

VERSION 3.0

JULY 24, 2019

Apps for Greentree

RETURNS AUTHORITIES IN ACCOUNTS RECEIVABLE

APP NUMBER: 010057

Powered by:

MYOB Greentree

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FEATURES

Returns Authorities in Accounts Receivable

This App allows users to process Return Authorities and Return Recommendations.

The user is prompted to complete a series of predefined questions in order to gather information that is needed in order to consider whether the Return will be accepted.

Once the questions have been answered the return request is either Approved and Completed or Declined.

If Approved, the system will create a Credit Note. If declined, no further actions are available via the App, and the user will contact the customer to discuss what happens next.

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.

OTHER REQUIREMENTS

Greentree Modules: Inventory, Accounts Receivable, Workflow, Alerts and Approvals

Associated Apps: None

USER INSTRUCTIONS

RETURN AUTHORITY REQUEST

Creating the Request from an existing Invoice

A new **Credit Request** button has been added to the **AR Invoice Entry** and **JC AR Invoice Entry** screens. Note: The name of the button can be varied in the Apps Module Control form.

AR Invoice Entry (HWR)

Batch: 2019052401 | Branch: 01 (Allied Concrete Limited - Christchu) | Last invoice number: 1149233

Invoice Detail

Number: 1149216 | Date: 24 / 05 / 2019 | Hold code: None | Order number: | Entered by: ACL Invoices | Payment date: 20 / 06 / 2019 | Narration: 88 Hunter Terrace, Cashmere

Customer Detail

Code: 1085 | Name: Consortium Construction Ltd | Terms: 20th of the Month Following | Salesperson: Mike Smith

Discount: 0.00 | Net: 2,785.09 | Tax: 417.76 | Total: 3,202.85

Type	Tax Type	Company	Account/Code/Job	Description	Subcode/Lc	Unit	Quantity	Price	Discount%	Discount	Tax Code	Tax%	Tax	Amount	Narration	Delivery Date
IN	E	Issue	2013E	20MPa 13mm Exposed	0101	M3	6.8000	183.2294	0.00	0.00	GST	14.9999	186.89	1245.96		24/05/2019
IN	E	Issue	2013E	20MPa 13mm Exposed	0101	M3	5.4000	183.2296	0.00	0.00	GST	14.9999	148.41	989.44		24/05/2019
IN	E	Issue	2013E	20MPa 13mm Exposed	0101	M3	3.0000	183.2300	0.00	0.00	GST	14.9999	82.45	549.69		24/05/2019
TX	I						0.0000	0.0000	0.00	0.00	GST	14.9999	0.01	0.01	Tax Adjustment	

When the button is clicked, the user will be taken to the screen below.

Credit Request

Branch: 01 (Allied Concrete Limited - Christchurch)

Credit detail

Number: CR2447 | Date: 24 / 07 / 2019 | Entered by: | Status: Entered | Type: CR - Credit Request | Contact Name: | Phone: | Credit type: AR Credit | Recharge Invoice: 1149624 | Risk Manager No: 12345

Customer detail

Code: 1085 | Name: Consortium Construction Ltd | Reason: Pricing Issue

Discount: 0.00 | Net: 2,785.09 | Tax: 417.76 | Total: 3,202.85

Type	Tax Type	Company/Trans	Account/Code	Description	Subcode/L	Orig Qty	Return Qty	Price	Disc%	Disc Amt	Tax Code	Tax%	Tax Amt	Total	Narration	Stock Return?	Requested by
IN	E	AR Credit	2013E	20MPa 13mm Exposed	0101	6.80	6.80	183.23	0.00	0.00	GST	15.00	186.89	1245.96		<input type="checkbox"/>	
IN	E	AR Credit	2013E	20MPa 13mm Exposed	0101	5.40	5.40	183.23	0.00	0.00	GST	15.00	148.42	989.44		<input type="checkbox"/>	
IN	E	AR Credit	2013E	20MPa 13mm Exposed	0101	3.00	3.00	183.23	0.00	0.00	GST	15.00	82.45	549.69		<input type="checkbox"/>	
IN	E	AR Credit					0.0000	0.0000	0.00	0.00	GST	15.0000	0.00	0.00		<input type="checkbox"/>	

The **Number Sequence** to be used will be as per the setting in Type Maintenance (with .01, etc. suffix if this is not the first credit for this invoice and use invoice number is ticked). It will change depending on the Type selected.

The **Date** will default to today but can be overwritten if required. All customer details will default from the invoice.

The status will be **Entered**.

The **Type** field (dropdown) on the Header will be selected by the user from the new field maintenance for the applicable return authority request type.

The **Contact Name** and **Phone Number** will need to be completed by the user if desired.

The **Credit Type** field will default based on the type of invoice being credited. Either AR Credit, JC Credit or JC Docket Credit. If the company does not have the Job Cost module enabled, then the last two options will not be available. Similarly, if Verde Dockets are not in use, then the JC Docket Credit Type will not be available.

The **Recharge Invoice** field is a search field in which a replacement invoice can be selected if this is relevant. This number can then be double clicked to quickly open and view the Recharge invoice if desired. Whether this field is mandatory is determined by the Reason that is selected.

The **External Reference** field can be renamed in the module control screen to suit whatever purpose the company wishes to use this field for. In the example above it has been named 'Risk Manager No'. This is a plain text field that does not link to anything or have any associated functionality. Whether this field is mandatory is determined by the Reason that is selected.

The **Reason** field(s) are as per the setups in Reason Maintenance, which can be mandatory if desired. If sub-reasons are linked to the main answer selected, then additional questions may be displayed.

On each line item the user can update the **Return Qty** being returned if required (enter 0.00 for any lines not being credited). Note they can enter a lesser quantity to what was invoiced but not a greater quantity.

Note: If an item is a serial or batch tracked item it will be highlighted in yellow if the quantity being returned is different to the original quantity.

Code	Description	Location	Trans Type	Orig Qty	Retun Qty	Price	Disc Amt	Tax Amt	Total Narration	Is it in saleable condition?
LOT ITEM	Lot Item	01	AR Credit	50.00	40	11.50	0.00	60.00	400.00	<input checked="" type="checkbox"/>
00AOPEN17MONITOR	AOpen 17" LCD Monitor	01	AR Credit	1.00	1.00	609.50	0.00	79.50	530.00	<input type="checkbox"/>

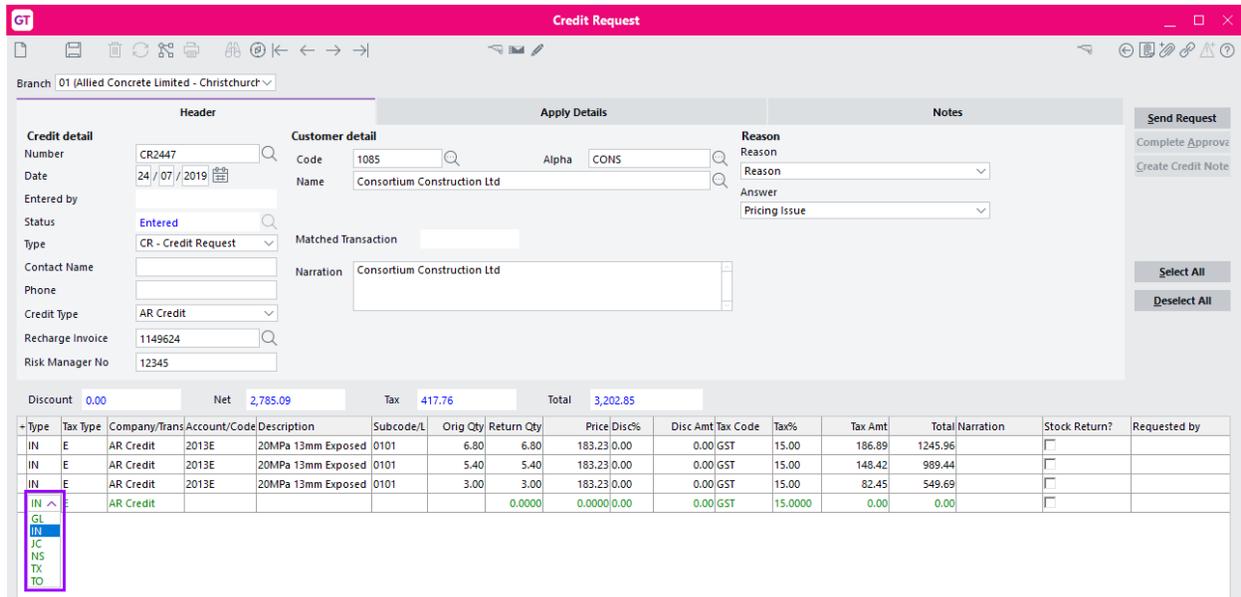
The **Serial Number** or **Lot Number** will be auto populated so if the return quantity is different to the original quantity the user will need to update the serial/lot entry screen. **Right-Click** on the Serial/Lot field to bring up the standard Serial/Lot information screen.

If the return quantity is greater than zero, the user won't be able to save the form without the correct serial/batch information.



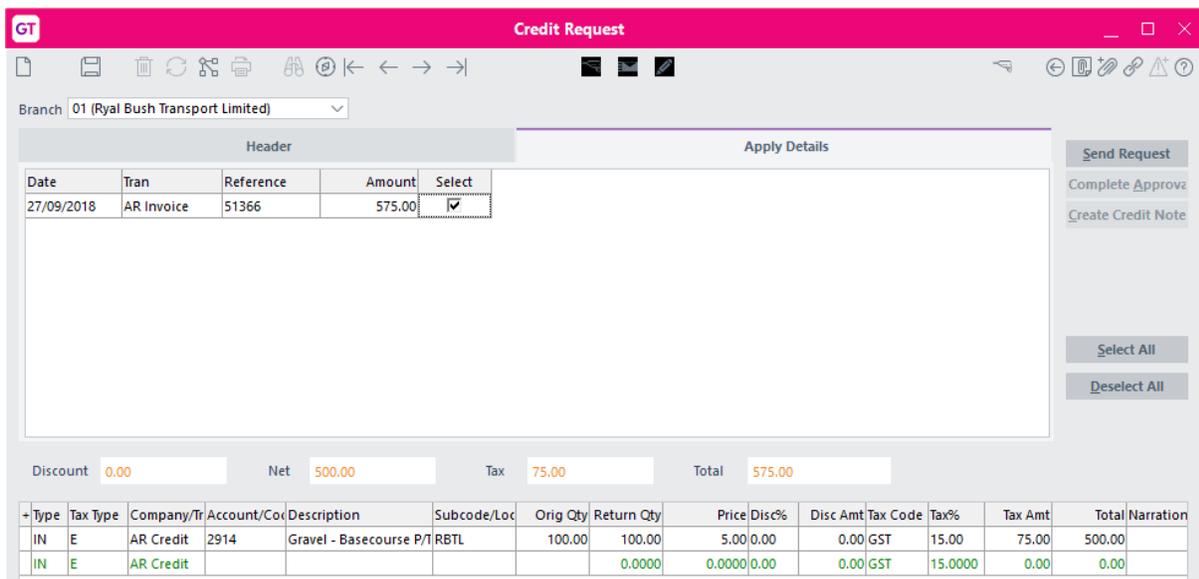
The Pre-qualifying questions from Apps Module Control are displayed as columns so the user can enter these for each item being credited.

If the Apps Module Control setting to 'Allow Return of extra items' has been enabled, then it will be possible to add extra line items to the table for crediting. GL, IN, JC and NS lines are all able to be entered.

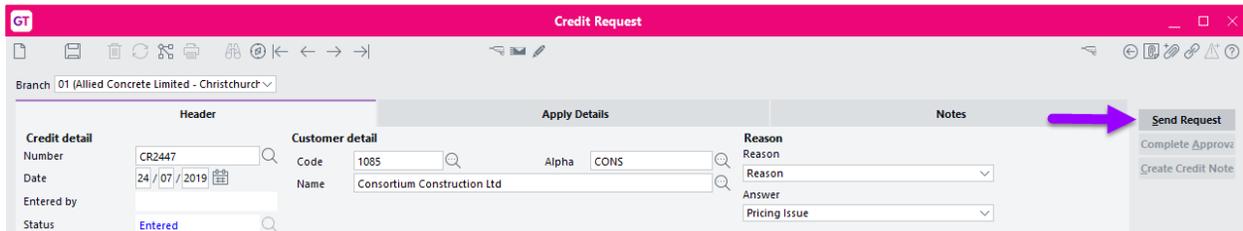


The **Notes** tab is a free text screen into which any detailed information can be typed. This is for internal use only and won't appear on the credit note.

The Invoice Number will be automatically ticked on the **Apply Details** tab so that when the credit note is approved, it will also be ticked on the Apply details of the AR Credit Note. The user won't need to go to this tab for data entry purposes if starting from an AR Invoice.



Once the lines are complete, the user will click the **Send Request** button to submit the return authority.



Note: The **Complete Approval** and **Create Credit Note** buttons will not be active. Once submitted, the status will change to **Waiting Approval**.

The Save button can be used instead if the user is not ready to send the request.

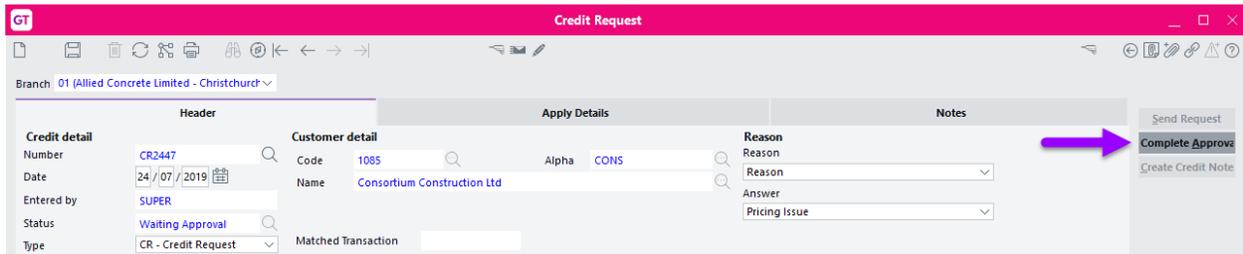
The **Alerts and Approvals** rules (if configured at the time of installation) will be used to send the approval to the correct person. Approvals can also be shown on a workflow desktop (if one is configured).

Managing kitsets

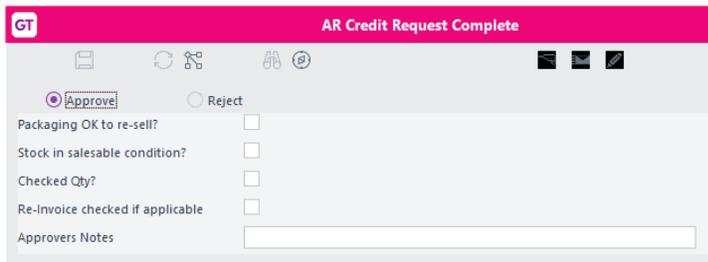
Kitsets are by default assumed to be returned complete.

Completing the Approval Process

Once the goods have been returned or the recommendation approved, the user will double click the line from their desktop to open the form and they will click on the **Complete Approval** button.



This will display the list of Approval prompts from the Credit Request Type.



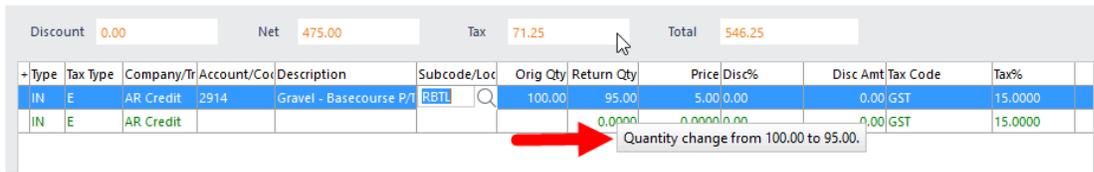
(Note that this does not apply if CRM Approvals are being used to approve the Credit Requests. In that case this button would be disabled via the module control and A&A Rules would instead be used to complete the Credit Request on final approval).

Once the approver has completed the questions/prompts, they will select either **Approve** or **Reject**.

If Rejected, then no further action is required in Greentree and the **Create Credit Note** button will not be active. The user will contact the customer.

Note: instead of clicking on the **Complete Approval** button, the user can amend the **Type** and **Save** (e.g. if a 'Return Authority' becomes a 'Return Recommendation' because the goods were not saleable). In this case, the **Complete Approval** button wouldn't be used and instead the form would be **Saved** and it would appear on a Return Recommendation Desktop.

The **Quantities** can also be amended if the number returned was not the number initially stated by the customer. If the quantity has been changed, then hovering the mouse over the line will display a hover message stating quantity changed from x to y.

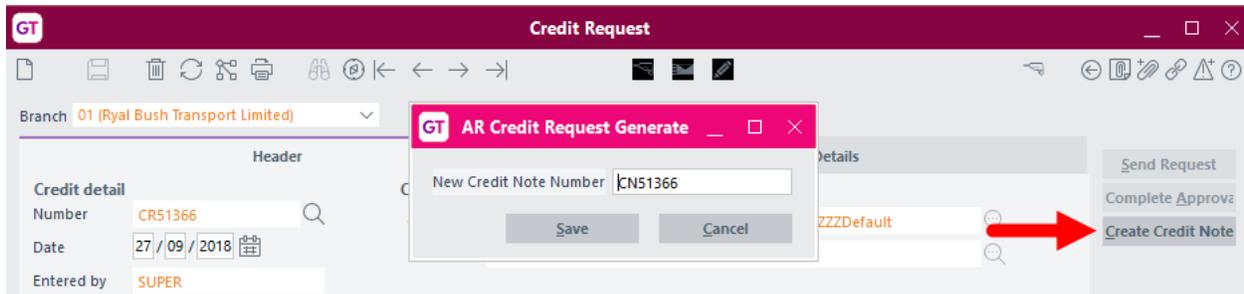


The screenshot shows a table with columns: Type, Tax Type, Company/Tr, Account/Co, Description, Subcode/Loc, Orig Qty, Return Qty, Price, Disc%, Disc Amt, Tax Code, and Tax%. The first row is highlighted in blue. A red arrow points to a tooltip that says "Quantity change from 100.00 to 95.00." The tooltip also shows "0.0000" and "0.00000000" in the Price and Disc% columns.

Type	Tax Type	Company/Tr	Account/Co	Description	Subcode/Loc	Orig Qty	Return Qty	Price	Disc%	Disc Amt	Tax Code	Tax%
IN	E	AR Credit	2914	Gravel - Basecourse P/7	RBTU	100.00	95.00	5.00	0.00	0.00	GST	15.0000
IN	E	AR Credit						0.00000000		0.00	GST	15.0000

If **Approved**, it will appear on another Workflow Desktop (if one has been configured) from which the relevant user will open it and use the **Create Credit Note** button to create the actual credit.

The number sequence will be CN prefix with the invoice number and .01, etc. as the suffix if this is not the first credit for this invoice.



Once saved, the status of the Return Authority will be **Complete**.

If desired, they can then be displayed in an Alert Collection panel on a Workflow Desktop to prompt a stores-person to put the product back into stock.

They would then right-click to remove the record from the Desktop once the item has been returned to stock.

Reporting

There are no reports associated with this App.

Crediting Verde Docket Invoices

This section pertains only to those sites using Verde Dockets.

If the invoice being credited is a JCAR Invoice that was created from a Verde Docket(s), then the Credit Request will automatically default the **Credit Type** to 'JC Docket Credit'.

GT JC Job AR Invoice Entry

Batch: 567351 Branch: 01 (Ryal Bush Transport Limited) Last Invoice Number: 56646

Invoice	Dockets	Narration	Email Tracker	Dates	Delivery Details
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Job Detail
 Job: 3439 Southern Transport - Fert Boats

Customer Detail
 Code: 43200 Alpha SOUTHTC
 Name: Southern Transport Co Ltd.

Invoice Detail
 Proforma No: Proforma
 Invoice No: 56646 Invoice
 Date: 08/07/2019
 Hold Code: None
 Order No: Reprint
 Format: JC AR Invoice Ryal Bush PP

Terms: 20th of the Month Following
 Salesperson: All Sales Persons
 Contact: Lionel Wood
 Delivery Address:
 Payment Date: 20/08/2019 Posting Date: 08/07/2019 Period End: 31/07/2019

Invoice Amount
 Discount: 0.00 Net: 4480.16 Tax: 672.03 Total: 5152.19

Tax	Code	Description	IN Code	IN Description	Quantity	Rate	Discount%	Discount	Tax Code	Tax%	Tax	Total	Narration	Docket	Date	Plant
*	E	2114	Cartage - Fertiliser		226.0800	7.5100	0.00	0.00	GST	15.0000	254.68	1697.86		148474	25/06/2019	9036
*	E	2114	Cartage - Fertiliser		370.4800	7.5100	0.00	0.00	GST	15.0000	417.35	2782.30		148474	25/06/2019	9043

GT Verde JC Docket Entry

Batch: 567350 Branch: 01 (Ryal Bush Transport Limited) Last Reference:

Document Details
 Reference: 148474
 Date: 25/06/2019
 IN Tran Type: JobTxf Issue Stock to Job
 Posting Date: 31/07/2019 Period End: 31/07/2019
 Entered by: carol.henderson

Job Details
 Customer: 43200 SOUTHTC Southern Transport Co Ltd
 Tax type: Exclusive
 Job: 3439 Southern Transport - Fert Boats
 Order No:
 Credit

Print Docket option: Summary Detail
 Hide Rate on Invoice Invoice: 56646
 On Hold FAF Included?

Select text:
 Narration: Cart bulk SOA / Vietnamese Rock
 24th & 25th June 2019
 Total charged - 596.56t
 Vessel - Alam Seriv2

Docket Qty: 596.56 Rate: 7.51 Total: 4480.16 Status: Invoiced

Type	Date	Plant/Item	Name	Activity Code	Description	Work Centre	Description	Quantity	Price	Total	Narration	Incl in Qt	Unit
JC	25/06/2019	9036	2014 Kenworth (HNJ455)	2114	Cartage - Fertilis	1000	Revenue	226.0800	7.5100	1697.86		<input checked="" type="checkbox"/>	
JC	25/06/2019	9043	2016 DAF (KGK476)	2114	Cartage - Fertilis	1000	Revenue	370.4800	7.5100	2782.30		<input checked="" type="checkbox"/>	
JC	25/06/2019			2114	Cartage - Fertilis	1000	Revenue					<input checked="" type="checkbox"/>	

Originating JC Docket for reference...

Additional Job Code and Job Name fields will also be visible and will default to the Header Job from the JC Docket.

There is also an extra 'Recharge Dockets' field that is only visible on Requests of Type 'JC Docket Credit'. This is not validated or mandatory and can be a comma separated list of more than one docket number. When the Credit Request gets completed and the credit is generated, any Recharge Dockets specified in this field, if they are currently on hold, will be automatically taken off hold.

GT Credit Request

Branch 01 (Ryal Bush Transport Limited)

Header		Apply Details		Notes	
Credit detail	Number CR3115	Customer detail	Code 43200 Alpha SOUTHIC	Reason	Reason
Date	26/07/2019	Name	Southern Transport Co Ltd.	Reason	
Entered by		Matched Transaction		Answer	
Status	Entered	Narration	Southern Transport Co Ltd.		
Type	CR - Credit Request	Job	3439 Southern Transport - Fert Boats		
Contact Name		Recharge Dockets			
Phone					
Credit Type	JC Docket Credit				
Recharge Invoice					
Risk Manager No					
Discount	0.00	Net	4,480.16	Tax	672.03
				Total	5,152.19

Tax Type	Account/Code	Description	Subcode/Lc	Orig Qty	Return Qty	Price	Disc%	Disc Amt	Tax Code	Tax%	Tax Amt	Total	Narration	Stock Return?	Requested by
E	3439	Southern Transport - F	2114	226.08	226.08	7.51	0.00	0.00	GST	15.00	254.68	1697.86			
E	3439	Southern Transport - F	2114	370.48	370.48	7.51	0.00	0.00	GST	15.00	417.35	2782.30			
E						0.0000	0.0000	0.00	GST	15.0000	0.00	0.00			

When the JC AR Credit Note gets created from the Credit Request, a JC Docket Credit is automatically created as well. The purpose of this is to reverse the Costs and Sales that the original invoice had posted. Negative lines will therefore be seen in the header Job's Cost and Sales Transactions. All JC Line Items will reverse the Sales transactions from their Plant/Jobs. And any Inventory items will be returned to Stock.

GT Verde JC Docket Entry

Batch S67645 Branch 01 (Ryal Bush Transport Limited) Last Reference

Document Details		Job Details	
Reference	CN148474	Customer	43200 SOUTHIC Southern Transport Co Ltd
Date	26/07/2019	Tax type	Exclusive
IN Tran Type	Returned Sto Job Credit	Job	3439 Southern Transport - Fert Boats
Posting Date	26/07/2019	Order No	
Entered by	SUPER	<input checked="" type="checkbox"/> Credit	Invoice to Credit
Print Docket option	<input checked="" type="radio"/> Summary <input type="radio"/> Detail	<input checked="" type="checkbox"/> Auto Generate	Print Credit Not
<input type="checkbox"/> Hide Rate on Invoice	Credit Note CN148474	Select text	
<input type="checkbox"/> On Hold	<input type="checkbox"/> FAF Included?	Narration	Southern Transport Co Ltd.

Docket Qty 0.00 Rate 0.00 Total 4480.16 Status Entered Save header

Type	Date	Plant/Item	Name	Activity Code	Description	Work Centre	Description	Quantity	Price	Total	Narration	Incl in Qt	Unit
JC	26/07/2019	9036	2014 Kenworth (HNJ455)	2114	Cartage - Fertilis	1000	Revenue	226.0800	7.5100	1697.86		<input type="checkbox"/>	
JC	26/07/2019	9043	2016 DAF (KKG476)	2114	Cartage - Fertilis	1000	Revenue	370.4800	7.5100	2782.30		<input type="checkbox"/>	
JC	26/07/2019			2114	Cartage - Fertilis	1000	Revenue					<input checked="" type="checkbox"/>	

Credit Request Enquiry

There is a new Credit Request Enquiry button on the Customer Maintenance and Customer Enquiry screens, that can be used to locate any existing Requests for the selected customer.

Customer Maintenance

Code: ZZZDefault Alpha ZZZDefault Name: ZZZZ Default Customer Do Not Delete zzzz
 Trading Name: _____

Created on the 18/03/2009 Foreign Local

Sales History Notes Jobs Related Verde Analysis Cards JC Job Defaults Trip Sheet Verde Pricing Report
 Main Defaults Integration Credit Email Tracker Delivery Transactions Custom WebView Master eDocs Pricing Sales Orders

Address: DO NOT DELETE zzzz
 Suburb: _____
 Post code: _____ City: _____
 Country: New Zealand
 Phone: _____
 Mobile: _____
 Fax: _____
 Contact: _____
 Email: _____
 Web: _____
 Balance type: Balance Forward
 Status: Active
 Source of Referral: _____

Balances

Include child balances

Current balance	0.00
Overdue 1	0.00
Overdue 2	0.00
Overdue 3	0.00
Overdue 4+	0.00
Sub-total	0.00
Future balance	0.00
Hold balance	0.00
Total	0.00

Retention balance: 0.00

History

MTD sales	0.00
YTD sales	0.00
Last year sales	0.00
Last receipt	0.00
Receipt profile	-----

Ready Last customer of 3964

Actions: Email/Print Invoices, Credit Request Enquiry, Release/alter holds, Apply transactions, View jobs, Create invoice, Create credit note, Create journal, Create receipt, Create standing invoice, Create Equipment

AR Credit Request Enquiry

Select All Statuses

Customer: 47231 To: 47231
 Document Dat: 01/01/1950 To: 31/12/2050

Approved Complete Entered

Search Now New

Date	Customer	Reference	Matched Transaction	Value	Status
18/09/2018	47231	CR45474		2,166.69	Approved

If the module control setting 'Allow Returns without Invoice' is enabled, then the **New** button will be visible on the Enquiry screen above. This will launch a blank Credit Request form, populated only with the Customer's details. The Credit Type will need to be selected from those available, and the line items will need to be manually added to the table.

Credit Request

Branch: 01 (Ryal Bush Transport Limited)

Header

Customer detail: Code: ZZZDefault Alpha: ZZZDefault Name: ZZZZ Default Customer Do Not Delete zzzz
 Matched Transaction: _____
 Narration: ZZZZ Default Customer Do Not Delete zzzz

Reason: Reason Reason Answer

Discount: 0.00 Net: 0.00 Tax: 0.00 Total: 0.00

Type	Tax Type	Account/Cod	Description	Subcode/Location	Orig Qty	Return Qty	Price	Disc%	Disc Amt	Tax Code	Tax%	Tax Amt	Total	Narration	Stock Return?	Requested
E					0.0000		0.0000	0.00	0.00	GST	15.0000	0.00	0.00			

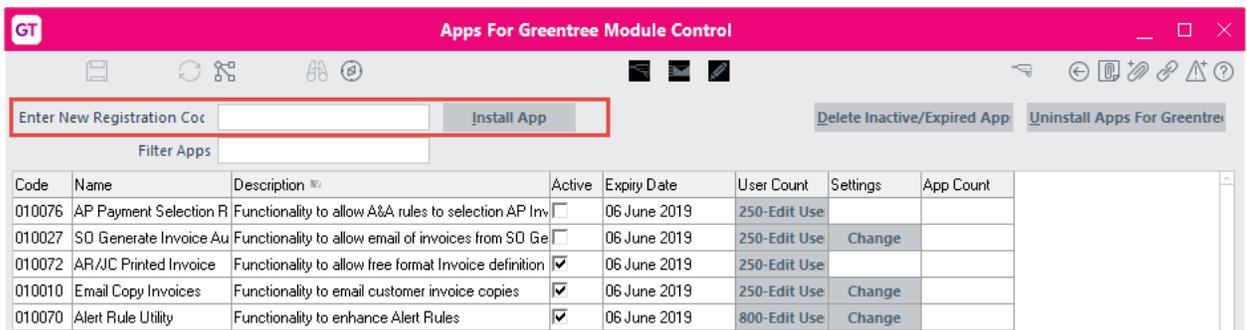
Send Request Complete Approve Create Credit Note Select All Deselect All

IMPLEMENTATION GUIDE

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

APP INSTALLATION

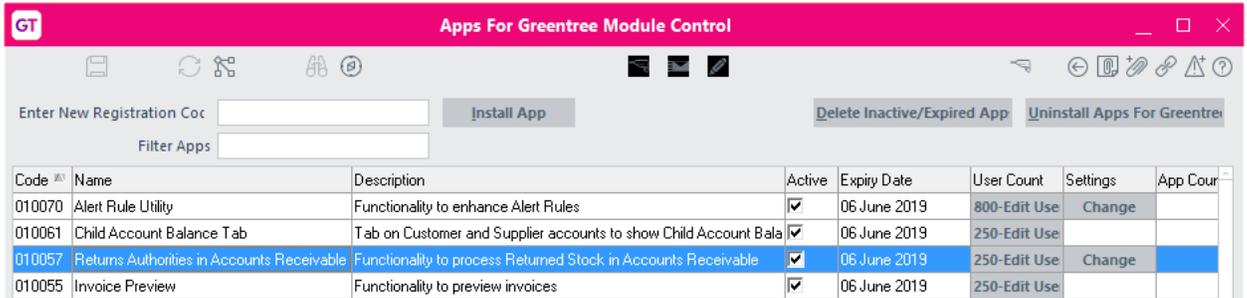
1. Log into Greentree as the **Super** user
2. Select the menu item **System | Apps For Greentree | Apps Module Control |**
3. Enter the New Registration Codes supplied and click Install App



The screenshot shows the 'Apps For Greentree Module Control' window. At the top, there is a search bar for 'Enter New Registration Coc' and an 'Install App' button. Below this is a 'Filter Apps' input field. The main area contains a table with the following data:

Code	Name	Description	Active	Expiry Date	User Count	Settings	App Count
010076	AP Payment Selection R	Functionality to allow A&A rules to selection AP Inv	<input type="checkbox"/>	06 June 2019	250-Edit Use		
010027	SO Generate Invoice Au	Functionality to allow email of invoices from SO Ge	<input type="checkbox"/>	06 June 2019	250-Edit Use	Change	
010072	AR/JC Printed Invoice	Functionality to allow free format Invoice definition	<input checked="" type="checkbox"/>	06 June 2019	250-Edit Use		
010010	Email Copy Invoices	Functionality to email customer invoice copies	<input checked="" type="checkbox"/>	06 June 2019	250-Edit Use	Change	
010070	Alert Rule Utility	Functionality to enhance Alert Rules	<input checked="" type="checkbox"/>	06 June 2019	800-Edit Use	Change	

4. Select/Highlight the **AR Credit Returns App** (also known as **Returns Authorities in Accounts Receivable**).



The screenshot shows the same 'Apps For Greentree Module Control' window. The table now displays a different set of apps, with the 'Returns Authorities in Accounts Receivable' app highlighted in blue. The data in the table is as follows:

Code	Name	Description	Active	Expiry Date	User Count	Settings	App Cour
010070	Alert Rule Utility	Functionality to enhance Alert Rules	<input checked="" type="checkbox"/>	06 June 2019	800-Edit Use	Change	
010061	Child Account Balance Tab	Tab on Customer and Supplier accounts to show Child Account Bala	<input checked="" type="checkbox"/>	06 June 2019	250-Edit Use		
010057	Returns Authorities in Accounts Receivable	Functionality to process Returned Stock in Accounts Receivable	<input checked="" type="checkbox"/>	06 June 2019	250-Edit Use	Change	
010055	Invoice Preview	Functionality to preview invoices	<input checked="" type="checkbox"/>	06 June 2019	250-Edit Use		

5. Click on the **Edit Users** button and select the users select the users who will be configured to use the App, for which companies.

GT Apps For Greentree Manager App User Access

User Count Limit: 250

User	**UPGRADE** A	**UPGRADE** A	**UPGRADE** A	**UPGRADE** A	**UPGRADE** A	**UPGRADE** A	**UPGRADE** A	**UPGRADE** A
bob.officer								
bobbi.lewis								
brad.kincaid					<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Bradley.Wise								
brenda.stevens								
Brendan.geenty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
brendon.lloyd								<input type="checkbox"/>
brendon.selbie								
brent.cross								
brent.esler	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
brent.mackenzie								
brett.collier	<input checked="" type="checkbox"/>							
brett.haldane	<input checked="" type="checkbox"/>							

- Once you have selected the users, **Save** the settings using the save icon in the header and **Close** the window.
- Save** and **Close** the form.

CONFIGURATION

AR Credit Request Setup

1. Log in to Greentree as the *Super* user
2. Select the menu item [System | Apps For Greentree | Apps Module Control |](#)
3. Locate the [AR Credit Request](#) App in the list and click on the [Change](#) button beside it

Code	Name	Description	Active	Expiry Date	User Count	Settings	App Cour
010070	Alert Rule Utility	Functionality to enhance Alert Rules	<input checked="" type="checkbox"/>	06 June 2019	800-Edit Use	Change	
010061	Child Account Balance Tab	Tab on Customer and Supplier accounts to show Child Account Bala	<input checked="" type="checkbox"/>	06 June 2019	250-Edit Use		
010057	Returns Authorities in Accounts Receivable	Functionality to process Returned Stock in Accounts Receivable	<input checked="" type="checkbox"/>	06 June 2019	250-Edit Use	Change	
010055	Invoice Preview	Functionality to preview invoices	<input checked="" type="checkbox"/>	06 June 2019	250-Edit Use		

4. The AR Credit Request Control Form is used to set up a list of pre-qualification prompts to be completed at the time of creating a return authority.

Module Name:

Default Unmatched Status:

Default Matched Status:

External Reference Label:

Use Credit Reason

Default Credit Reason:

Hide Approval Button

Put Invoice on Hold

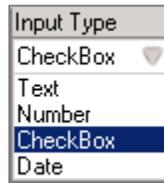
Allow Returns without Invoice

Allow Return of extra items

Sequence	Prompt	Input Type	Length/Decimals/Options
1	Stock Return?	CheckBox	
2	Requested by	Text	30

- Module Name:** Enter the name that you wish to appear on menus and forms
- Default Unmatched Status:** The status to be used when the Return Authority is first saved.
- Default Matched Status:** The status to be used when the Return Authority has been matched to an AR Credit Note.
- External Reference Label:** Allows this field name to be customized to suit whatever purpose the company wishes to use it for.
- Use Credit Reason:** Enables the extra Reason field(s) on the Credit Request form

- Default Credit Reason:** Specifies which question will default into the Credit Request form.
- Allow Returns without Invoice:** This will allow users to create a Credit Request from scratch, that does not pertain to a specific invoice. All lines will be manually entered on these Requests.
- Allow Return of extra items:** This will allow users to add extra lines in addition to those that appeared on the invoice being credited.
- Sequence:** The sequence in which you want the questions to appear
- Prompt:** The actual question/prompt to be answered
- Input Type:** The input types will be one of the following:



Length/Decimals/Options: Applicable if Text or Number is selected as an input type

Click on the Greentree **Save** Icon to Save and Close the window

Credit Request Type Maintenance

Select the menu item **System | Accounts Receivable | Credit Request Type**
 Multiple Request Types can be defined if required.

Sequence	Prompt	Input Type	Length/Decimals/Options
1	Approvers Comments	Text	999
2			

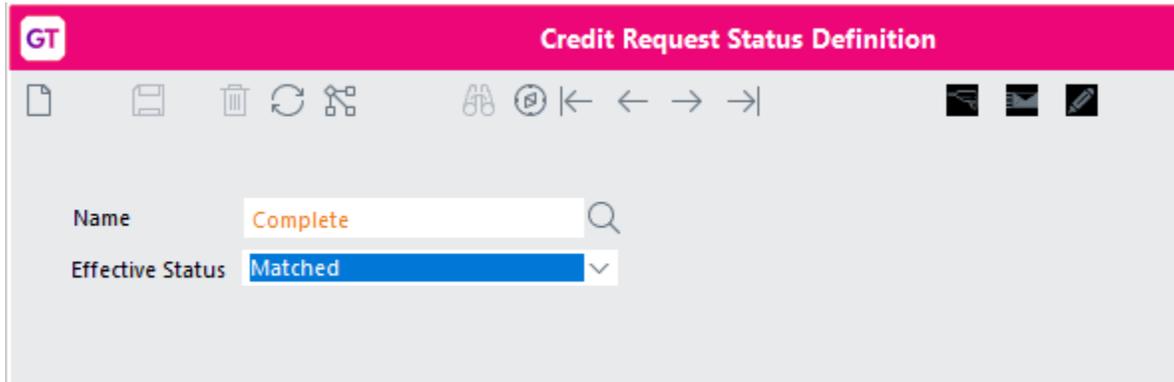
The **Number Range** is used to determine what characters will be used for the Request Number.

This can either be the same as the Invoice number, with an optional prefix added to the front, or you can specify a From and To number range instead, or alternatively use the numbering convention specified in the AR Module Control for Credit Notes.

The list of Prompts/Questions are those to be answered by the Approver, before they either Approve or Reject the Credit Request.

Credit Request Status Definition

Select the menu item: [System](#) | [Accounts Receivable](#) | [Credit Request Status Definition](#)



The screenshot shows the 'Credit Request Status Definition' form in the GT software. The form has a pink header with the 'GT' logo and the title 'Credit Request Status Definition'. Below the header is a toolbar with various icons for file operations and navigation. The main form area contains two fields: 'Name' with a text input field containing 'Complete' and a search icon, and 'Effective Status' with a dropdown menu currently set to 'Matched'.

The recommended statuses to create are:

Entered	Unmatched
Waiting Approval	Unmatched
Approved	Unmatched
Rejected	Matched
Complete	Matched

Credit Request Status Reason Maintenance

Select the menu item: [System](#) | [Accounts Receivable](#) | [Credit Request Reason Maintenance](#)

These reason fields appear in the header section of the Credit Request form and are only visible if the module control setting is ticked on.

You can have multiple Reasons/Questions if desired, and a default one can be specified in the module control.

Each Reason can be set as mandatory if required.

Code	Description	Sub Reason 1	Sub Reason 2	Sub Reason 3	External Reference Mandatory	Recharge Invoice Mandatory
reason	Reason				<input type="checkbox"/>	<input type="checkbox"/>
	Customer Compensation - Technical				<input type="checkbox"/>	<input type="checkbox"/>
	Customer Compensation - Production				<input type="checkbox"/>	<input type="checkbox"/>
	Customer Compensation - Quality				<input type="checkbox"/>	<input type="checkbox"/>
	Customer Compensation - Relationship Mgmt				<input type="checkbox"/>	<input type="checkbox"/>
	Internal Use				<input type="checkbox"/>	<input type="checkbox"/>
	Pricing Issue				<input type="checkbox"/>	<input type="checkbox"/>
	Rebate				<input type="checkbox"/>	<input type="checkbox"/>

The Sub Reasons allow for additional questions to be asked depending upon the main answer selected. In the example below there are three 'Reasons' setup but the Customer Comp Reason and the Responsible Party are only visible and required if the answer selected for the main reason is 'Customer Compensation'.

Code	Description	Sub Reason 1	Sub Reason 2	Sub Reason 3	External Reference Mandatory	Recharge Invoice Mandatory
reason	Reason				<input type="checkbox"/>	<input type="checkbox"/>
	Customer Compensation	custcomp	responsible		<input type="checkbox"/>	<input type="checkbox"/>
	Pricing Issue				<input type="checkbox"/>	<input type="checkbox"/>
	Internal Use				<input type="checkbox"/>	<input type="checkbox"/>

Code	Description	Sub Reason 1	Sub Reason 2	Sub Reason 3	External Reference Mandatory	Recharge Invoice Mandatory
custcomp	Customer Comp Reason				<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Technical Performance				<input type="checkbox"/>	<input type="checkbox"/>
	Production				<input type="checkbox"/>	<input type="checkbox"/>
	Quality - Materials				<input type="checkbox"/>	<input type="checkbox"/>
	Relationship Management				<input type="checkbox"/>	<input type="checkbox"/>

GT Credit Request Reason Maintenance					
Code	Description			Mandatory	
responsible	Responsible Party			<input checked="" type="checkbox"/>	
Answer	Sub Reason 1	Sub Reason 2	Sub Reason 3	External Reference Mandatory	Recharge Invoice Mandatory
Pump				<input type="checkbox"/>	<input type="checkbox"/>
Placer				<input type="checkbox"/>	<input type="checkbox"/>
Customer				<input type="checkbox"/>	<input type="checkbox"/>

GT Credit Request			
Header		Apply Details	Notes
Branch: 10 (Allied Concrete Alexandria)			
Credit detail		Customer detail	Reason
Number	<input type="text"/>	Code	Alpha AML
Date	24 / 07 / 2019	Name	<input type="text"/>
Entered by	<input type="text"/>	Matched Transaction	<input type="text"/>
Status	Entered	Narration	<input type="text"/>
Type	CR - Credit Request		
Contact Name	<input type="text"/>		
Phone	<input type="text"/>		
Credit Type	<input type="text"/>		
Recharge Invoice	<input type="text"/>		
Risk Manager No	<input type="text"/>		
			Reason
			Reason
			Answer
			Customer Compensation
			Customer Comp Reason
			Relationship Management
			Responsible Party
			Placer
			Send Request
			Complete Approval
			Create Credit Note
			Select All
			Deselect All