Apps for Greentree

AP CREDIT REQUEST

APP NUMBER: 010045

Powered by:

MYOB Greentree

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FEATURES

Credit Request from an Purchase Order Receipt or AP Invoice.

- Record a Request for credit against a Purchase Order receipt or AP invoice
- Print a Request for credit for sending to your Supplier
- Have Credit Notes automatically matched to invoices
- Monitor outstanding credit requests placed on a supplier.
- Automatically have the invoice placed on hold then matched when the credit is received.
- Caters for both product and price credits.

IMPORTANT NOTES

- We recommend that you test the configuration of the App thoroughly in a test system prior to deploying the App in your live Greentree system.
- Only for Inventory items.

OTHER REQUIREMENTS

**Greentree Modules:** Inventory, Accounts Payable, Purchase Orders

Associated Apps: None.

REQUEST FOR CREDIT

A Request for Credit can be created by drilling from a stock item into a PO Receipt transaction or by drilling from a Supplier enquiry into an AP Invoice.
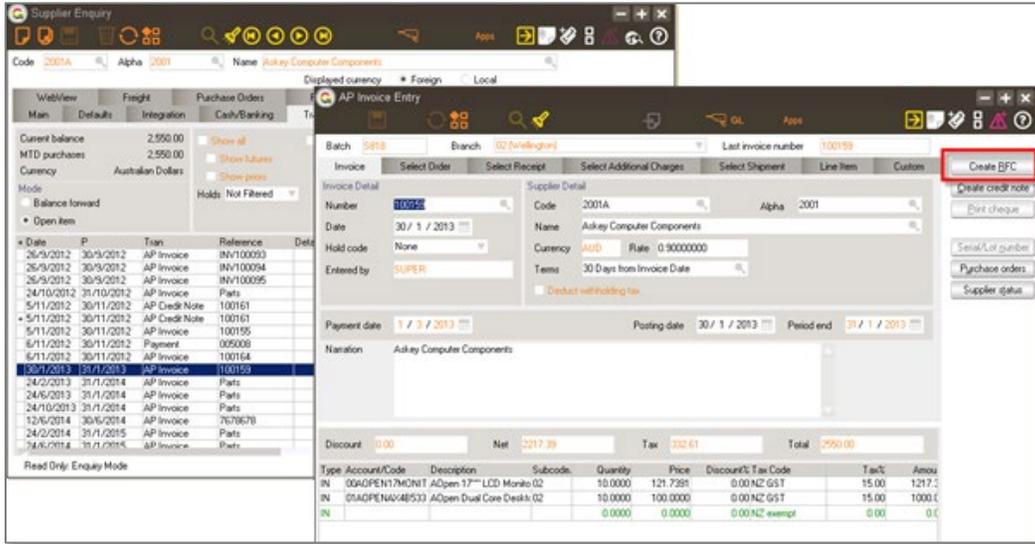
CREATING A REQUEST FOR CREDIT FROM A PO RECEIPT

1. Select the menu item | Enquiry | Inventory | Inventory Items |
2. Select the stock item you need to raise a Request for credit on
3. Go the transactions tab and display the transactions
4. Find the Receipt to be credited and double click to drill into it
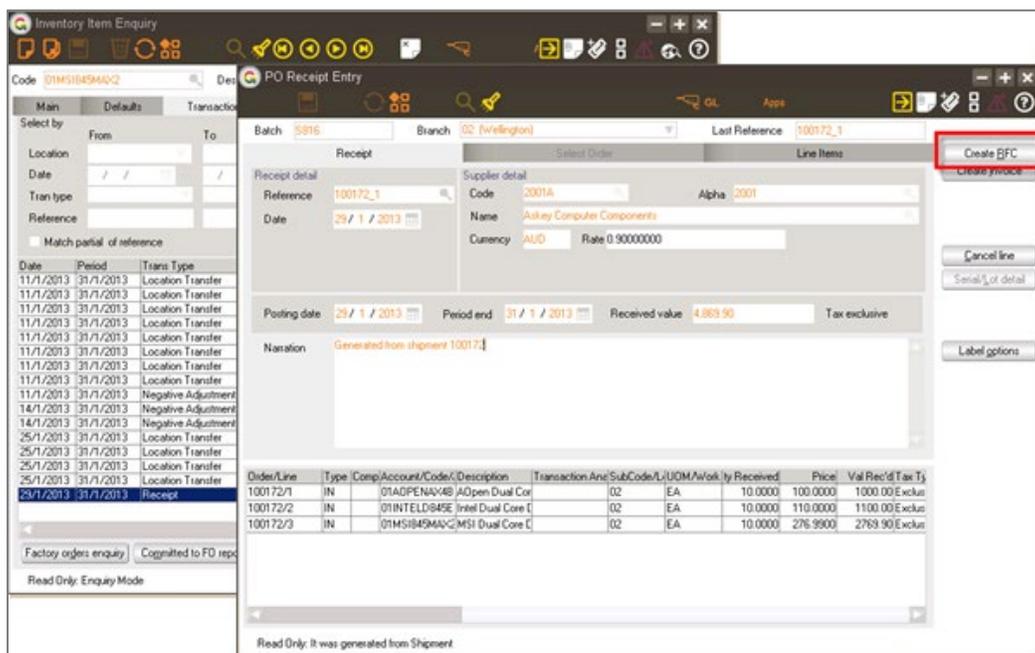
5. Click on the Create RFC button

CREATING A REQUEST FOR CREDIT FROM AN AP INVOICE

1. Select the menu item | Enquiry | Accounts Payable |
2. Select the Supplier you need to raise a Request for credit on
3. Go the transactions tab and display the transactions
4. Find the Invoice to be credited and double click to drill into it

5. Click on the Create RFC button

REQUEST FOR CREDIT STOCK

The AP Request for Credit form will be displayed with the Supplier, exchange rate and all the inventory items from the PO Receipt. The Request will have automatically been applied to the receipt generated from.

If only some of the items are to be credited, then you can delete the ones not required by clicking on the line and using Shift F2 to delete.

You can also edit the quantity to be credited.
1. When you have the correct items displayed, click the Printer icon if you want a form to send to the Supplier
2. Click Save.

REQUEST FOR CREDIT PRICE

The AP Request for Credit form will be displayed with the Supplier, exchange rate and all the inventory items from the AP Invoice. The Request will have automatically been applied to the invoice generated from.

If the Request for credit relates to an overcharge for an item and no stock movements are required, then tick the Price Only checkbox.


If only some of the items are to be credited then you can delete the ones not required by clicking on the line and using Shift F2 to delete.

To Request a credit, you edit the Price field to be the value per unit you have been overcharged.
1. When you have the correct items displayed, click the printer icon to print a Request form to send to the Supplier
2. Click Save.

RFC ENQUIRY

You can view outstanding Requests for credit from Supplier Enquiry.
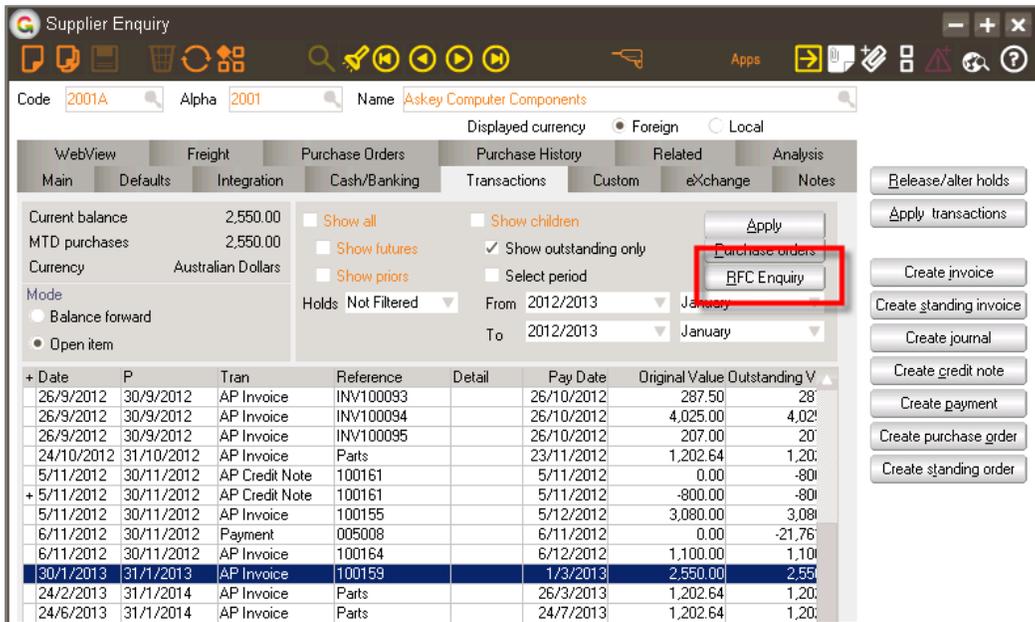
1. Select the menu item | Enquiry | Accounts Payable |
2. Click on the Transactions tab
3. Click on the RFC Enquiry button
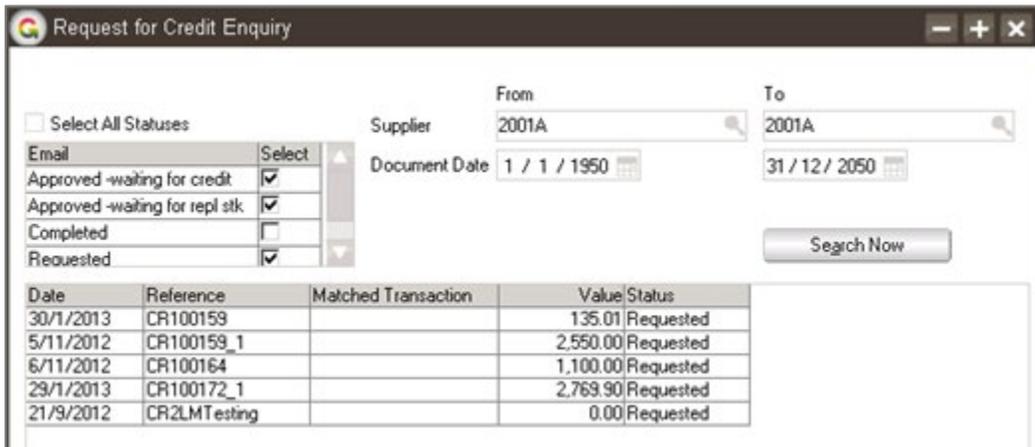
By default, only the outstanding statuses are displayed – you can change this by ticking the Completed status if you want to see those.

You can double click on any Request to see the details.

PO INSTANT ALERT

If you selected the option in the App settings, an instant alert will pop-up when you go into a Purchase Order if there is an outstanding RFC against it.

MATCH AN RFC TO A CREDIT NOTE

An RFC can be matched to a credit note or it can be matched to a PO Receipt if replacement goods are sent.

1. Go into RFC enquiry for the relevant Supplier per instructions above and drill into the RFC you have received the Credit Note for
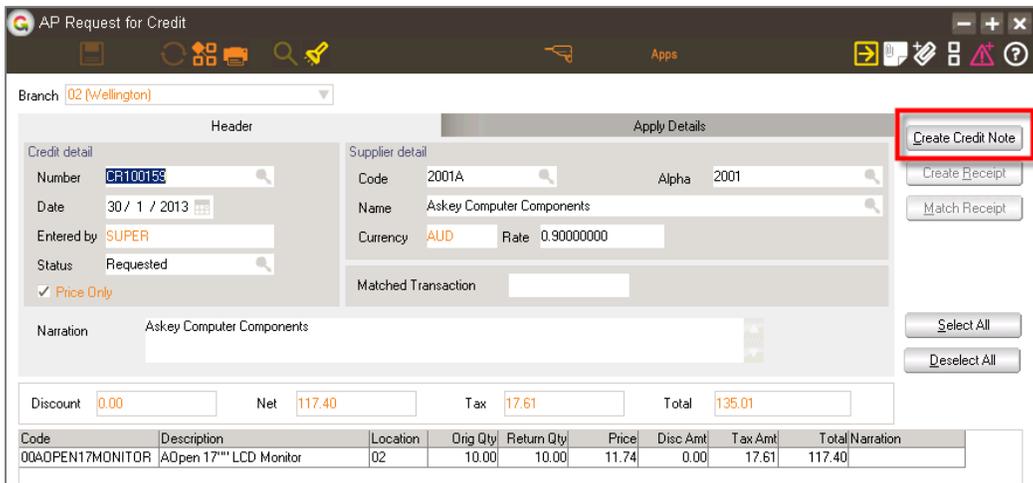
2. Click the Create Credit Note button

3. Type in the Credit Note number as issued by the Supplier and click Save

4. The Credit Note Entry screen will be displayed. It will already have been populated with the supplier and item to be credited. If this was a price credit only then the non-diminishing item selected for price credits will be on the line

5. The Credit Note will already have been applied to the Invoice the RFC was generated from. If the invoice has been fully paid previously, then the credit will also show as an outstanding Unapplied transaction.
6. Close the credit note screen once you have checked the details.
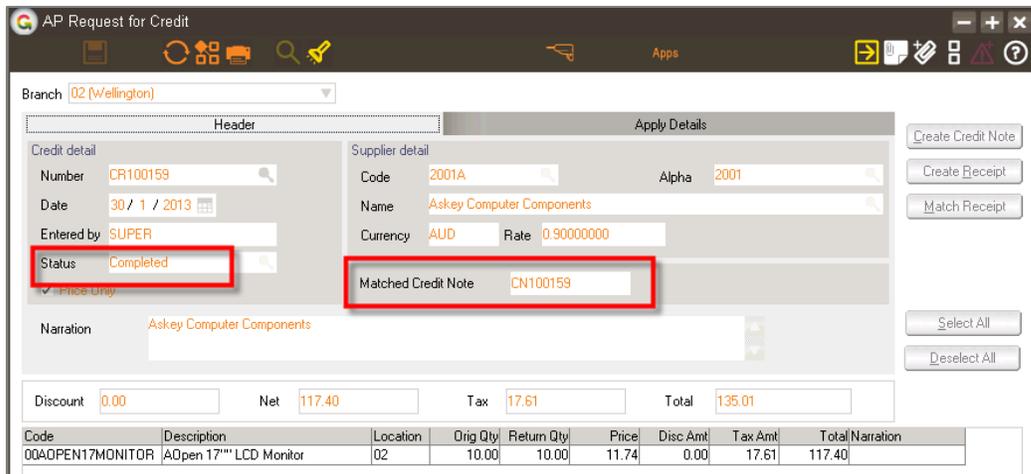
7. The RFC will now be on a Completed status and will show the Credit Note it has been matched to.
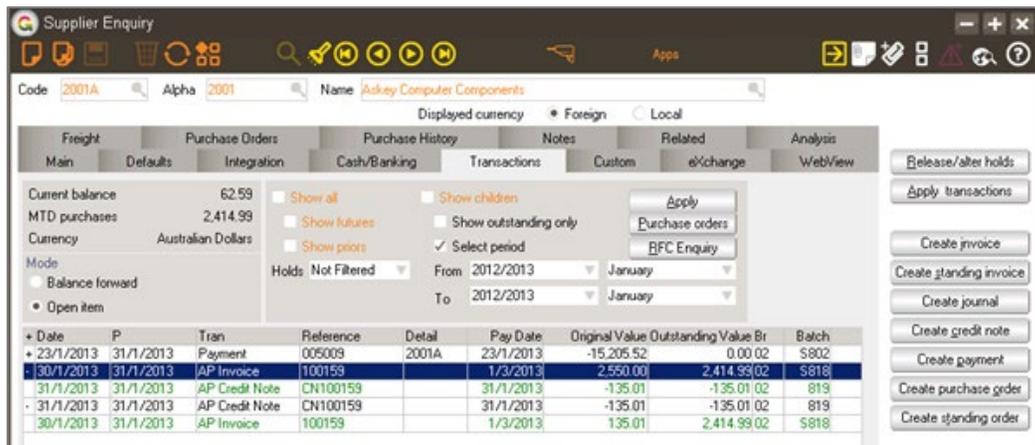
MATCH AN RFC TO A PURCHASE RECEIPT

If replacement stock is sent in reply to the Request for Credit, you can either create a new PO Receipt from the RFC when the goods arrive, or if the store staff have already booked the replacement product in, you can match the RFC to the existing Receipt so that you know it has been matched.

1. Go into RFC enquiry for the relevant Supplier per instructions above and drill into the RFC you have received the replacement stock for
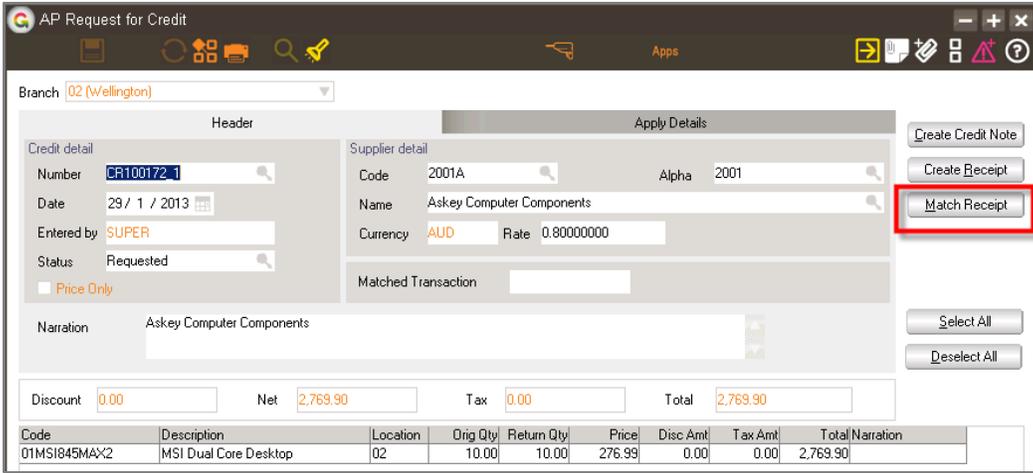
2. If the stock has already been receipted in, click the Match receipt button

3. Tick the receipt that matches the RFC and then click Save
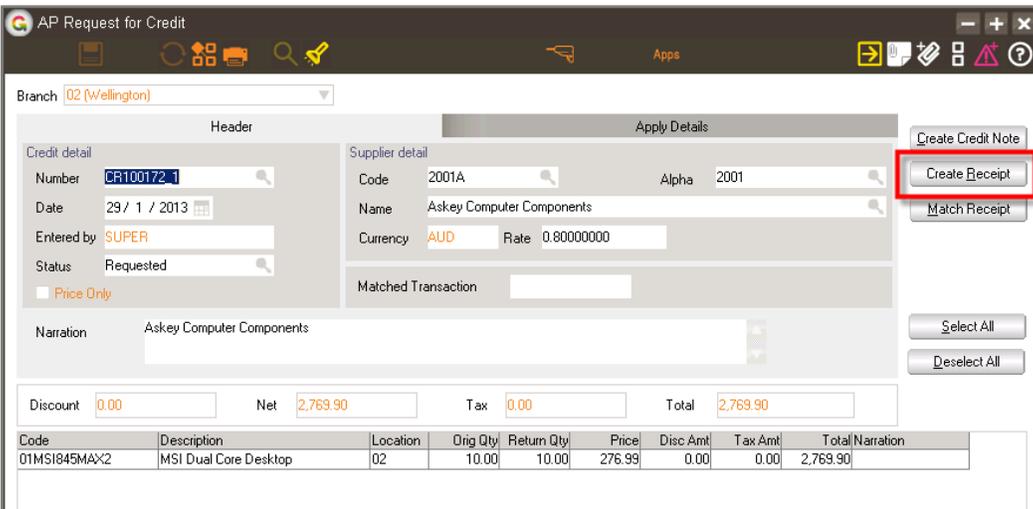
4. If the stock has not already been booked in click the Create Receipt button

5. Click Ok to create a Purchase Order – we need a new purchase order so that we can Receipt the items
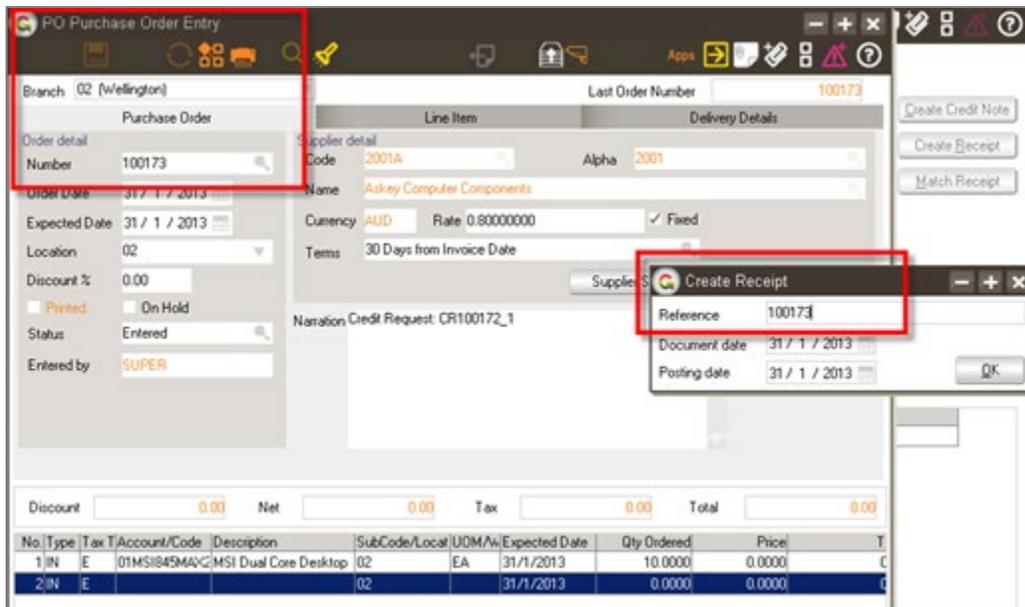
6. The purchase order screen will open and be populated with a new Purchase Order with the Supplier and items from the RFC. At the same time you will get the Create receipt pop-up.
7. Type in the reference to use for the Receipt – you might match this to the new PO number or back to the original RFC number.

8. When you close the Purchase Order Entry form that was opened, the system will display the batch number that has been used for the Receipt. Click OK

9. The RFC now has a Completed status and shows as having been matched to the new Purchase Order.

REPORTING

Refer to the Setup section for creating a request for credit form.

You could also optionally create a report to list outstanding Requests for credit based on the same App class.
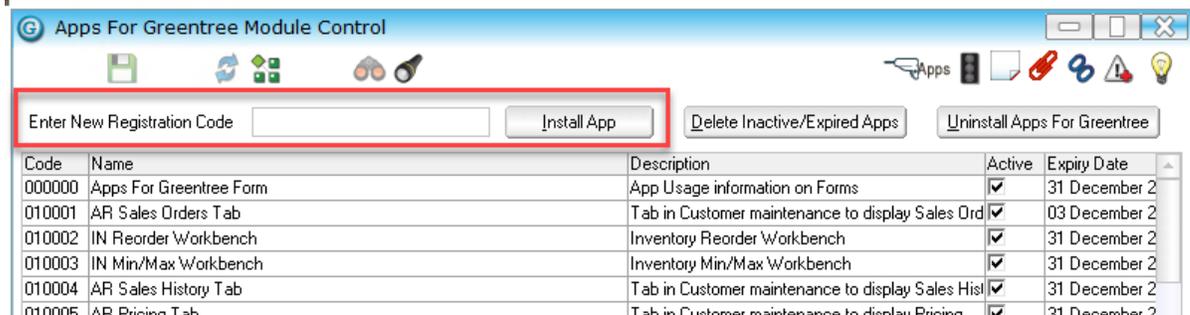
IMPLEMENTATION GUIDE

Please refer to the Important Notes section above before installing and configuring this App

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APP INSTALLATION

1. Log into Greentree as the Super user
2. Select the menu item | System | Apps For Greentree | Apps Module Control |
3. Enter the New Registration Codes supplied and click Install App

4. Select/Highlight the AP Credit Request App.
5. Click on the Edit Users button and select the users who will be configured to use AP Credit Request, for which companies.
6. Save and Close the form.
   7. Log-out and log-in again to activate the associated menu options.

OTHER GREENTREE CONFIGURATION

Complete the following set-up in Greentree before configuring the App.

AP CREDIT REQUEST STATUS DEFINITION

1. Select the menu item | System | Accounts Payable | AP Credit Request Status Definition |
2. Create as a minimum, records for the Default Unmatched status and Default Matched status. e.g.
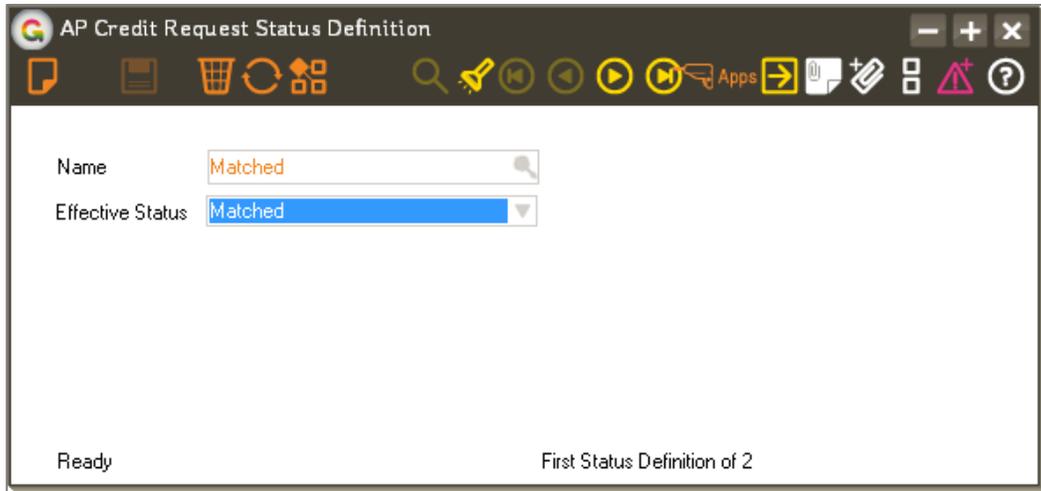
The following features must also be set up in Greentree prior to configuring the App.

- Inventory Quarantine location
- Stock write-off transaction type
- Pricing credit non-diminishing stock item
- Hold code
- Request for credit form

INVENTORY QUARANTINE LOCATION

3. Select the menu item | System | Inventory | Location Maintenance |
4. Setup a location for Quarantine Stock - Stock is moved to this location when a Request for credit is made if the product is faulty. Should be set as Is Protected to prevent Sales.

## INVENTORY TRANSACTION TYPE

1. Select the menu item | System | Inventory | Transaction Type Maintenance |
2. Setup a transaction type to be used to move any stock on hand from a receipt into the quarantine location – used when the stock is faulty and can't be sold.
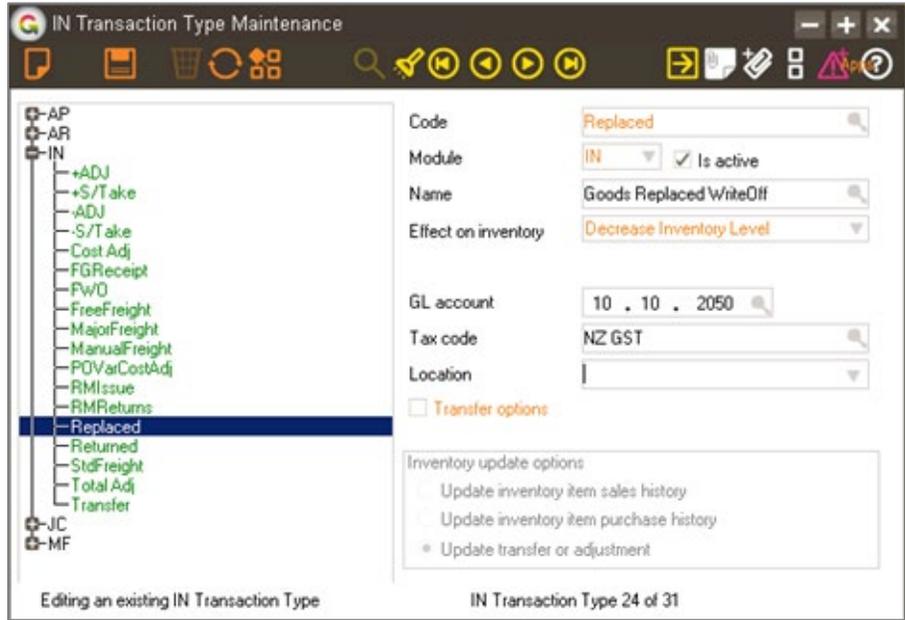
3. Setup a transaction type to be used to write-off any stock not being returned to the Supplier but which is no suitable for sale.

INVENTORY ITEM MAINTENANCE

1. Select the menu item | Data Entry | Inventory | Inventory Item Maintenance |
2. Set up a non-diminishing stock item to go on the Request for credit when it is a pricing credit only – no stock movement involved.
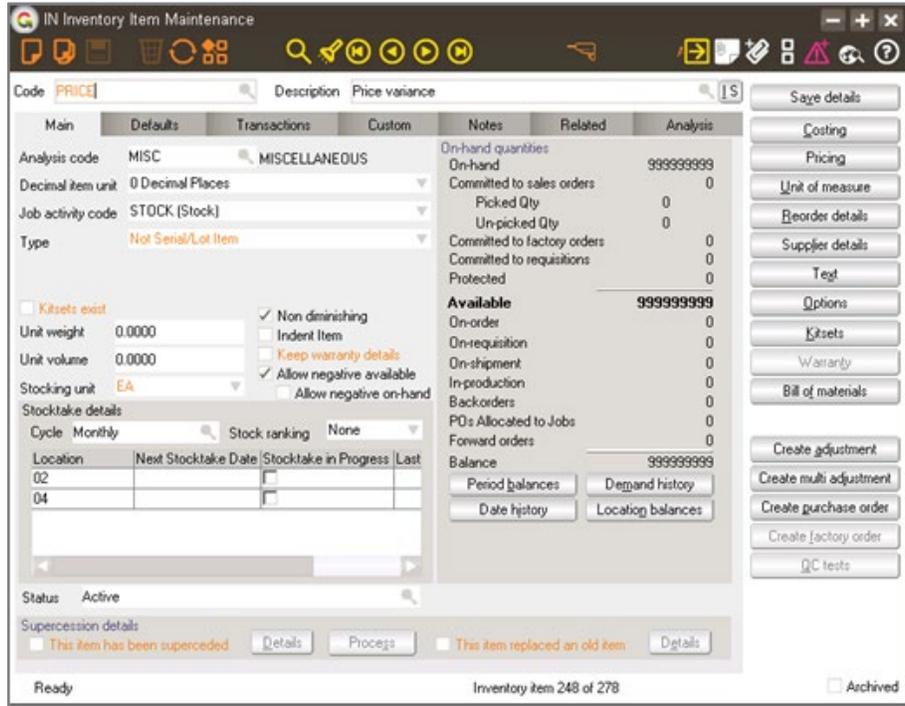

HOLD CODE

1. Select the menu item | System | System Setup | Hold Code Maintenance |
2. Setup a hold code to be assigned to any outstanding invoice when a request for credit is raised against it.
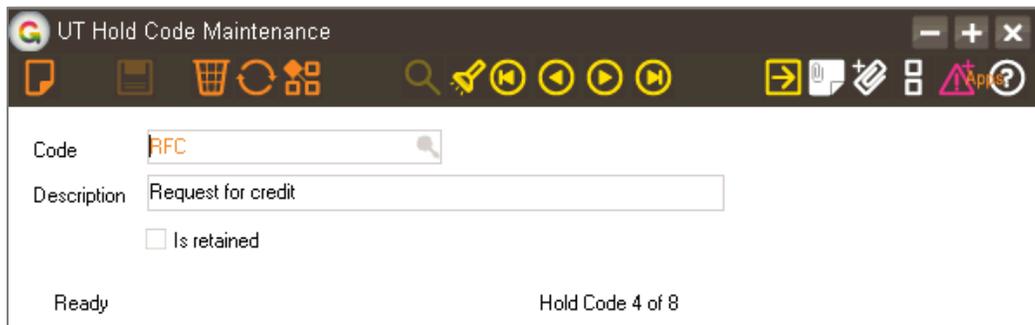
REQUEST FOR CREDIT FORM

1. Select the menu item | System | Customisation | Report |
2. Configure a report to send to your supplier when requesting a credit. This should be based on the new class VAppsAPCreditRequest. You need to install the App to make this class available.
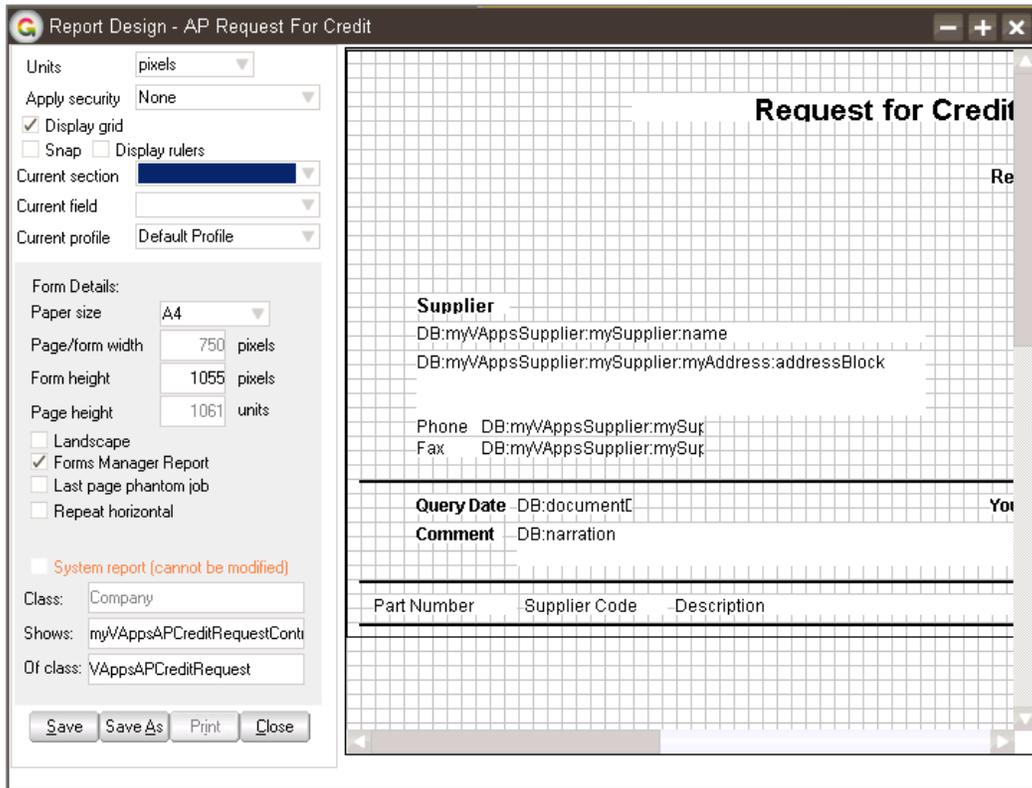
3. Right click on the body of the report, select Module Membership and set it as **AP**. This ensures the report can be associated with the App when configuring it in Apps Module Control.

APP CONFIGURATION

1. Select the menu item | System | Apps For Greentree | Apps Module Control |
2. Select/Highlight the AP Credit Request App.
3. Click on the Change button to configure the App for use.

Quarantine Location	Select the location to move faulty product to
Transfer Transaction Type	Select the transaction type to transfer stock to quarantine
Write-off Transaction Type	Select the transaction type to write-off faulty non-returned stock
Unmatched Status	Select Requested to indicate that the Request for Credit is not yet complete – has not been matched to an actual Credit Note
Matched Status	Select Completed to indicate the Request has been matched to an actual Credit Note
Use Average Cost	Tick this box to have the current system average cost of the item unchanged by the Request. This means

that any additional charges from Shipments will be written off to a variance account

Variance GL Account   This is the GL account that any additional charges will be posted to if ticked above and excluded from the credit

Pricing Credit Stock Item   Select the non-diminishing stock item to be used when the request for credit is for pricing and you don't want to affect the stock on hand

Hold Code   Select the hold code to be assigned if the Request for credit is raised from an outstanding invoice – the invoice will be put on hold

Report   Select the report to print to send to the Supplier

Disable Create Credit Note Button if no access to Credit Note Entry   Tick this box to enforce menu security for Credit Note entry.

Add Alert to Source Transaction Tick this box to have an instant alert added to the Purchase Order if it has an Outstanding RFC

4. Click Save and Close the form