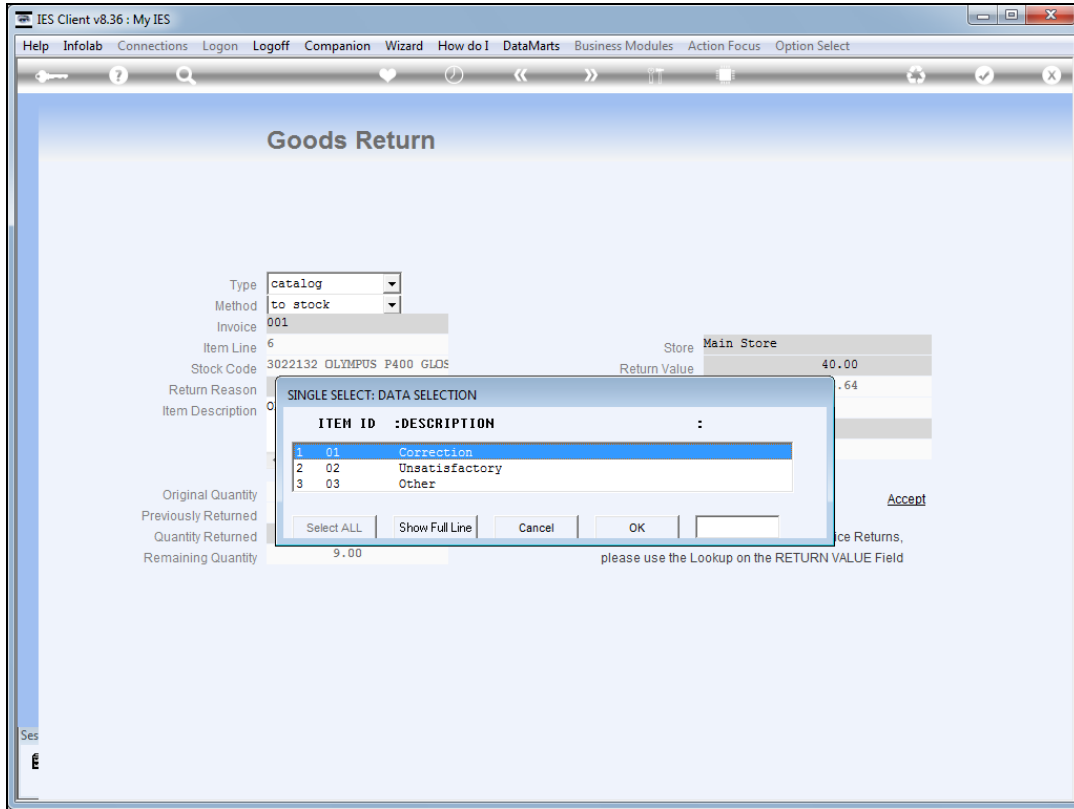
Slide 15  
Slide notes:



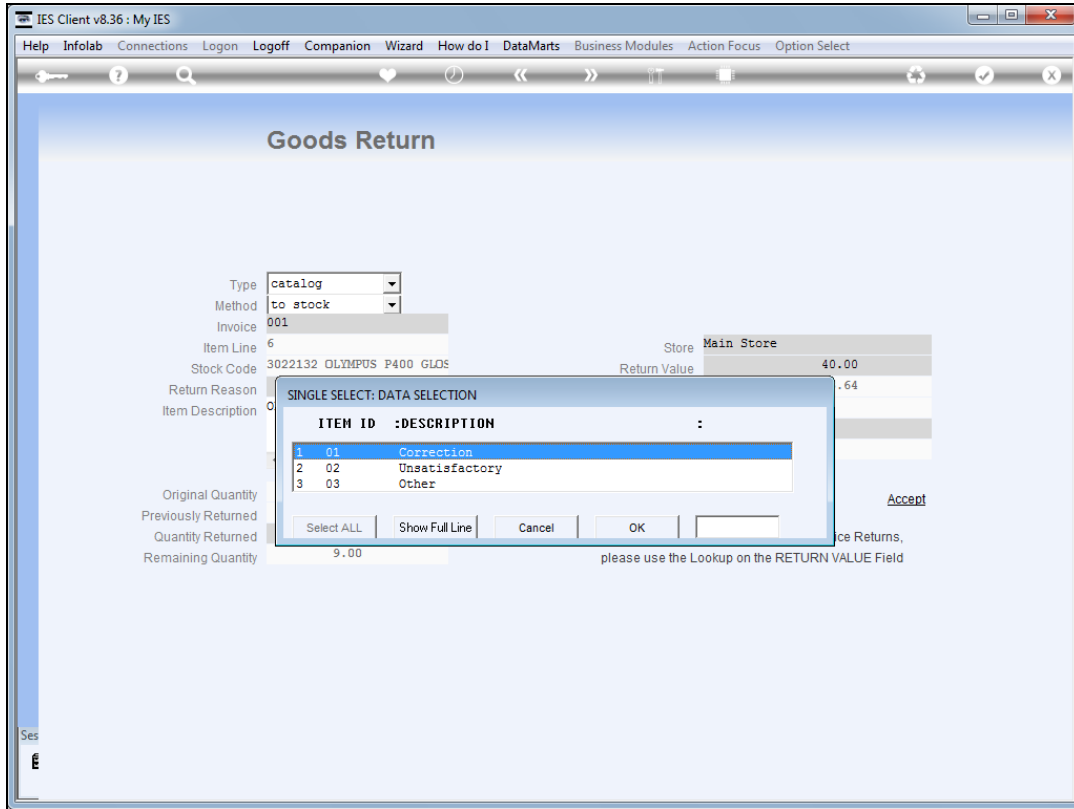
Slide 16

Slide notes: Then select the Item from this Invoice that has been returned.





Slide 17  
Slide notes:



Slide 18  
Slide notes:

IES Client v8.36 : My IES

Help Submit Quit Functions Commands

### Goods Return

Type: catalog  
Method: to stock  
Invoice: 001  
Item Line: 6  
Stock Code: 3022132 OLYMPUS P400 GLOS  
Return Reason: p3  
Item Description: OLYMPUS P400 GLOSSY RIBBON 50

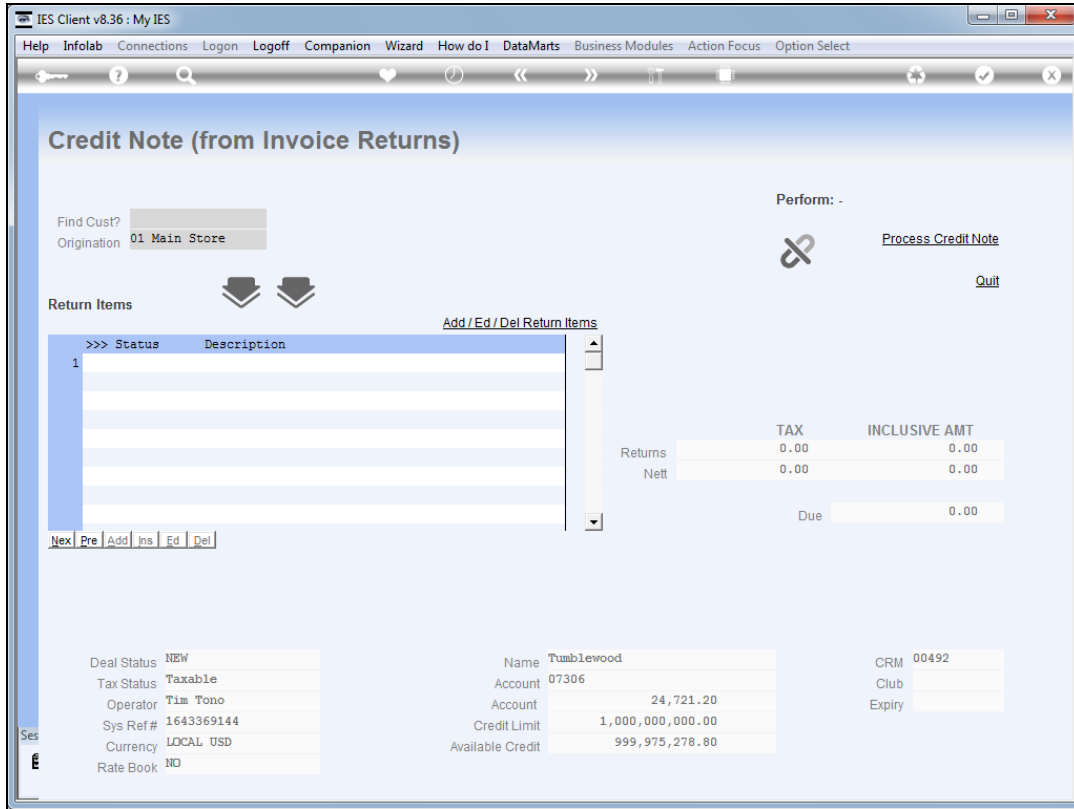
Original Quantity	10.00
Previously Returned	0.00
Quantity Returned	1.00
Remaining Quantity	9.00

Store	Main Store
Return Value	40.00
Internal Tax Credit	3.64
Currency	LOCAL USD
Serial No / Batch	
Original Payment	account

Exit Accept

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

Slide 19  
Slide notes:

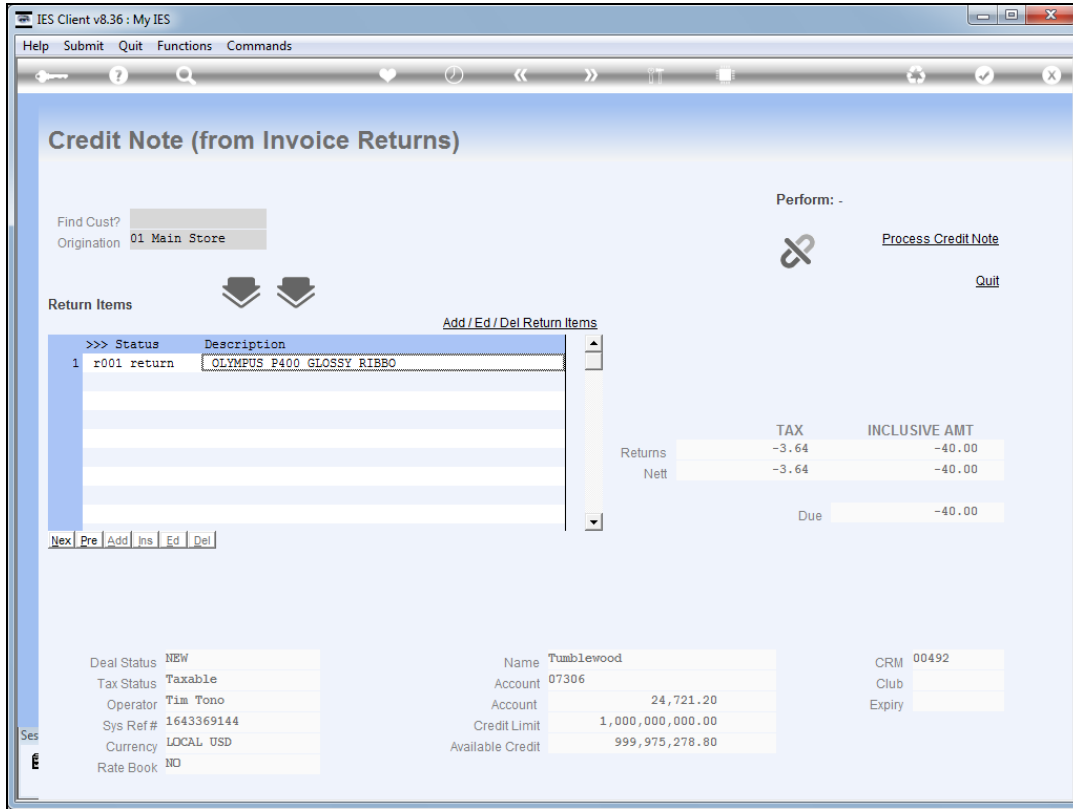


Slide 20  
Slide notes:

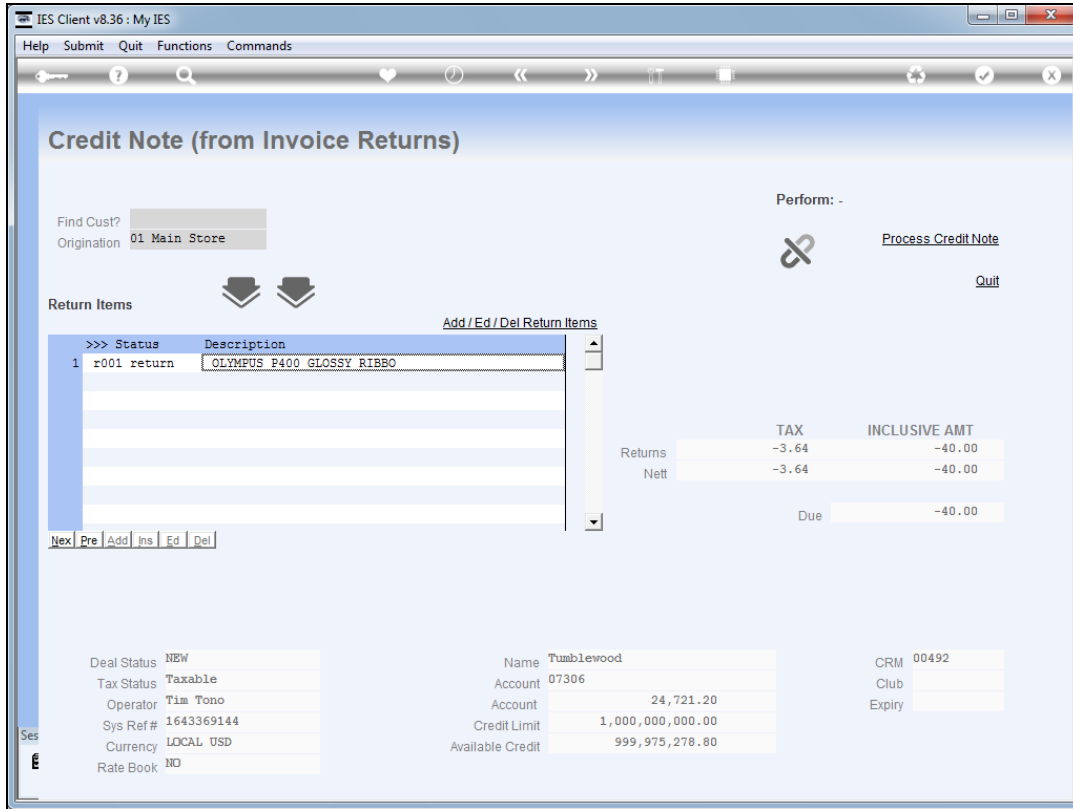
The screenshot shows the 'Goods Return' form in the IES Client v8.36. The form is titled 'Goods Return' and has a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Commands'. Below the menu bar is a toolbar with various icons. The form contains several input fields and a table. The 'Type' field 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 USD'. The 'Quantity Returned' field is set to '0.00'. The 'Remaining Quantity' field is 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'. The bottom left corner of the window shows 'Ses' and a logo.

Slide 21

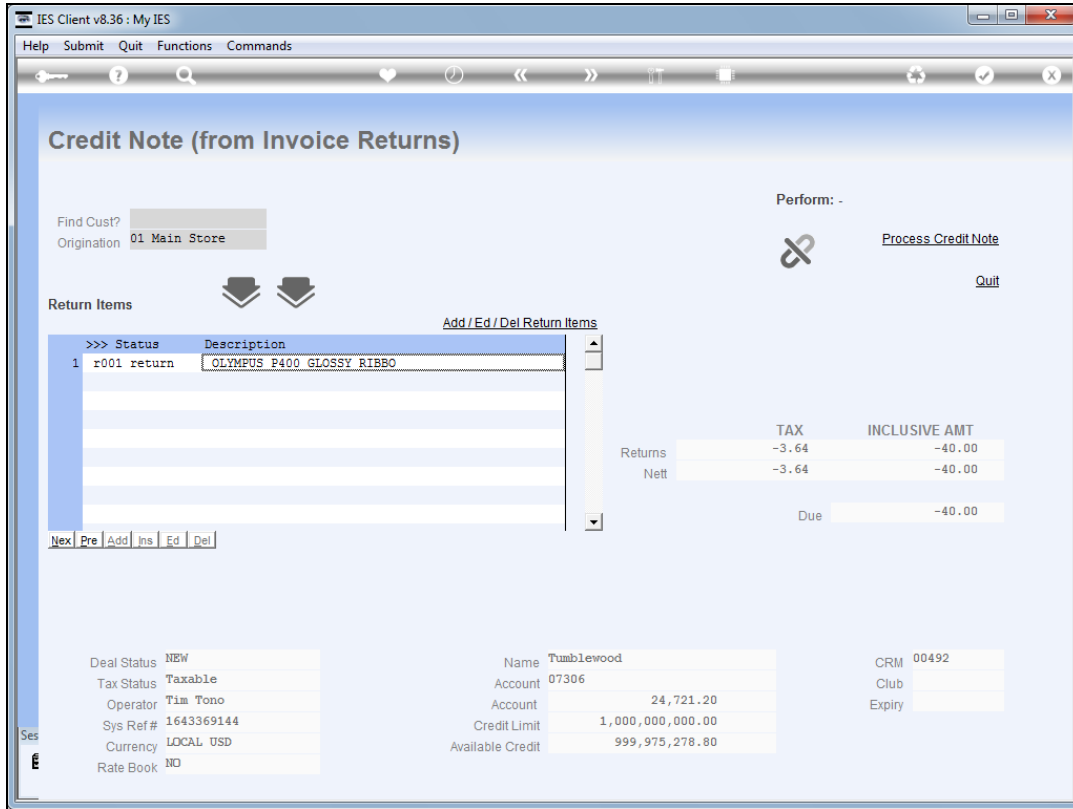
Slide notes: We can add as many return Items as necessary.



Slide 22  
Slide notes:



Slide 23  
Slide notes:



Slide 24  
Slide notes:



IES Client v8.36 : My IES

Help Submit Quit Functions Commands

### RETAIL SALE: PAYMENT

Deal Status	new sale	More Steps	process invoice
Name	Tumblewood	Instructions	process invoice
CRM Number	00492		type ok to process invoice ...
Account Number	07306	Fast Type	
Club Card Number		Tender Detail	-40.00 deal total
Club Expiry			40.00 credit account
Credit Status	Normal		0.00
Account Balance	24,721.20		
Credit Limit	1,000,000,000.00		
Available Credit	999,975,278.80		
Balance After Deal	24,681.20		
Ageing Current	24,721.20		
30 Days	0.00		
60 Days	0.00		
90 Days	0.00		
Telephone	021 322 55555		
E-Mail Addresses			
Billing Address	PO Box 10332 Suneria		

Functions Exit / BackTrack

New Customer?  
New Customer Name ?  
Ship To PO Box 10332  
Suneria

Slide 25  
Slide notes:

IES Client v8.36 : My IES

Help Submit Quit Functions Commands

### RETAIL SALE: PAYMENT

Deal Status	new sale	More Steps	process invoice	
Name	Tumblewood	Instructions	process invoice	
CRM Number	00492		type ok to process invoice ...	
Account Number	07306	Fast Type	ok	
Club Card Number		Tender Detail	-40.00	deal total
Club Expiry			40.00	credit account
Credit Status	Normal		-----	
Account Balance	24,721.20		0.00	
Credit Limit	1,000,000,000.00			
Available Credit	999,975,278.80			
Balance After Deal	24,681.20			
Ageing Current	24,721.20			
30 Days	0.00			
60 Days	0.00			
90 Days	0.00			
Telephone	021 322 55555			
E-Mail Addresses				
Billing Address	PO Box 10332 Suneria			

Functions Exit / BackTrack

New Customer?  
New Customer Name ?  
Ship To PO Box 10332  
Suneria

Slide 26  
Slide notes:

IES Client v8.36 : My IES

Help Submit Quit Functions Commands

### RETAIL SALE: PAYMENT

Deal Status	new sale
Name	Tumblewood
CRM Number	00492
Account Number	07306
Club Card Number	
Club Expiry	
Credit Status	Normal
Account Balance	24,721.20
Credit Limit	1,000,000,000.00
Available Credit	999,975,278.80
Balance After Deal	24,681.20
Ageing Current	24,721.20
30 Days	0.00
60 Days	0.00
90 Days	0.00
Telephone	021 322 55555
E-Mail Addresses	
Billing Address	PO Box 10332 Suneria

More Steps  
process invoice

Instructions  
process invoice  
type ok to process invoice ...

Fast Type  
ok

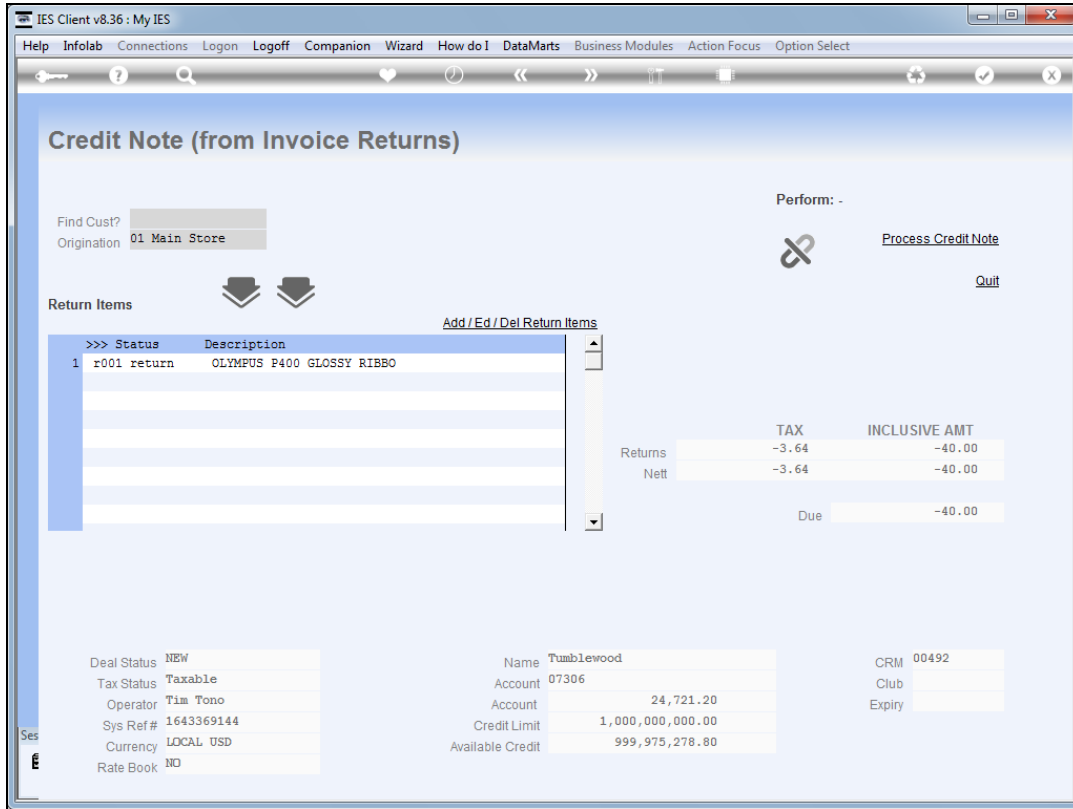
Tender Detail

-40.00	deal total
40.00	credit account
-----	
0.00	

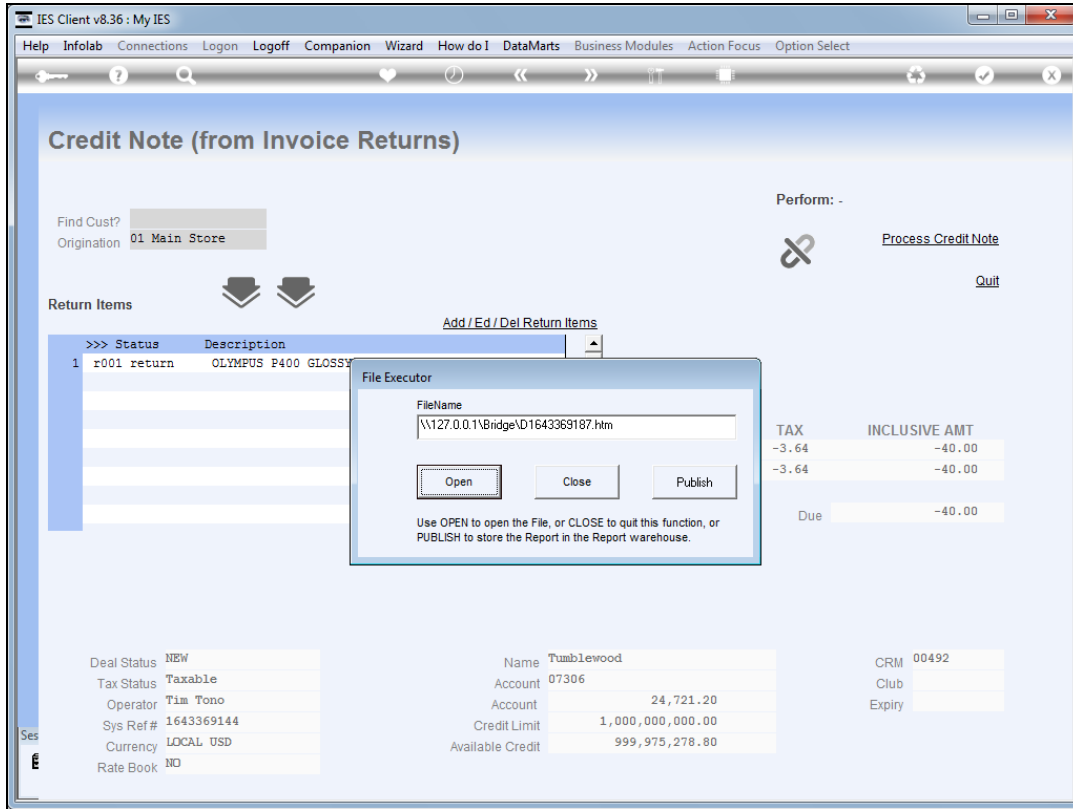
Functions      [Exit / BackTrack](#)

New Customer?  
New Customer Name ?  
Ship To PO Box 10332  
Suneria

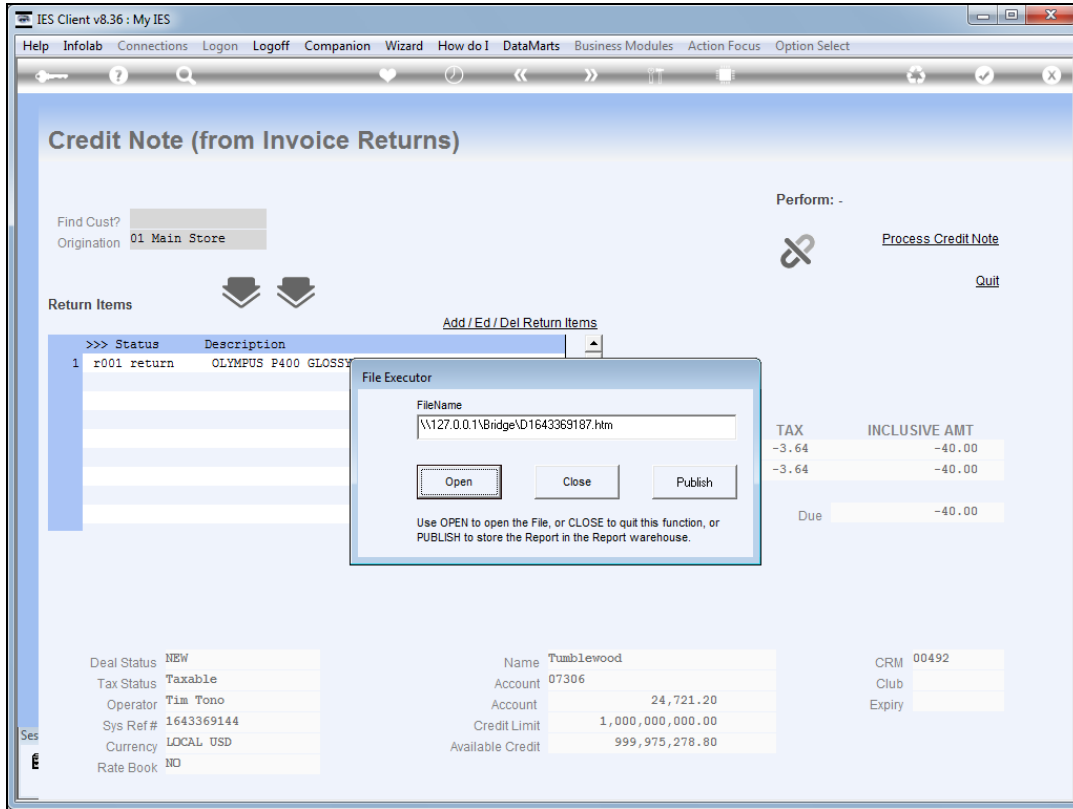
Slide 27  
Slide notes:



Slide 28  
Slide notes:



Slide 29  
Slide notes:



Slide 30  
Slide notes:

The screenshot shows a Firefox browser window with a single tab titled "New Report". The address bar contains the file path: file:///127.0.0.1/Bridge/D1643369187.htm. The main content area displays a tax invoice for "The Export Co".

**The Export Co**  
12411 Sky Boulevard Blue Hills  
Tel 555-5460

---

**Tax Invoice** 002      Account: 07306 Tax No  
Tax Registration No 24400263      Currency: USD  
Date: 27/12/2012

---

Tumblewood  
PO Box 10332  
Suneria

Date	Description	Document	Quantity	USD Amount Incl	Tax
27/12/2012	OLYMPUS P400 GLOSSY RIBBON 50		1	-40.00	-3.64
				Before Tax	-36.36
				Tax	-3.64
				Inclusive Total	-40.00

Terms: Terms: 30 days

Slide 31  
Slide notes:

The screenshot shows a Firefox browser window with a single tab titled "New Report". The address bar contains the file path: file:///127.0.0.1/Bridge/D1643369187.htm. The main content area displays a tax invoice for "The Export Co".

**The Export Co**  
12411 Sky Boulevard Blue Hills  
Tel 555-5460

---

**Tax Invoice** 002      Account: 07306 Tax No  
Tax Registration No 24400263      Currency: USD  
Date: 27/12/2012

---

Tumblewood  
PO Box 10332  
Suneria

Date	Description	Document	Quantity	USD Amount Incl	Tax
27/12/2012	OLYMPUS P400 GLOSSY RIBBON 50		1	-40.00	-3.64
				Before Tax	-36.36
				Tax	-3.64
				Inclusive Total	-40.00

Terms: Terms: 30 days

Slide 32  
Slide notes: