enactor

retail systems for a digital world

How-To-Guide Configuring Credit Notes

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Introduction

Credit Notes are a form of Refund Tender that may be configured in a wide range of Credit Note Types according to the requirements of the Retailer and used for several purposes. They operate similarly to tracked vouchers in that their issuance and redemption may be traced by serial number.

The POS is often the location where credit notes are issued and where Serial Numbers are produced. It's possible that a Retailer won't require a customer's name and address, but if they do, such information can be gathered at the point of sale and saved in the credit note.

There is a related Tender definition of Type Credit Note that relates to the Credit Note Type. This definition is intended to provide provisions for the issue (as a Tender) and redemption of the Credit Notes.

Overview

This guide will cover the configuration for the following:

- **Role Configuration** – Enabling privileges to run Credit Note functions.
- **Tender** – Configuring Credit Note as a form of Tender.
- **Credit Note Type** – Configuring various types of Credit Notes.
- **Menu Configuration** – Configuring the Tender menu to enable access to Credit Notes.
- **Credit Notes** – Viewing and editing existing Credit Notes on the Estate Manager.

Prior Training / Experience

Successful completion of the “Introduction to Enactor” course, which would have covered all the basics required for this document.

Configuration Steps

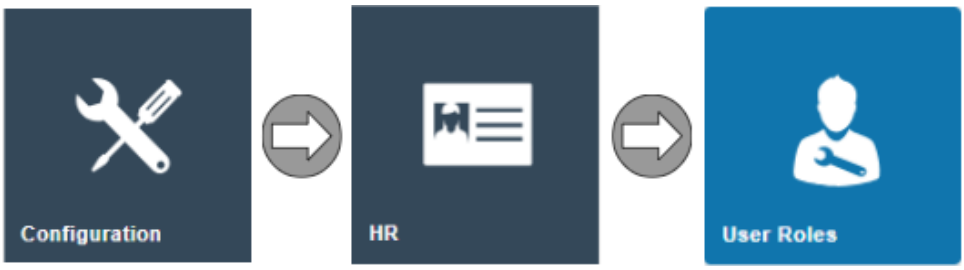
Role Configuration

For the user of Credit Notes, specific privileges and menu configurations must be configured to access the configured Credit Notes in the POS. This section lists the privileges and menu functions that are specific to Credit Note functionality.

Privileges Configuration

The User Role Maintenance application can be accessed as follows,

Configuration -> HR -> User Roles



In the User Role Maintenance, select the **Edit** icon of the desired User Roles to enable the privilege for.

Navigate to the **Authorised Functions Tab** of that selected User Roles and apply the following filters:

- Application Package > Enactor POS
- Function ID > Contains: CreditNote

Package	Process	Function ID	Function Name
Enactor POS	Credit Note Refund	enactor.pos.AuthorisesCreditNoteRefund	Authorises Credit Note Refund
Enactor POS	Credit Note Refund	enactor.pos.CreditNoteRefundAllowed	Credit Note Refund Allowed
Enactor POS	Credit Note Tender	enactor.pos.AuthorisesCreditNoteTender	Authorises Credit Note Tender
Enactor POS	Credit Note Tender	enactor.pos.CreditNoteTenderAllowed	Credit Note Tender Allowed
Enactor POS	Credit Note	enactor.pos.AuthorisesVoidCreditNoteTenderItem	Authorises Credit Note

	Tender Item Void		Tender Voids
Enactor POS	Credit Note Tender Item Void	enactor.pos.VoidCreditNoteTenderItemAllowed	Void Credit Note Tenders Allowed
Enactor POS	Get Tender From Serial Number	enactor.pos.AuthorisesCreditNoteRedeemOffline	Authorises Credit Note Redeem Offline
Enactor POS	Handle Web Report Functions	enactor.webReports.CreditNoteOutstandingBalance	Credit Note Outstanding Balance
Enactor POS	Issue Credit Note Change	enactor.pos.AuthorisesCreditNoteChange	Authorises Credit Note Change
Enactor POS	Issue Credit Note Change	enactor.pos.CreditNoteChangeAllowed	Credit Note Change Allowed

- Application Package > Enactor Web Maintenance
- Function ID > Contains: CreditNote

Package	Process	Function ID	Function Name
Enactor Web Maintenance	Credit Note Maintenance	enactor.creditNoteMaintenance.Edit	Edit Entries
Enactor Web Maintenance	Credit Note Maintenance	enactor.creditNoteMaintenance.EditAccountBalance	Edit Account Balance
Enactor Web Maintenance	Credit Note Maintenance	enactor.creditNoteMaintenance.List	List All Entries

Enactor Web Maintenance	Credit Note Maintenance	enactor.creditNoteMaintenance.New	Add a New Entry
Enactor Web Maintenance	Credit Note Maintenance	enactor.creditNoteMaintenance.Remove	Remove an Entry
Enactor Web Maintenance	Credit Note Maintenance	enactor.creditNoteMaintenance.Run	Run Application
Enactor Web Maintenance	Credit Note Maintenance	enactor.creditNoteMaintenance.View	View Entries in Maintenance
Enactor Web Maintenance	Credit Note Type Maintenance	enactor.creditNoteTypeMaintenance.Edit	Edit Entries
Enactor Web Maintenance	Credit Note Type Maintenance	enactor.creditNoteTypeMaintenance.List	List All Entries
Enactor Web Maintenance	Credit Note Type Maintenance	enactor.creditNoteTypeMaintenance.New	Add a New Entry
Enactor Web Maintenance	Credit Note Type Maintenance	enactor.creditNoteTypeMaintenance.Remove	Remove an Entry
Enactor Web Maintenance	Credit Note Type Maintenance	enactor.creditNoteTypeMaintenance.Run	Run Application
Enactor Web	Credit Note Type	enactor.creditNoteTypeMaintenance.View	View Entries in

Maintenance	Maintenance		Maintenance

Ensure that the selected User has the required privileges enabled by ticking on the necessary functions that are listed.

Select **Save.**

Configuring Credit Notes

Credit Notes are typically managed by the process of Issue and Redemption based on Credit Note Type and associated Credit Note Type Tender.

As Credit Notes are issued through the POS at the point of Return, these notes carry a value equivalent to the item/(s) being returned. Therefore, Credit Notes must be able to be redeemed at the POS like any other type of Tender within the Enactor system.

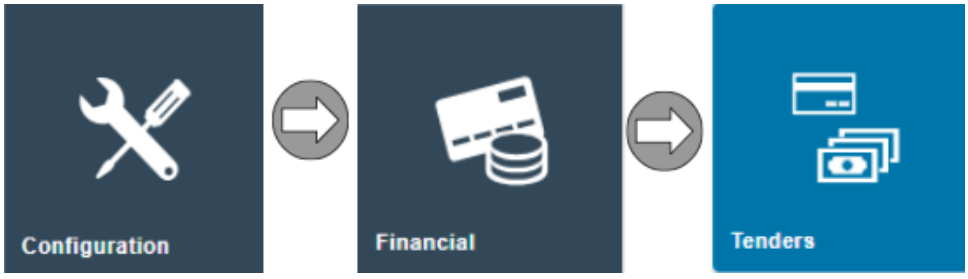
The first step in configuring a Credit Note is to define the Credit Note as a type of Tender in the Tender Maintenance Application.

In this example a Credit Note will be configured for the United Kingdom Region.

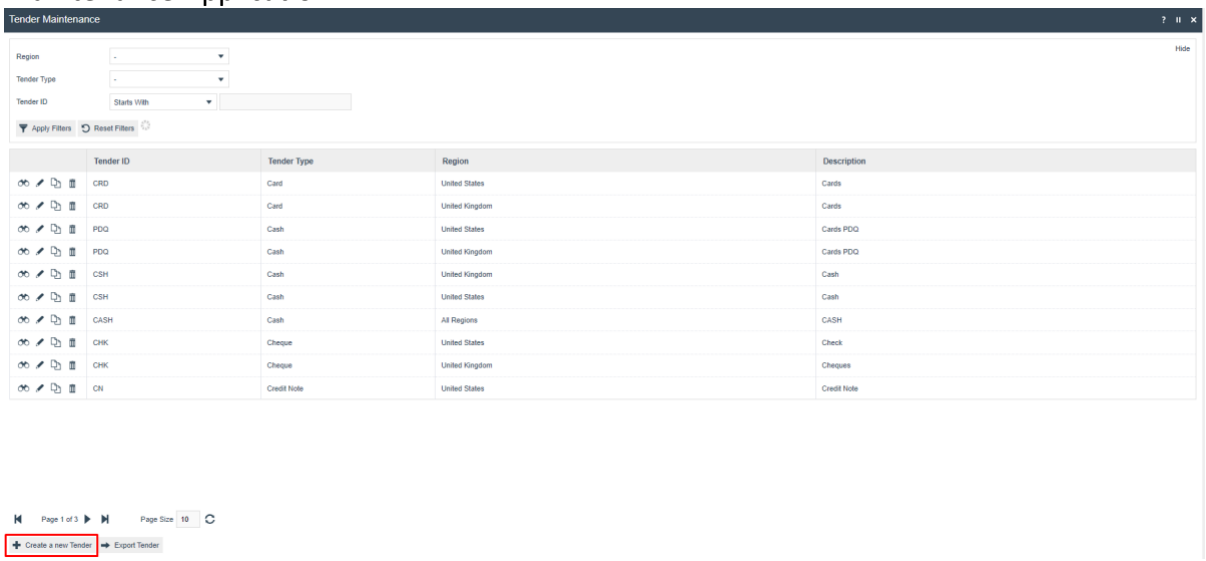
Tender Maintenance

To access the Tender Maintenance Application following navigational options should be followed:

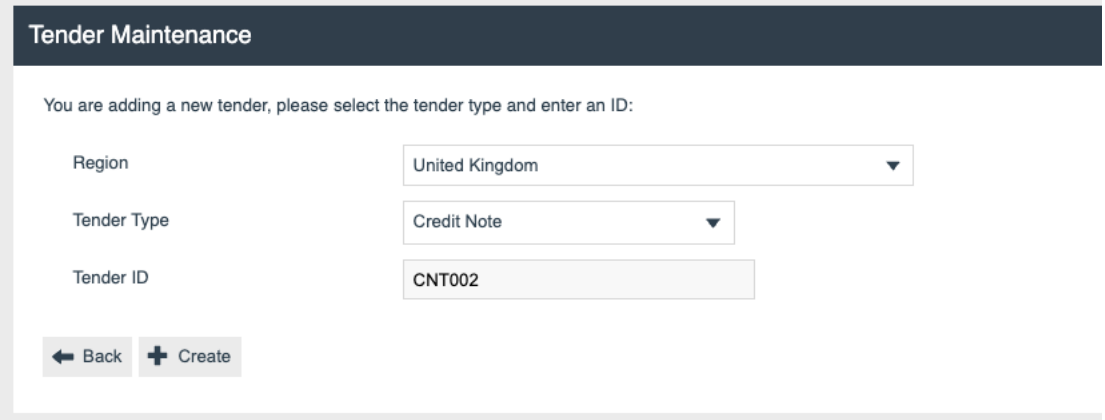
Configuration -> Financial -> Tenders



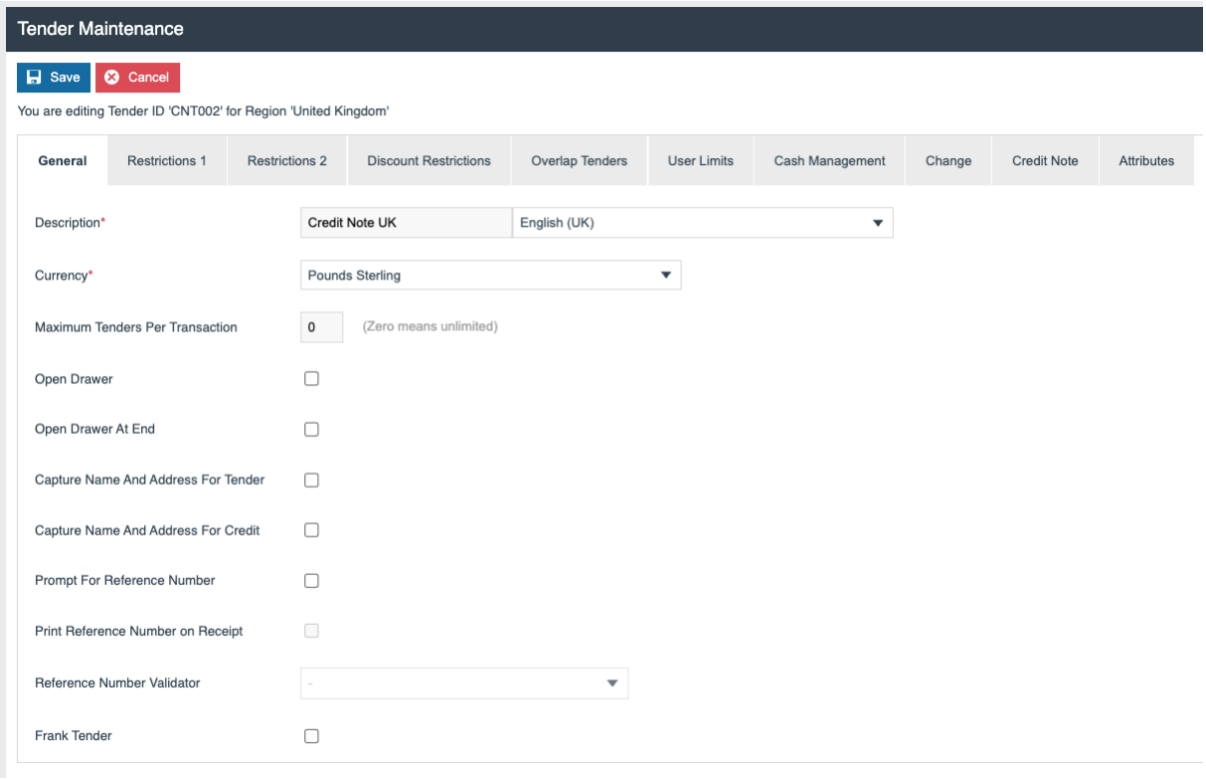
Select the “Create a New Tender” option in the bottom left corner of the Tender Maintenance Application



Select the Region as United Kingdom, Tender Type as Credit Note from the dropdown list of Tender Types and enter an appropriate Tender ID. Following a standard naming convention is recommended here.



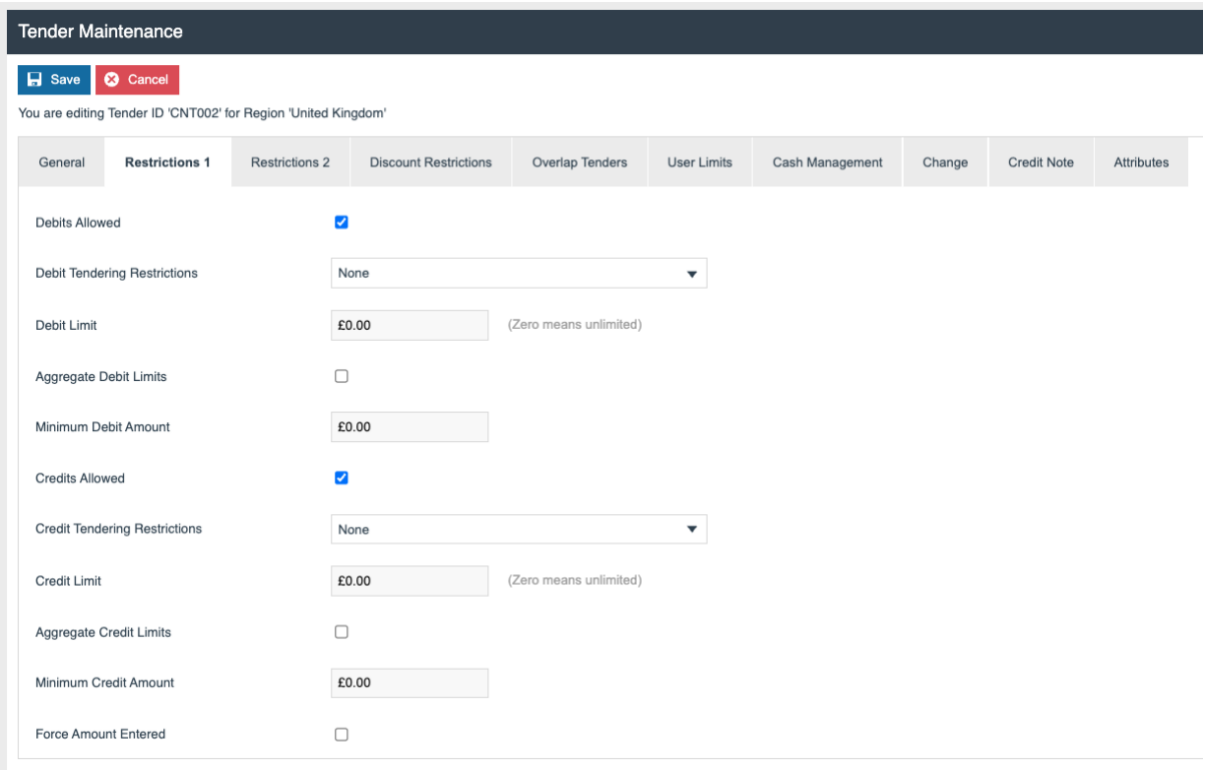
In the **General Tab,** enter an appropriate description and select the Currency to which the Tender will be associated with.



In the **Restrictions 1 Tab,** Mark the following flags as true,

- Debits allowed Option – Enables Credit Notes to be redeemed as a Tender option
- Credits allowed Option – Enables Credit Notes to be issued as a Tender option

For more information on Tender flags and their meanings, please refer to the How-To-Guide on Tender Configurations.

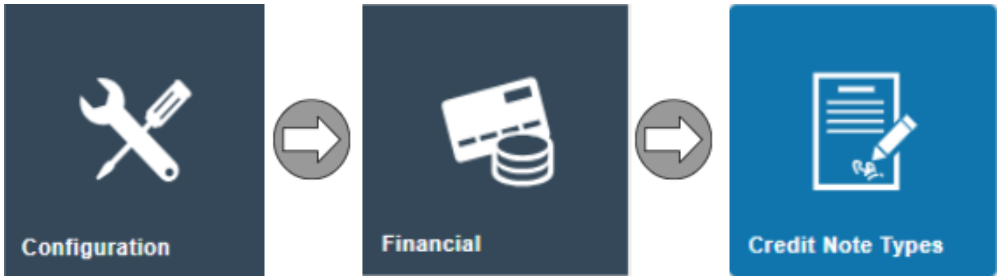


Select the **Save** button to save the Tender.

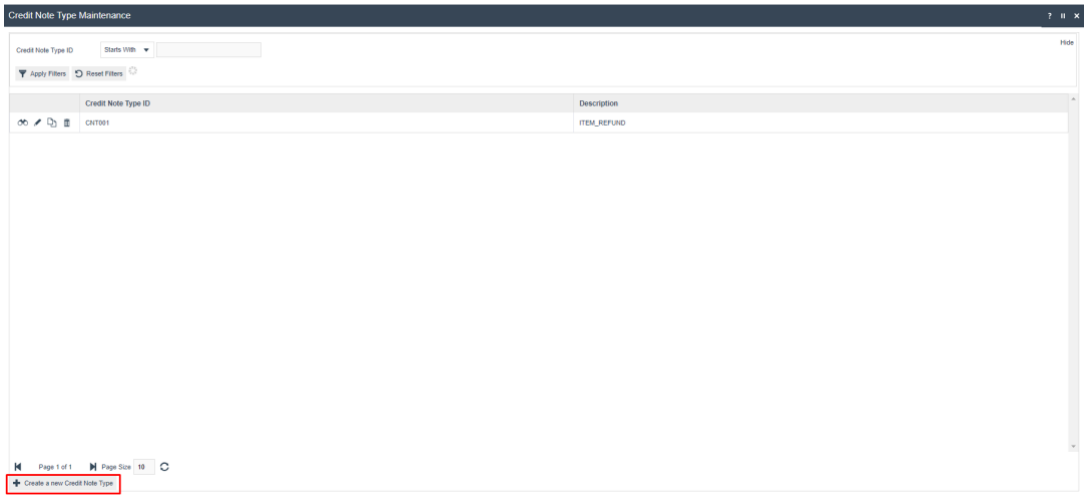
Credit Note Type Maintenance

The Credit Note Type establishes the parameters for the issuance of credit notes and their affiliation with a certain kind of tender that is designated as being for a credit note. This facility is maintained using the Credit Note Type Maintenance Application which can be accessed as follows:

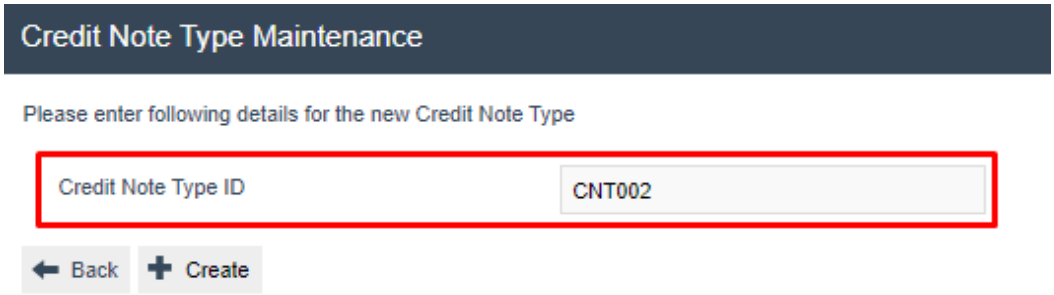
Configuration -> Financial -> Credit Note Types

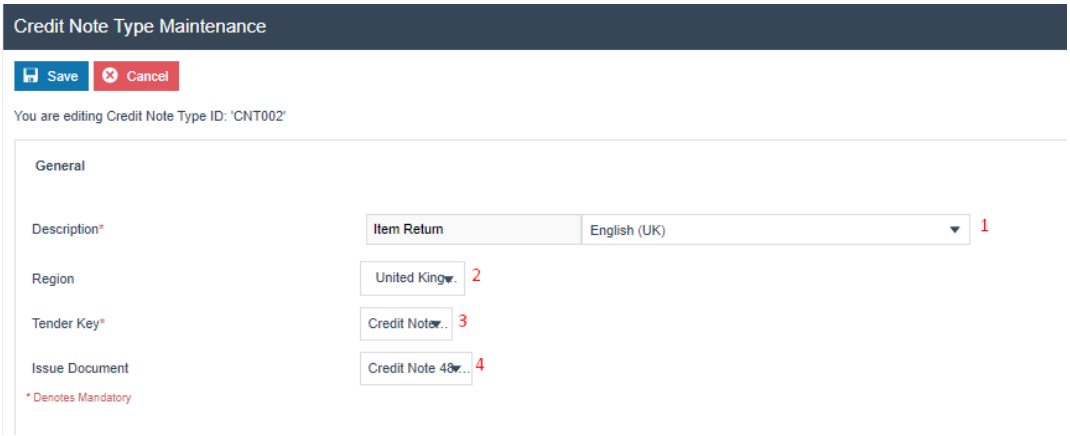


To create a new Credit Note Type, select the **Create a new Credit Note Type** button in the bottom left corner of the window.



Enter a unique Credit Note Type ID for the new Credit Note Type. The ID can be alphanumeric and contain a maximum of 20 characters and will be used to uniquely identify this new Credit Note Type.





Descriptions of the Configuration Options are as follows:

No	Configuration	Description
1	Description	Alphanumeric; maximum 30 characters. Provides a User-friendly identifier for the Credit Note Type by which it may be recognised and selected in other maintenance. The locale is selected in the second field from a dropdown list of locales configured.
2	Region	Select the Region as required.
3	Tender Key	Selected from a dropdown list of all configured Tenders of type Credit Note.
4	Issue Document	Select the appropriate Credit Note Template, according to the POS printer being used.

Enter a Description and select the same Region that was used when creating the Credit Note Tender. Select the newly created Tender from the Tender Key drop-down and from the Issue Document drop-down, select the appropriate Credit Note print template for the printer being used.

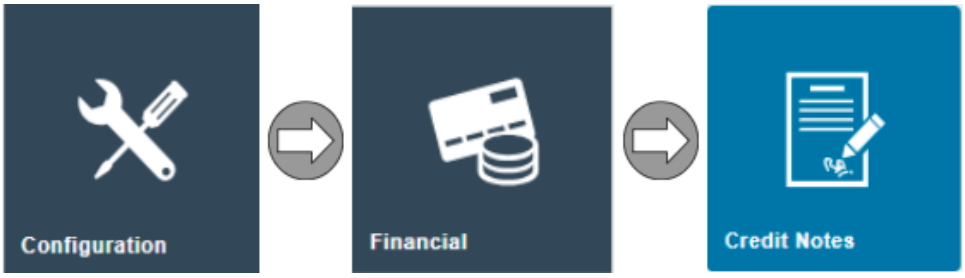
Select the **Save** button to save the Credit Note Type.

Credit Note Maintenance

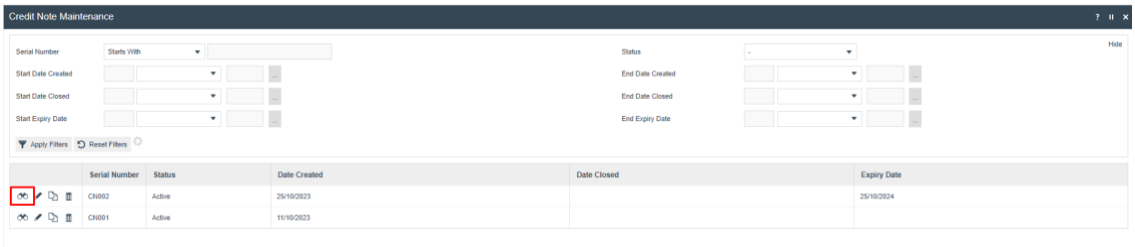
The Credit Note Maintenance Application is the point in which the user can view the Credit Notes based on the Tender and Credit Note Type created.

This application is accessed through the Estate Manager as follows:

Configuration -> Financial -> Credit Notes



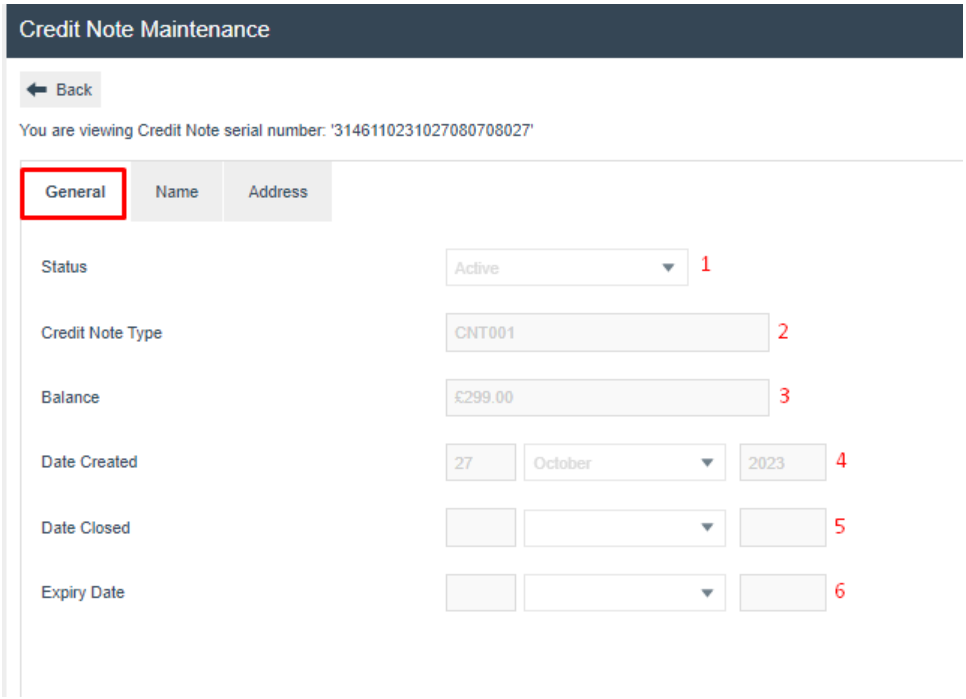
To view a Credit Note, click on the **View** icon in front of any Credit Note available.



The following Information is available in each Tab when the Credit Notes are accessed:

Credit Notes – General Tab

The General Tab of Credit Notes Maintenance stores general Credit Note information. Credit Notes are typically Issued with a value defined by a Transaction and based on a Credit Note Type, which associates them with a particular Credit Note-type Tender.

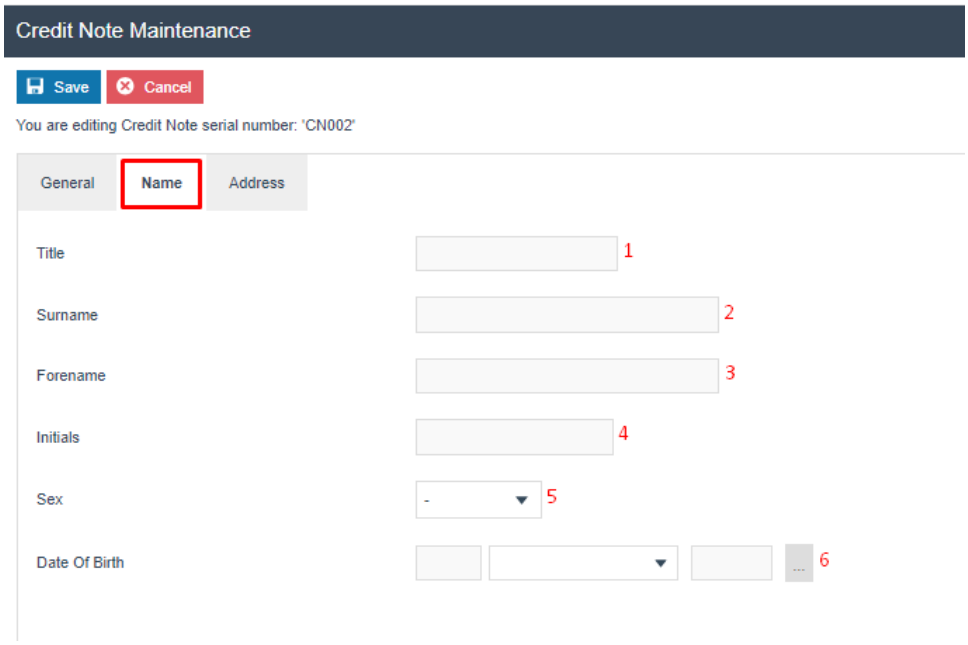


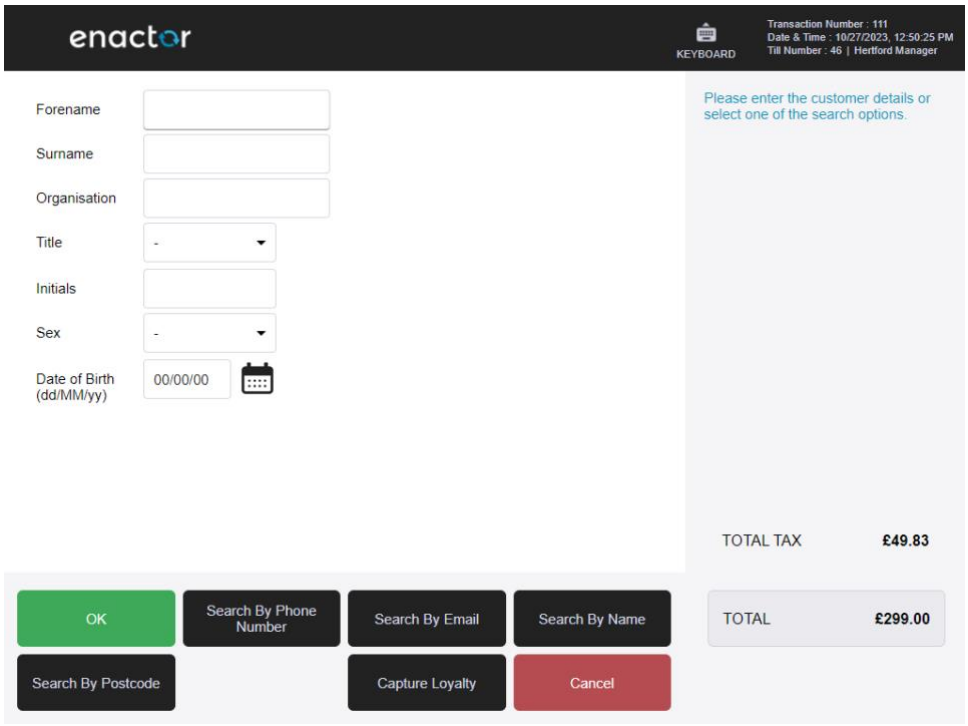
The descriptions of the configuration options are as follows,

No	Configuration	Description
1	Status	The status of the Credit Note is displayed in this field
2	Credit Note Type	The preconfigured Credit Note Type to which the viewed Credit Notes belongs to is displayed in this field.
3	Balance	Numeric value. The redeemable value of the Credit Note (typically Transaction-defined when issued at the POS).
4	Date Created	Date on which the Credit Note was created.
5	Date Closed	Date on which the Credit Note was closed.
6	Expiry Date	Date on which the Credit Note expired.

Credit Notes – Name Tab

The Name Tab of Credit Notes Maintenance displays identity information of the Customer to whom the Credit Note was Issued, if the Credit Note Type is configured to capture customer details on issuance.



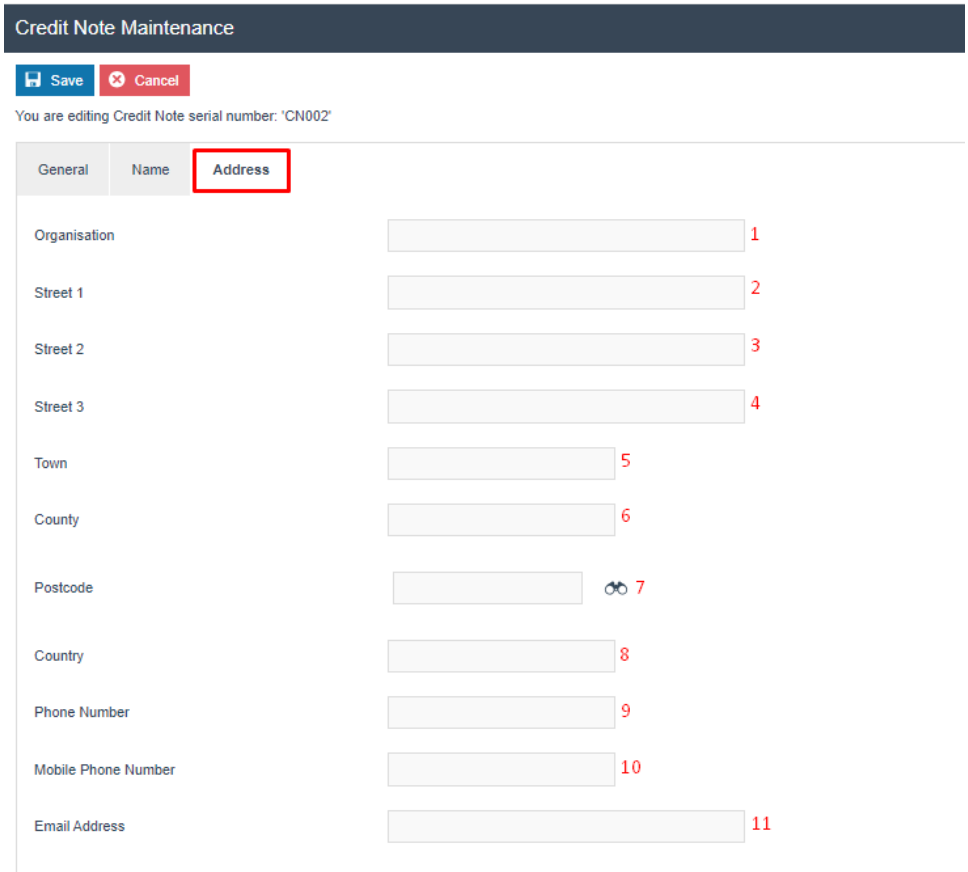


No	Configuration	Description
1	Title	Alphanumeric; maximum 10 characters.
2	Surname	Alphanumeric; maximum 100 characters.
3	Forename	Alphanumeric; maximum 100 characters.

4	Initials	Alphanumeric; maximum 5 characters.
5	Sex	Dropdown list selection of fixed options, which are: **Male** or **Female**.
6	Date Of Birth	The User can select the date required either by entering the date manually or using the button to the right of the field which will bring up a calendar to enable the User to select the required date.

Credit Notes – Address Tab

The Address Tab displays Customer Address information (normally captured at the POS, as per Name).



No	Configuration	Description
1	Organization	Alphanumeric; maximum 40 characters.
2	Street 1	Alphanumeric; maximum 40 characters.
3	Street 2	Alphanumeric; maximum 40 characters.
4	Street 3	Alphanumeric; maximum 40 characters.
5	Town	Alphanumeric; maximum 40 characters.
6	County	Alphanumeric; maximum 40 characters.

7	Postcode	Alphanumeric; maximum 10 characters or the User can use the postcode lookup feature via the button to the right of the field.
8	Country	Alphanumeric; maximum 25 characters.
9	Phone Number	Alphanumeric; maximum 20 characters.
10	Mobile Phone Number	Alphanumeric; maximum 20 characters.
11	Email Address	Alphanumeric; maximum 255 characters.

Menu Configuration

To use the Credit Notes functions on the POS, the menus are configured with the functions to enable issuance and redemption.

The Menu Maintenance application is accessed via the Estate Manager as follows:

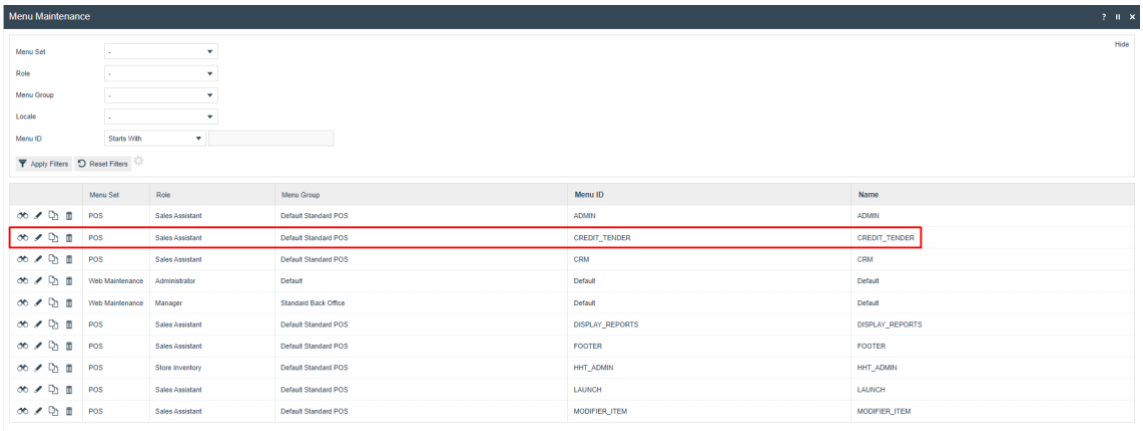
Configuration -> System -> Menus

There are 2 main aspects of Menu configuration:

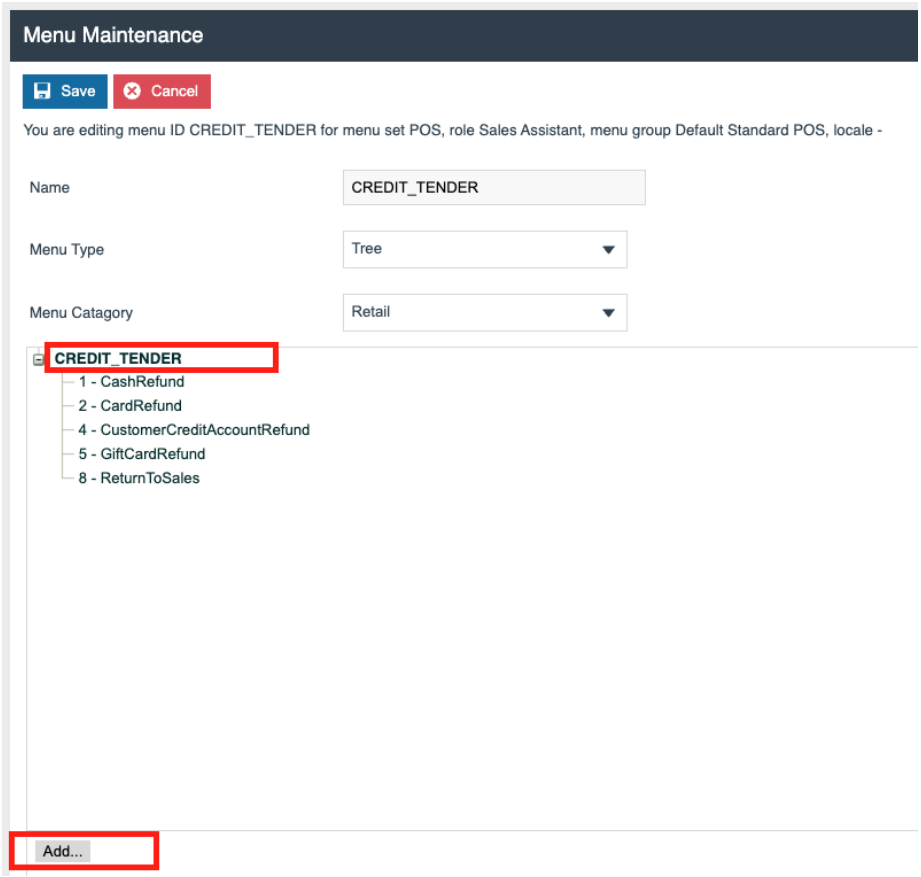
1. Issuing the Credit Note
2. Redeeming the Credit Note

Scenario 1: Issuing the Credit Note – CREDIT_TENDER Menu

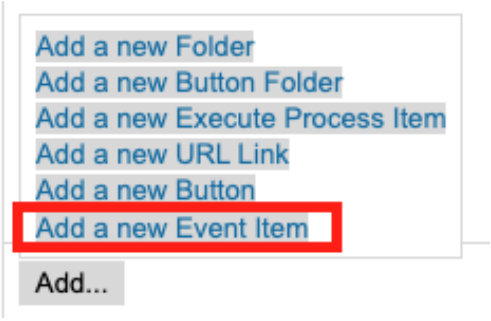
Issuing the Credit Note is associated with the CREDIT_TENDER menu as the Credit Note is considered as a receipt of proof offered to a customer upon Return.



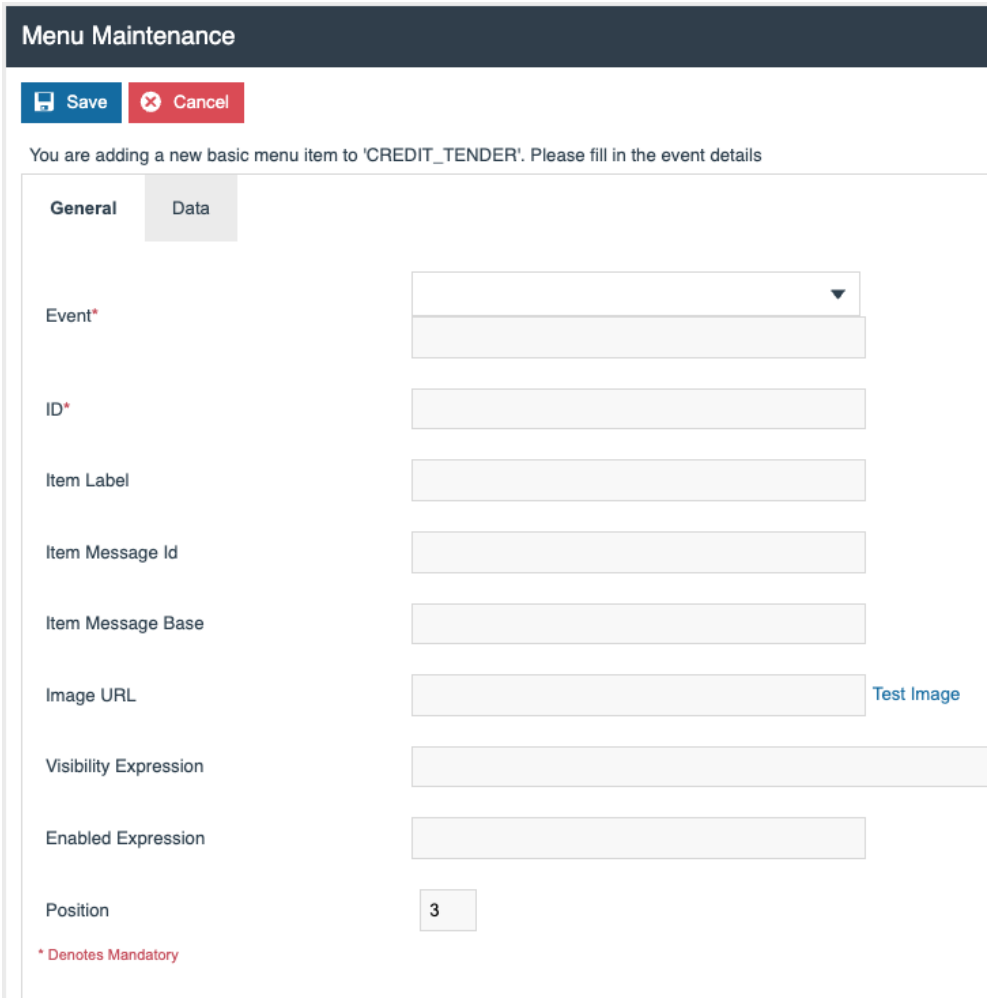
Click the **Edit** (pencil) button assigned to CREDIT_TENDER to configure the menu.



Click on **CREDIT_TENDER** at the top of the menu – it will change to bold text, then select the **Add** button.

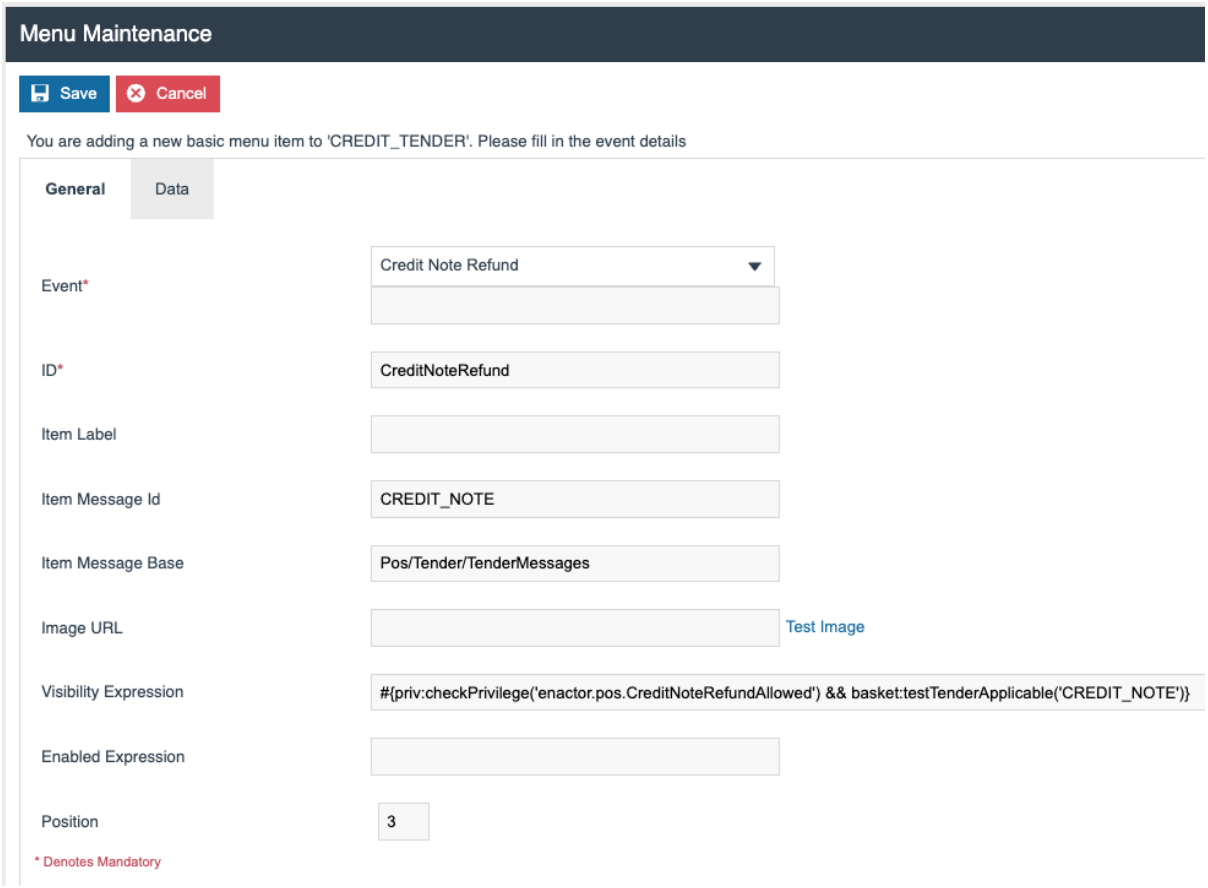


In the pop-up selection box that appears, select **Add a new Event Item** – a blank menu button configuration page is displayed.



From the **Event** drop-down, select **Credit Note Refund**.

Several fields are pre-populated with default data.



The Visibility Expression field should be updated with the ID of the Credit Note Tender created earlier. In the example given earlier, the Credit Note Tender ID is CNT002 so

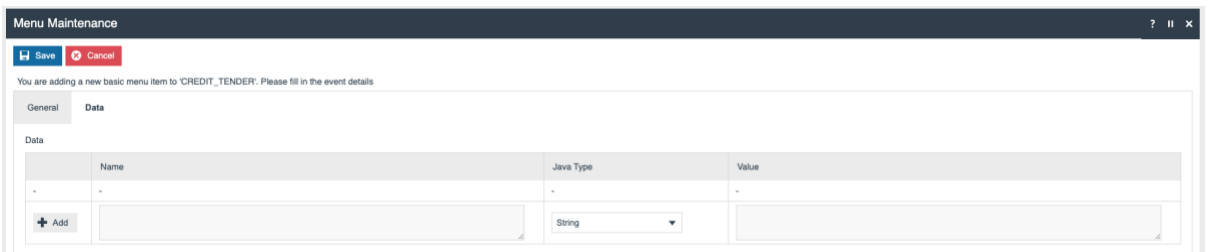
#{priv:checkPrivilege('enactor.pos.CreditNoteRefundAllowed') && basket:testTenderApplicable('CREDIT_NOTE')}

is changed to

#{priv:checkPrivilege('enactor.pos.CreditNoteRefundAllowed') && basket:testTenderApplicable('CNT002')}

The ID, Item Label and Position can be edited as required.

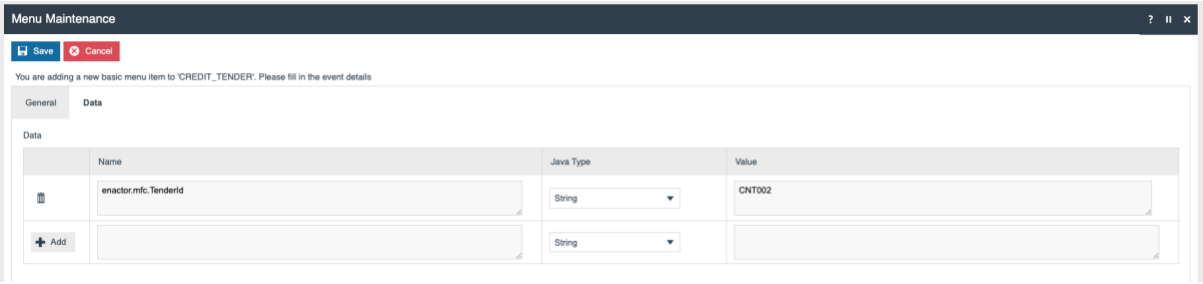
Next, select the **Data** tab



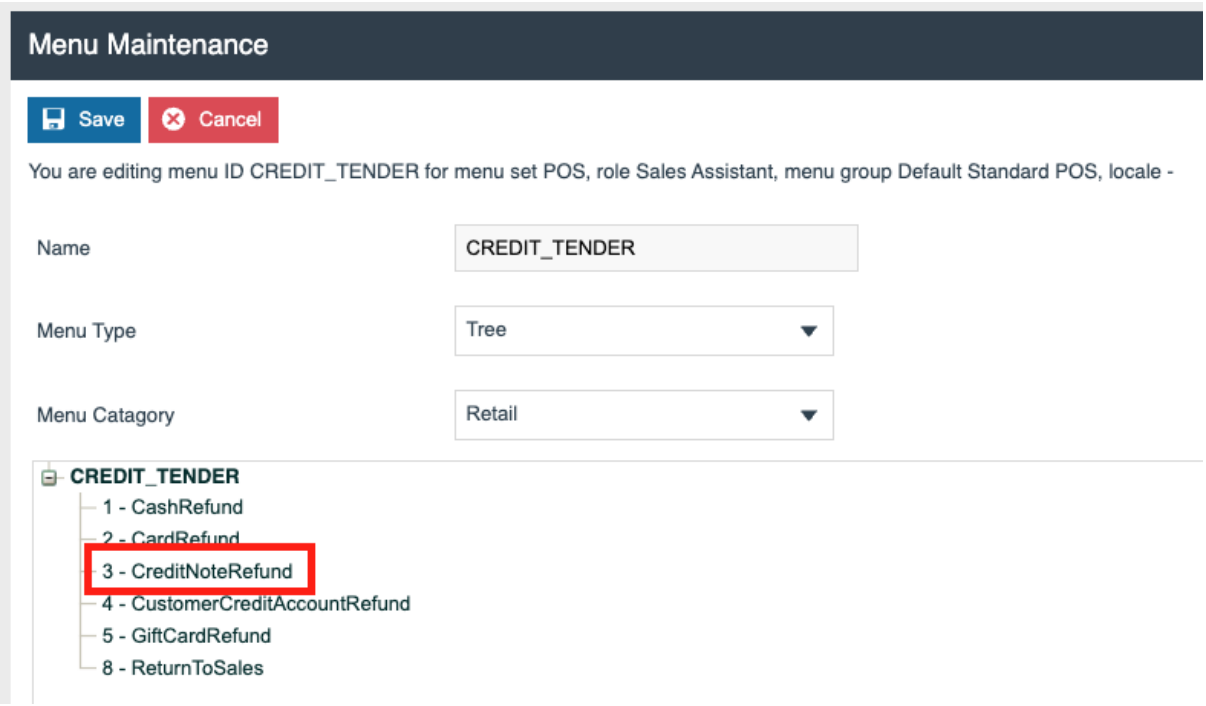
Enter the following data:

Field	Value
Name	enactor.mfc.TenderId
Java Type	String
Value	<Tender ID created earlier> (e.g. CNT002)

Select the **Add** button to save the data against the menu button.



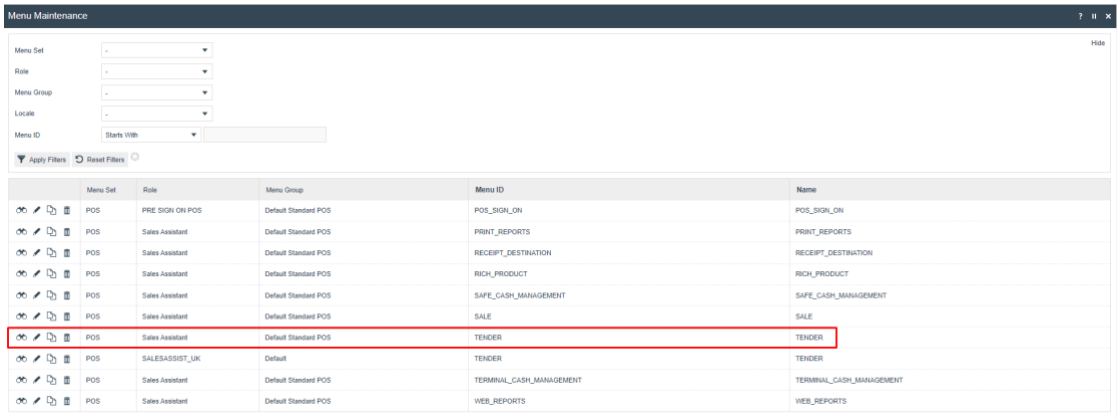
Click **Save** and the button is saved in the Credit Tender menu.



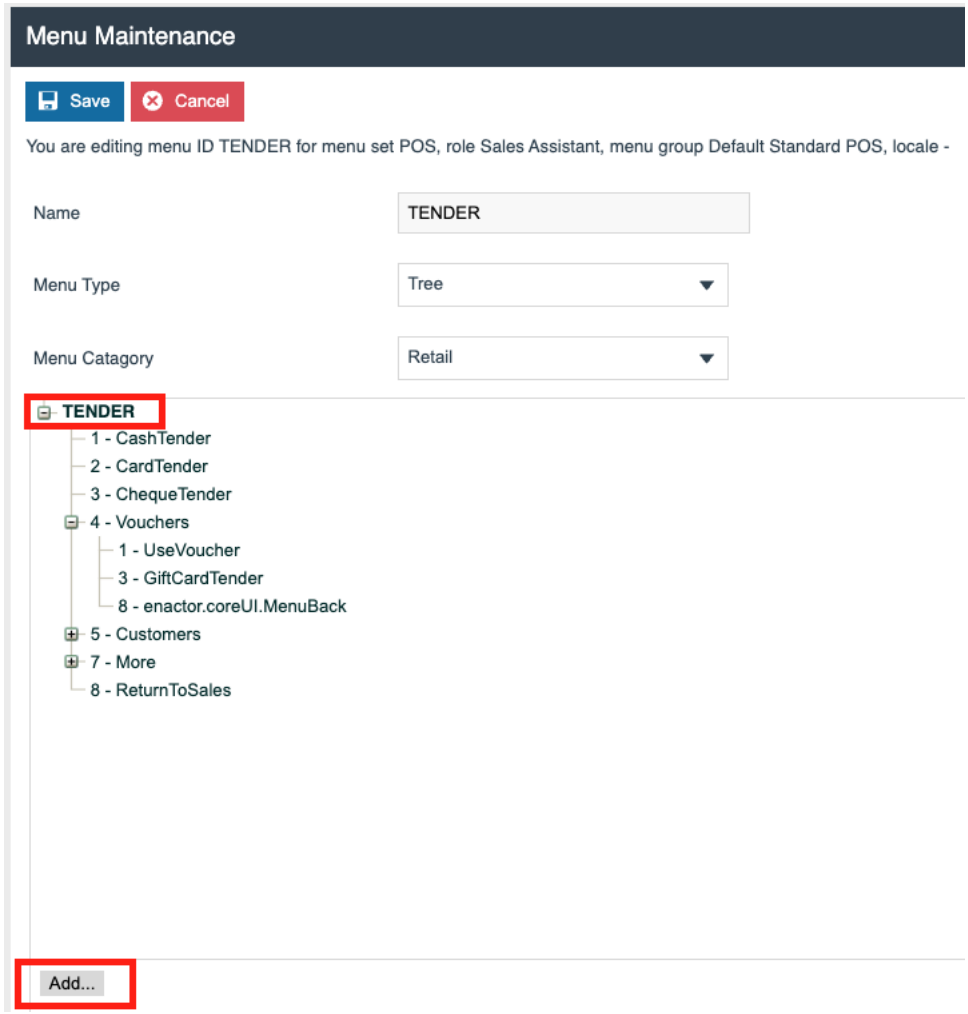
Click **Save** again and the Credit Tender menu is saved.

Scenario 2: Redeeming the Credit Note – TENDER Menu

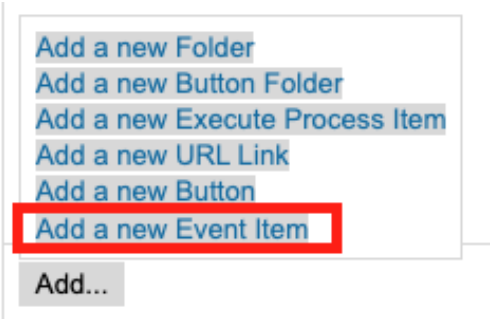
Credit Note redemption is configured in the TENDER Menu.



Click the **Edit** (pencil) button assigned to TENDER to configure the menu.

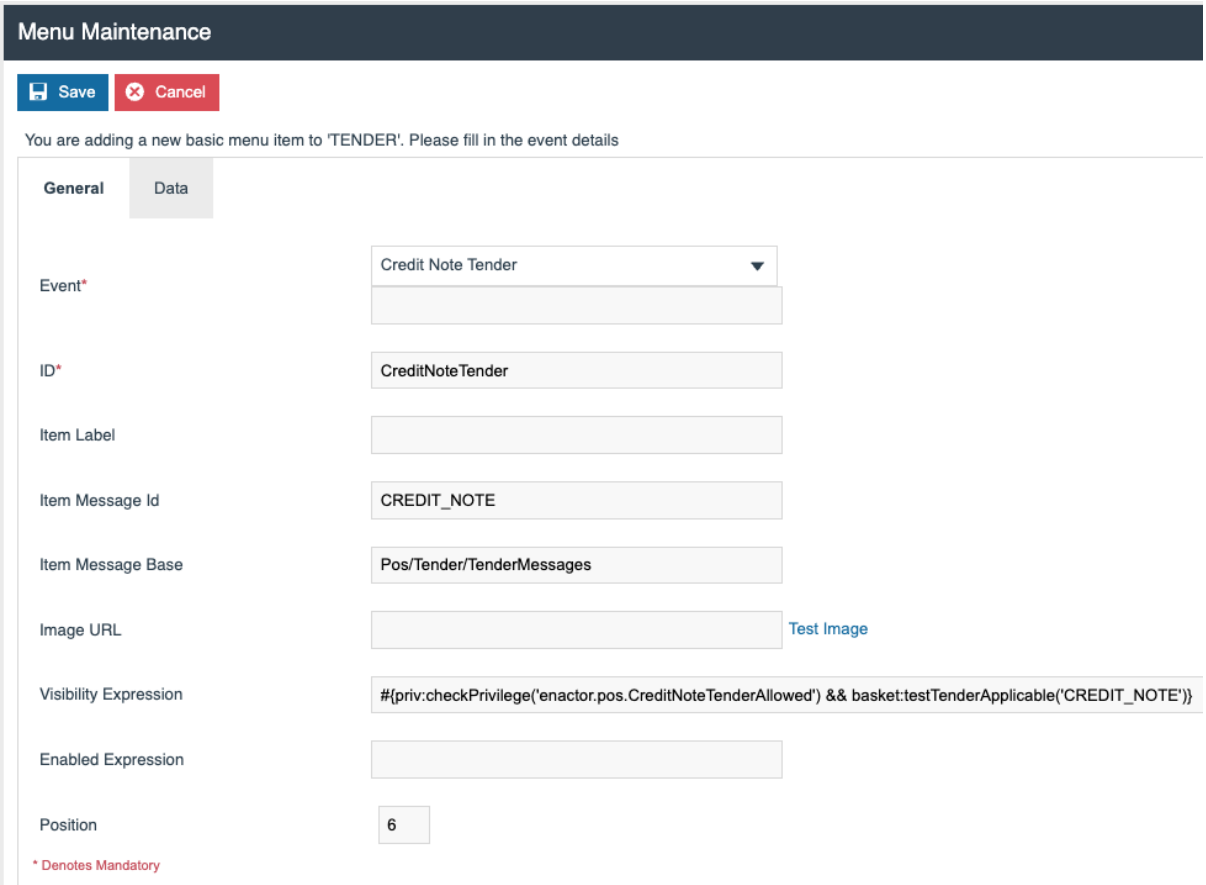


Click on **TENDER** at the top of the menu – it will change to bold text, then select the **Add** button.



In the pop-up selection box that appears, select **Add a new Event Item** – a blank menu button configuration page is displayed.

From the **Event** drop-down list, select **Credit Note Tender**.



The Visibility Expression field should be updated with the ID of the Credit Note Tender created earlier. In the example given earlier, the Credit Note Tender ID is CNT002 so

#{priv:checkPrivilege('enactor.pos.CreditNoteTenderAllowed') && basket:testTenderApplicable('CREDIT_NOTE')}

is changed to

#{priv:checkPrivilege('enactor.pos.CreditNoteTenderAllowed') &&
basket:testTenderApplicable('CNT002')}

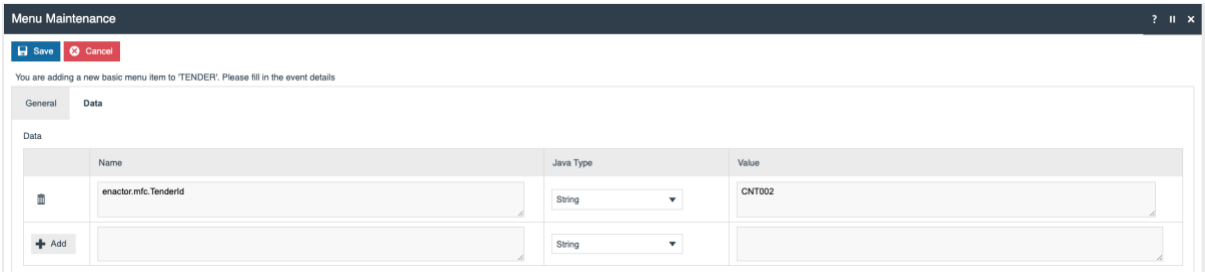
The ID, Item Label and Position can be edited as required.

Next, select the **Data** tab

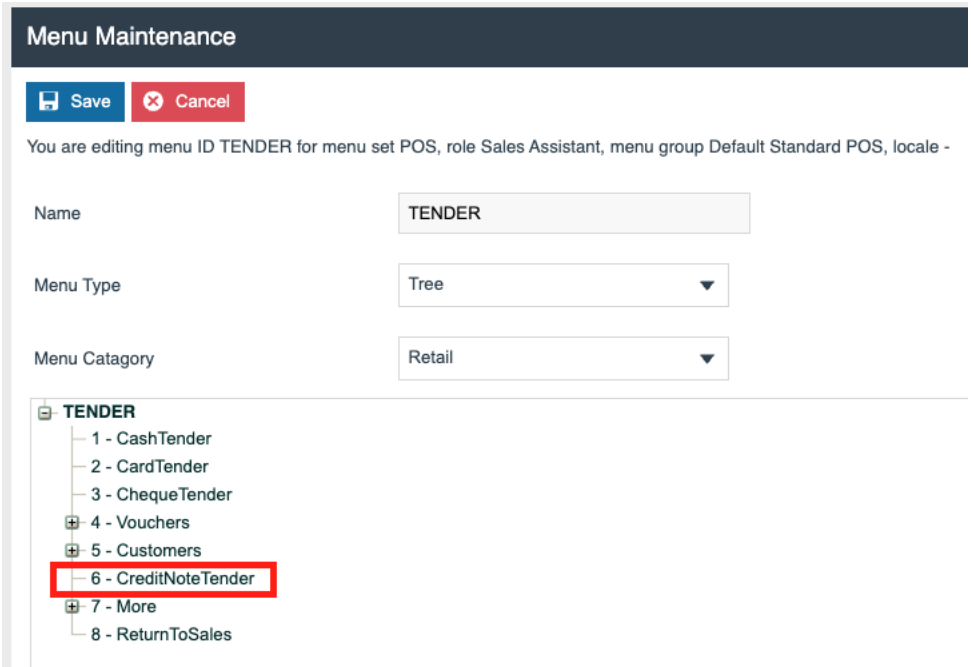
Enter the following data:

Field	**Value**
Name	enactor.mfc.TenderId
Java Type	String
Value	<Tender ID created earlier> (e.g. CNT002)

Select the **Add** button to save the data against the menu button.



Click **Save** and the button is saved in the Credit Tender menu.



Click **Save** again and the Credit Tender menu is saved.

Broadcasting

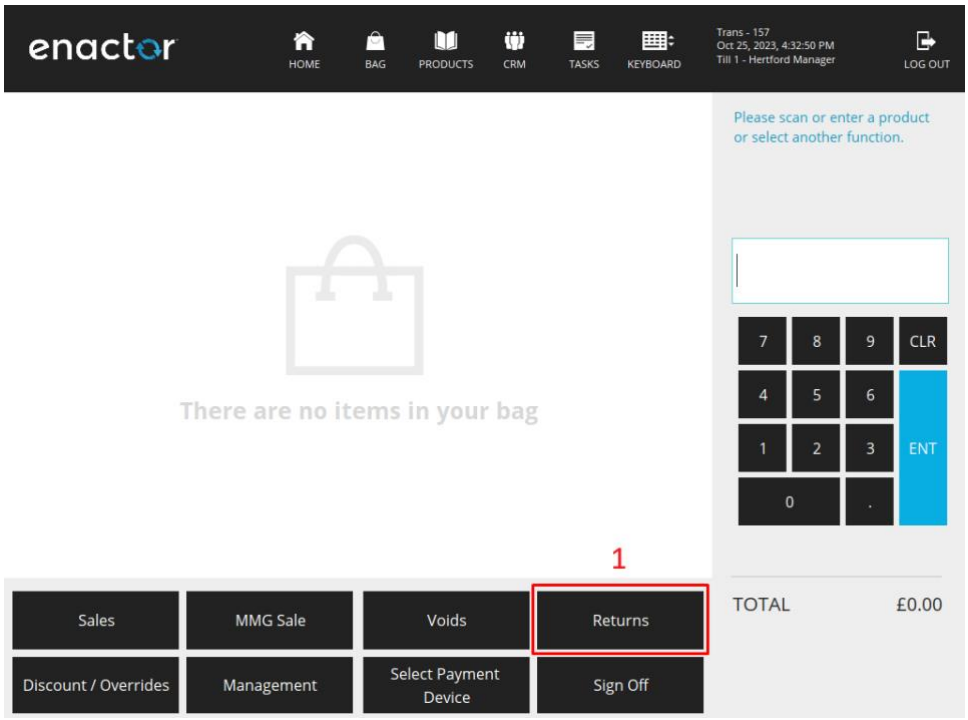
To deliver the configuration changes to the POS, broadcast the following entities.

- Tender
- Credit Note Type
- Roles
- Menu

POS Functionality

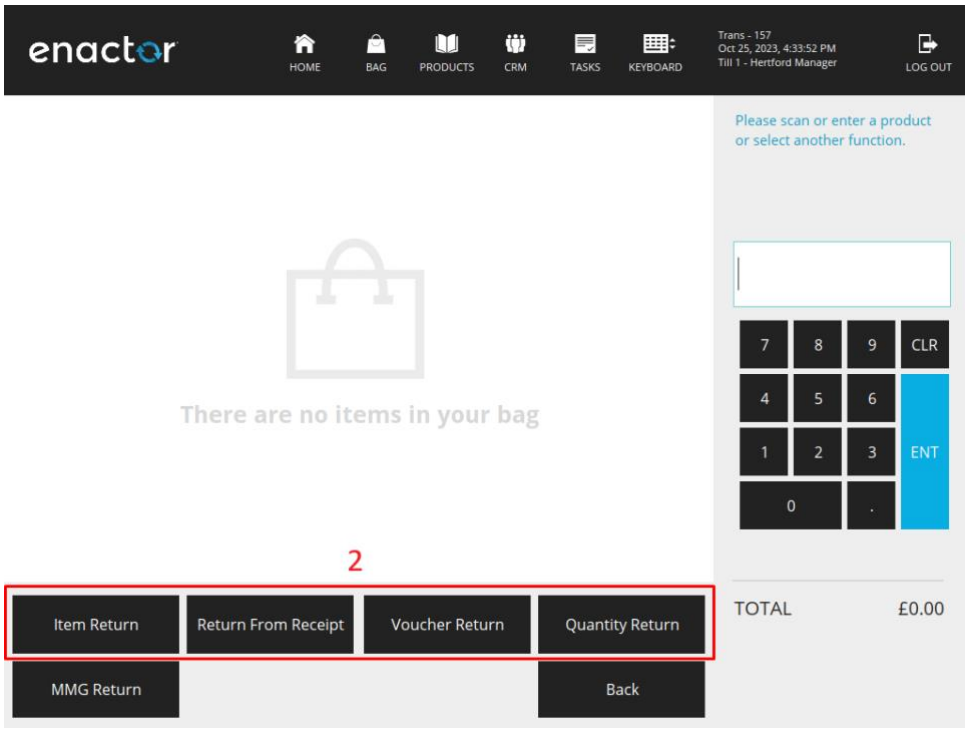
Issuing a Credit Note

1. Access the Returns Window

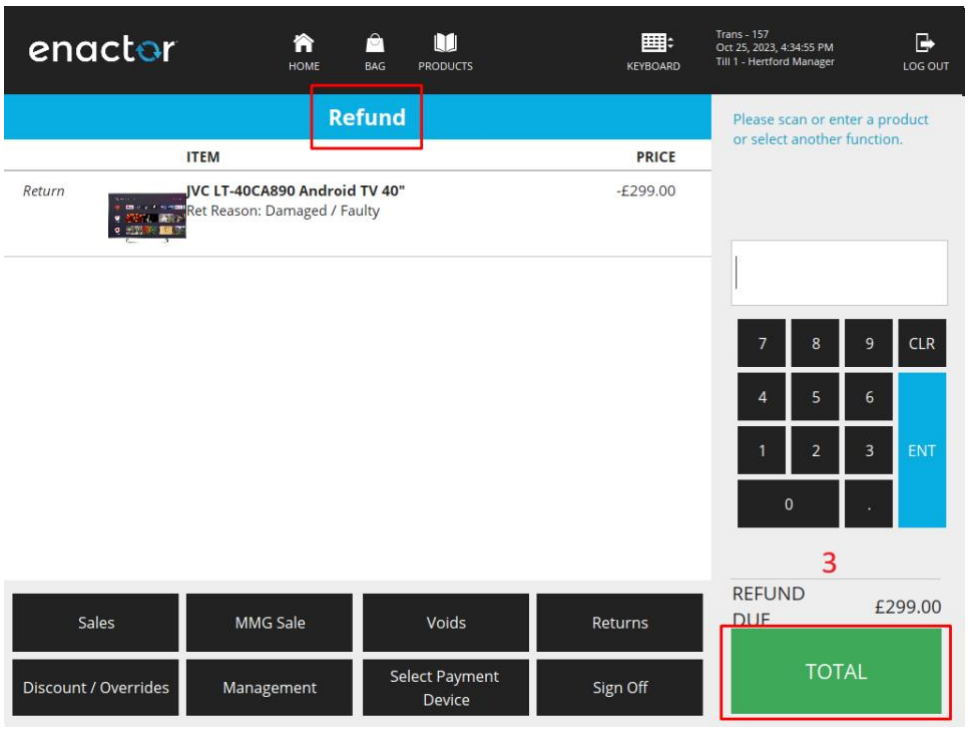


2. Select any of the Return Options

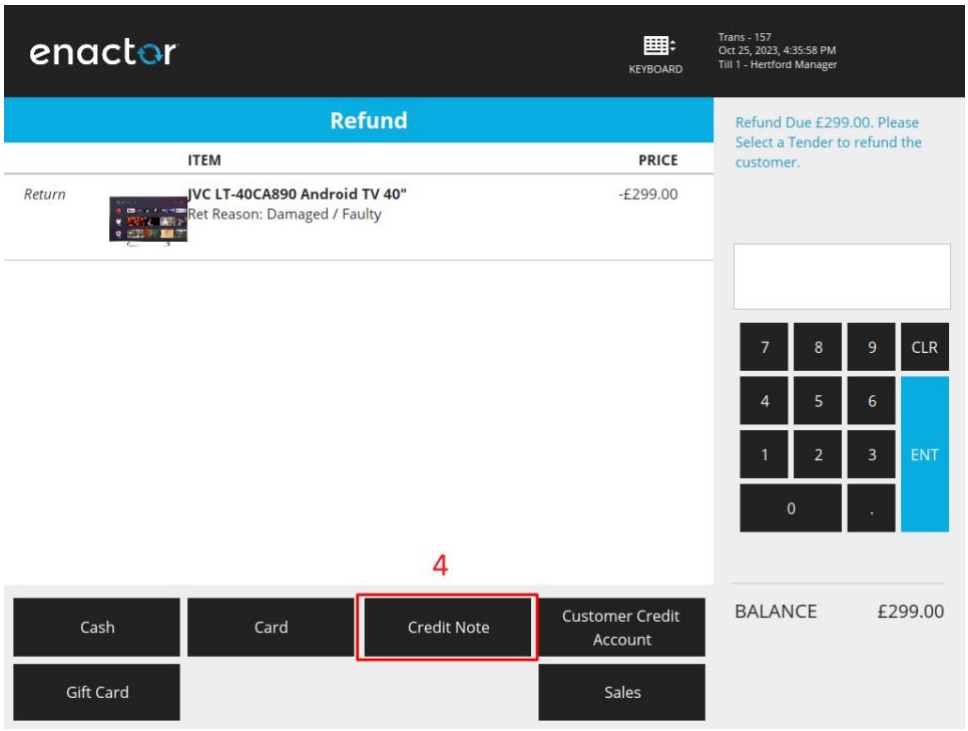
(Please refer to the How-To-Guide on Returns for more information on Return Options)



3. Click Total when the Return items/receipts are selected to access the Tender Menu



4. Select **Credit Note** as the Tender Option to complete the Transaction.



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Oxford Street
London
W1C 2AD
Tel: 01992 500881
Vat No: 154507418

Refund

Copy 1

R JVC LT-40CA890 Android TV 40" -£299.00

TOTAL **-£299.00**

Refund1 Credit Note UK £299.00

Tax Breakdown

	Net	Tax	Gross
UK VAT 20%	-£249.17	-£49.83	-£299.00

00310046001052310271148402

Thank you for shopping at Enactor
27/10/23 11:50 Hertford Manager 0031 0046 0105

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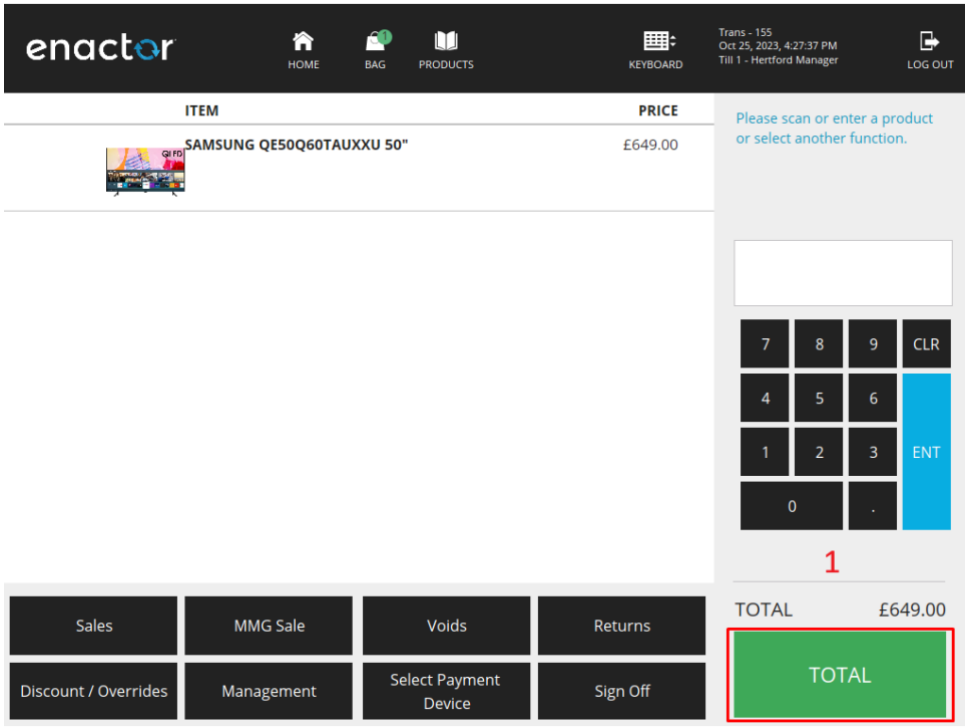
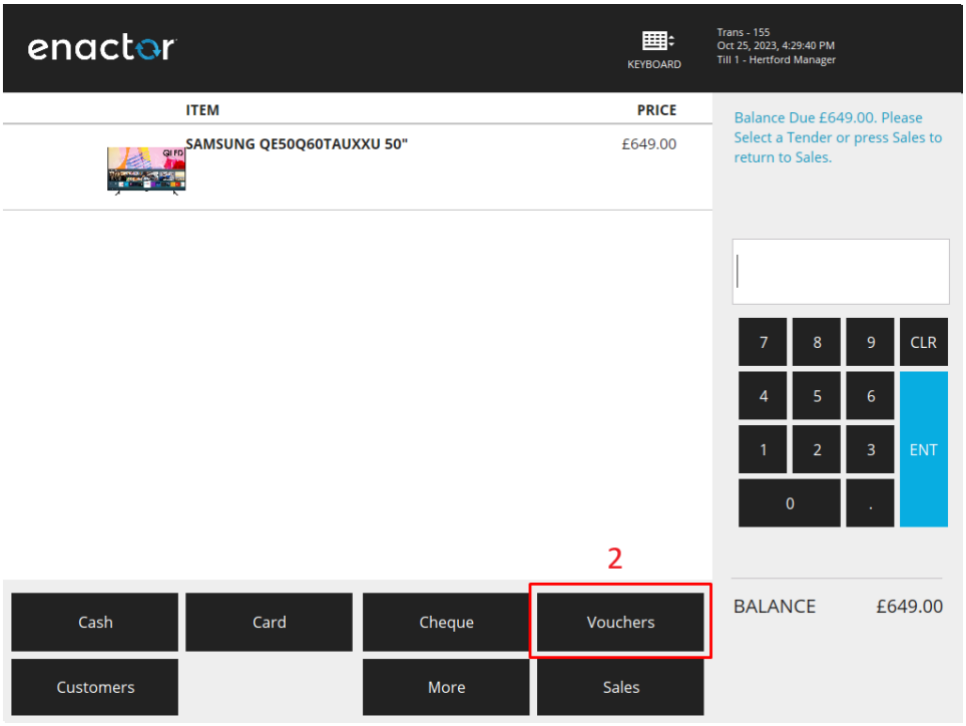
Redeeming the Credit Note

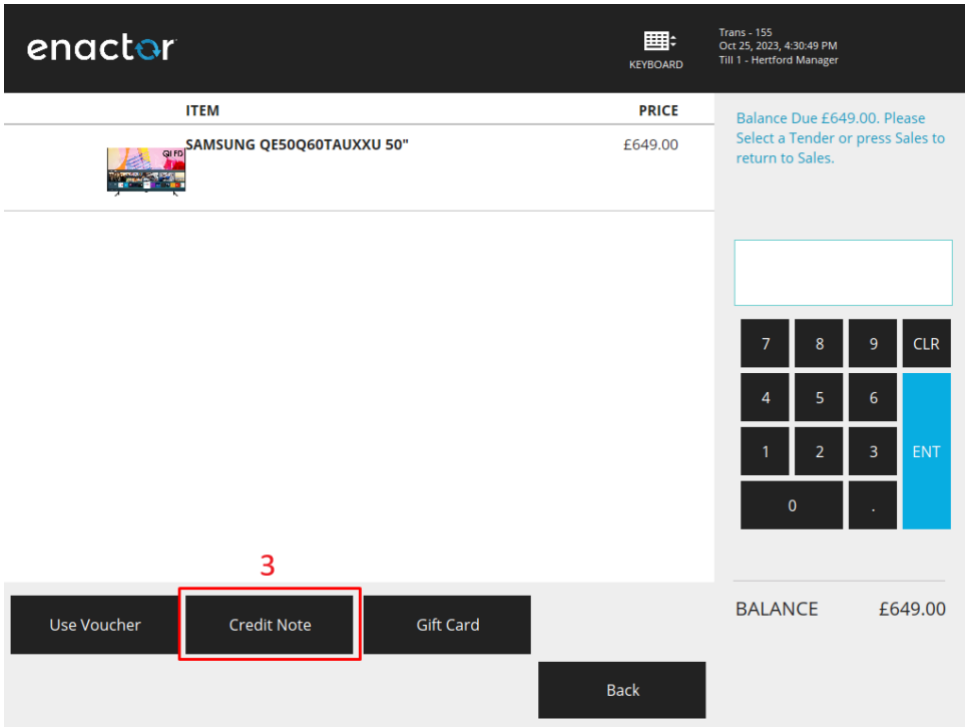
1. Select a product/(s) into the basket and click on the **Total** button.



2. Select **Vouchers** from the Tender Menu.



3. Select **Credit Note** from the available options to complete the transaction.



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Sale

SAMSUNG QE50Q60TAUXXU 50"	£649.00
TOTAL	**£649.00**
Credit Note UK	-£299.00
Cash	-£350.00

Tax Breakdown

	Net	Tax	Gross
UK VAT 20%	£540.83	£108.17	£649.00

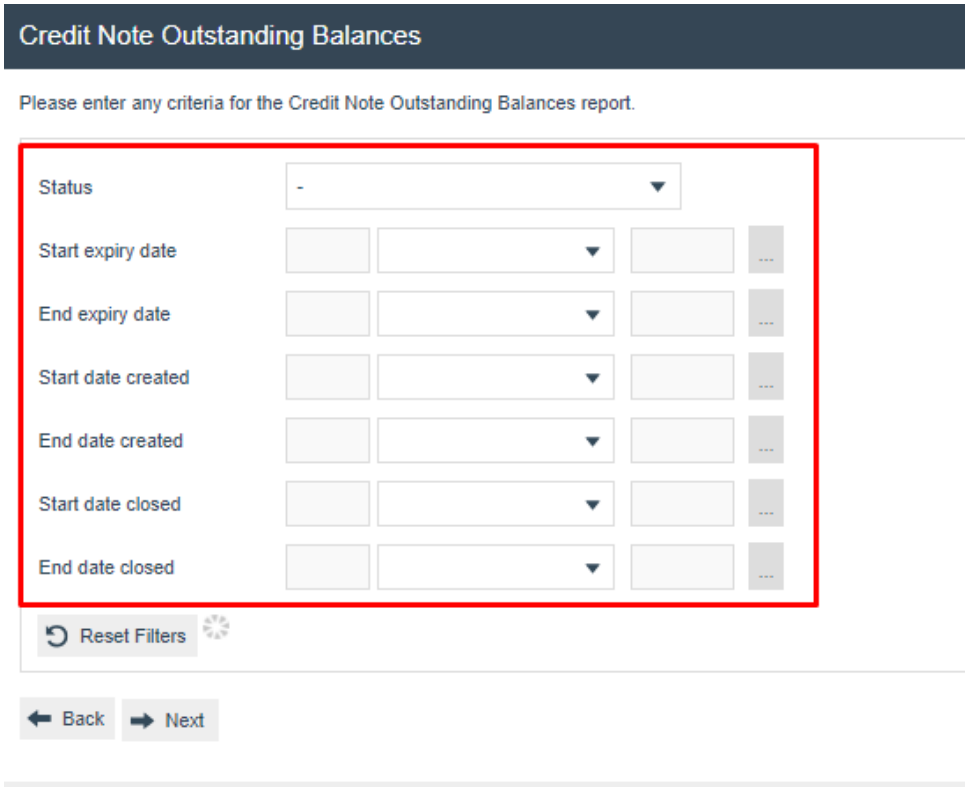
00310046001082310271152598

Thank you for shopping at Enactor
27/10/23 11:53 Hertford Manager 0031 0046 0108

Reporting

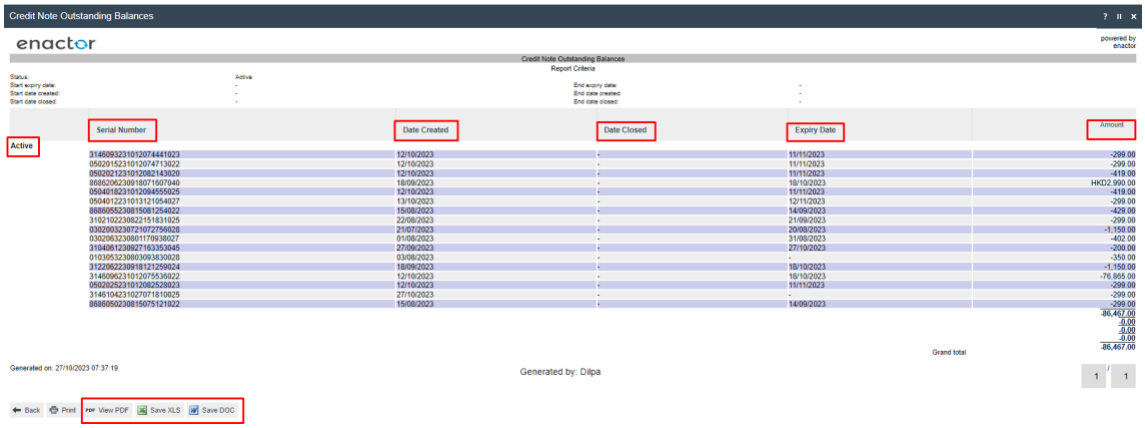
Credit Note Outstanding Balances

This application in the Estate Manager allows user to view a report that shows the status of existing Credit Notes. This report enables the User to view credit note outstanding balance information according to the following criteria:



Configuration	Description
Status	Status of the credit note(s) Dropdown selection from a list i.e., Active Expired Closed or Voided.
Start expiry date	The expiry date from which the information is required.
End expiry date	The expiry date to which the information is required.
Start date created	The creation date from which the information is required.
End date created	The creation date to which the information is required.
Start date closed	The closure date from which the information is required.
End date closed	The closure date to which the information is required.

- The reset button will reset all the filters to their default value.
- The back button will return the User to the previous screen.
- The next button will generate the report

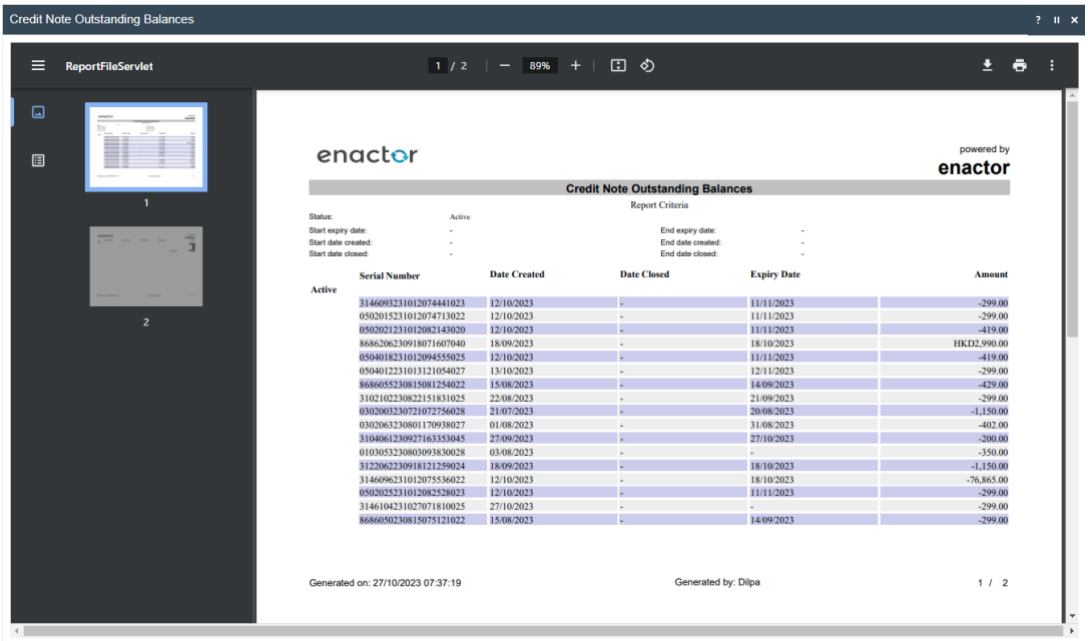


The columns generated through the Credit Note Reporting function are as follows,

Column	Description
Status	Status of the credit note(s) which was selected at the Selection Page.
Serial Number	Unique Identification number of the Credit Note.
Date Created	The date in which the Credit Note was created.
Date Closed	The date in which the Credit Note was closed.
Expiry Date	The expiration date of the Credit Note.
Amount	The Outstanding Balance of the Credit Note.

There are multiple viewing options presented for the user to obtain the Report,

- As a PDF
- As an Excel Sheet
- As a Word Document



About This Document

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The amendment history of this document can be found in the table below.

Current Document Version information

Document Version 1.0
Product Version 2.7

Document Context

This document is part of the Enactor Product Documentation Series. All Enactor products include a comprehensive documentation set designed to improve understanding of the product and facilitate ease of use.

Document Inquiries

At Enactor we aspire to producing the highest quality documentation to reflect and enhance the quality of our product. If you find that the document is inaccurate or deficient in any way, please assist us in improving our standard by letting us know.
For matters of document quality or any other inquiries regarding this document please contact:
By Email: documentation@enactor.co.uk

Document History

The following versions of the document have been produced:

VERSION	STATUS	ISSUE DATE	AUTHOR	REASON FOR ISSUE
1.0	Initial Draft	10/09/23	Dilpa Sirimanna	Initial version