

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

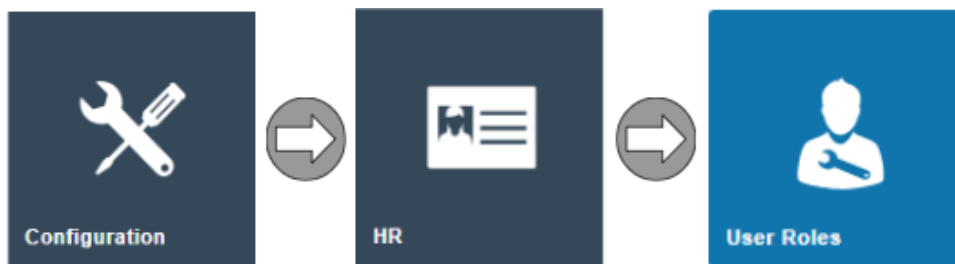
Role Configuration

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

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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.

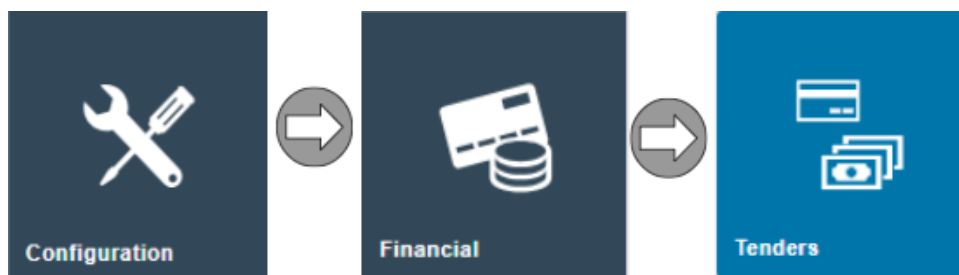
The first step in configuring a Credit Note is to define the Credit Note as a type of Tender in the Tender Maintenance Application.

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

Tender ID	Tender Type	Region	Description
CRD	Card	United States	Cards
CRD	Card	United Kingdom	Cards
PDO	Cash	United States	Cards PDO
PDO	Cash	United Kingdom	Cards PDO
CSH	Cash	United Kingdom	Cash
CSH	Cash	United States	Cash
CASH	Cash	All Regions	CASH
CHK	Cheque	United States	Check
CHK	Cheque	United Kingdom	Cheques
CN	Credit Note	United States	Credit Note

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.

Tender Maintenance

You are adding a new tender, please select the tender type and enter an ID:

Region: United Kingdom

Tender Type: Credit Note

Tender ID: CNT002

← Back + Create

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

Tender Maintenance

Save Cancel

You are editing Tender ID 'CNT002' for Region 'United Kingdom'

General	Restrictions 1	Restrictions 2	Discount Restrictions	Overlap Tenders	User Limits	Cash Management	Change	Credit Note	Attributes
Description*	Credit Note UK	English (UK)							
Currency*	Pounds Sterling								
Maximum Tenders Per Transaction	0	(Zero means unlimited)							
Open Drawer	<input type="checkbox"/>								
Open Drawer At End	<input type="checkbox"/>								
Capture Name And Address For Tender	<input type="checkbox"/>								
Capture Name And Address For Credit	<input type="checkbox"/>								
Prompt For Reference Number	<input type="checkbox"/>								
Print Reference Number on Receipt	<input type="checkbox"/>								
Reference Number Validator	-								
Frank Tender	<input type="checkbox"/>								

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.

Tender Maintenance

You are editing Tender ID 'CNT002' for Region 'United Kingdom'

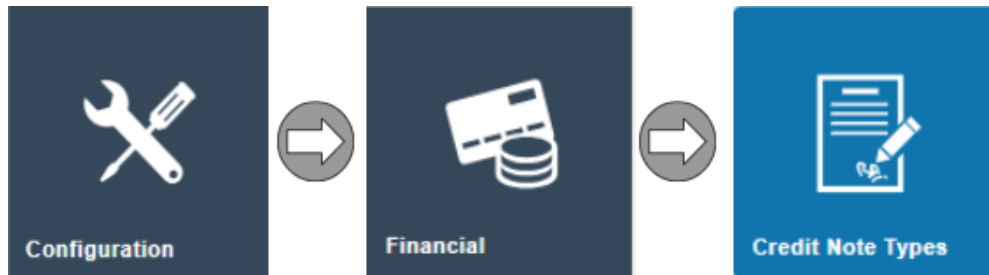
General	Restrictions 1	Restrictions 2	Discount Restrictions	Overlap Tenders	User Limits	Cash Management	Change	Credit Note	Attributes
Debits Allowed	<input checked="" type="checkbox"/>								
Debit Tendering Restrictions		None							
Debit Limit		£0.00							
		(Zero means unlimited)							
Aggregate Debit Limits	<input type="checkbox"/>								
Minimum Debit Amount		£0.00							
Credits Allowed	<input checked="" type="checkbox"/>								
Credit Tendering Restrictions		None							
Credit Limit		£0.00							
		(Zero means unlimited)							
Aggregate Credit Limits	<input type="checkbox"/>								
Minimum Credit Amount		£0.00							
Force Amount Entered	<input type="checkbox"/>								

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

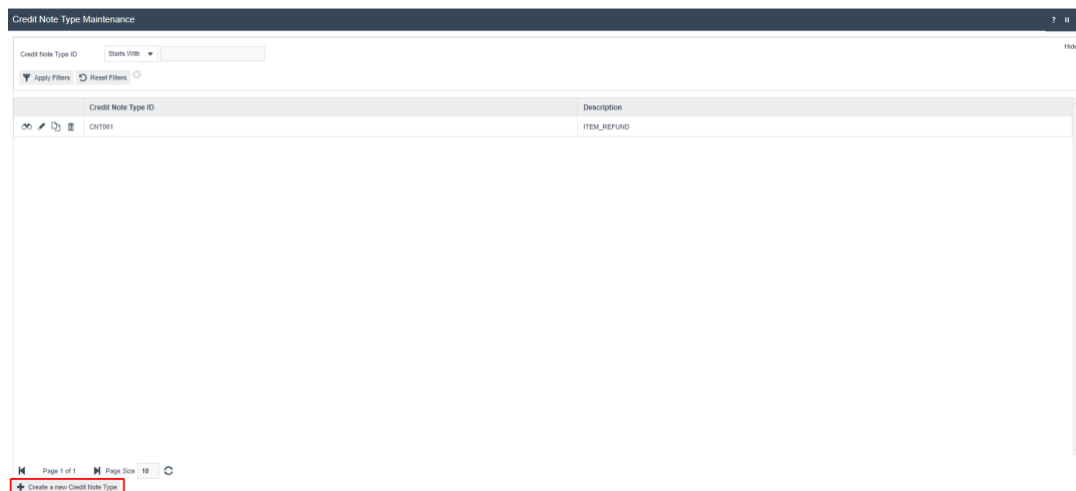
Credit Note Type Maintenance

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.

Credit Note Type Maintenance

Please enter following details for the new Credit Note Type

Credit Note Type ID	CNT002
---------------------	--------

← Back + Create

Credit Note Type Maintenance

 Save  Cancel

You are editing Credit Note Type ID: 'CNT002'

General

Description* 1

Region 2

Tender Key* 3

Issue Document 4

* Denotes Mandatory

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.

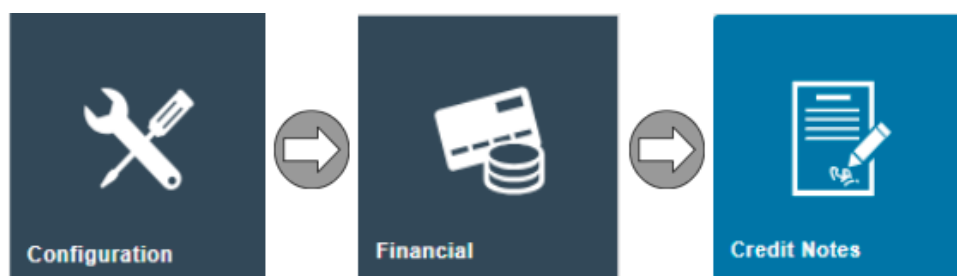
Select the **Save** button to save the Credit Note Type.

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.

Serial Number	Status	Date Created	Date Closed	Expiry Date
CH002	Active	25/10/2023		25/10/2024
CH001	Active	11/10/2023		

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.

Credit Note Maintenance

← Back

You are viewing Credit Note serial number: '3146110231027080708027'

General

Name

Address

Status	Active	1
Credit Note Type	CNT001	2
Balance	£299.00	3
Date Created	27 October 2023	4
Date Closed		5
Expiry Date		6

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.

Credit Note Maintenance

Save
Cancel

You are editing Credit Note serial number: 'CN002'

General

Name

Address

Title

1

Surname

2

Forename

3

Initials

4

Sex

-

5

Date Of Birth

...

6

enactor
Transaction Number : 111
Date & Time : 10/27/2023, 12:50:25 PM
Till Number : 46 | Hertford Manager

Forename

Surname

Organisation

Title

Initials

Sex

Date of Birth (dd/MM/yy)

Please enter the customer details or select one of the search options.

TOTAL TAX £49.83

TOTAL £299.00

OK
Search By Phone Number
Search By Email
Search By Name

Search By Postcode
Capture Loyalty
Cancel

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

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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).

Credit Note Maintenance

Save
Cancel

You are editing Credit Note serial number: 'CN002'

General	Name	Address
Organisation		<input type="text"/> 1
Street 1		<input type="text"/> 2
Street 2		<input type="text"/> 3
Street 3		<input type="text"/> 4
Town		<input type="text"/> 5
County		<input type="text"/> 6
Postcode		<input type="text"/> 7
Country		<input type="text"/> 8
Phone Number		<input type="text"/> 9
Mobile Phone Number		<input type="text"/> 10
Email Address		<input type="text"/> 11

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.

Menu Set	Role	Menu Group	Menu ID	Name
POS	Sales Assistant	Default Standard POS	ADMIN	ADMIN
POS	Sales Assistant	Default Standard POS	CREDIT_TENDER	CREDIT_TENDER
POS	Sales Assistant	Default Standard POS	CRM	CRM
Web Maintenance	Administrator	Default	Default	Default
Web Maintenance	Manager	Standard Back Office	Default	Default
POS	Sales Assistant	Default Standard POS	DISPLAY_REPORTS	DISPLAY_REPORTS
POS	Sales Assistant	Default Standard POS	FOOTER	FOOTER
POS	Store Inventory	Default Standard POS	HHT_ADMIN	HHT_ADMIN
POS	Sales Assistant	Default Standard POS	LAUNCH	LAUNCH
POS	Sales Assistant	Default Standard POS	MODIFIER_ITEM	MODIFIER_ITEM

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

Menu Maintenance

You are editing menu ID CREDIT_TENDER for menu set POS, role Sales Assistant, menu group Default Standard POS, locale -

Name:

Menu Type:

Menu Category:

CREDIT_TENDER

- 1 - CashRefund
- 2 - CardRefund
- 4 - CustomerCreditAccountRefund
- 5 - GiftCardRefund
- 8 - ReturnToSales

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

- Add a new Folder
- Add a new Button Folder
- Add a new Execute Process Item
- Add a new URL Link
- Add a new Button
- Add a new Event Item**

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

Menu Maintenance

 Save  Cancel

You are adding a new basic menu item to 'CREDIT_TENDER'. Please fill in the event details

General	Data
Event*	<input type="text"/>
ID*	<input type="text"/>
Item Label	<input type="text"/>
Item Message Id	<input type="text"/>
Item Message Base	<input type="text"/>
Image URL	<input type="text"/> Test Image
Visibility Expression	<input type="text"/>
Enabled Expression	<input type="text"/>
Position	<input type="text" value="3"/>

* Denotes Mandatory

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

Several fields are pre-populated with default data.

Menu Maintenance

Save Cancel

You are adding a new basic menu item to 'CREDIT_TENDER'. Please fill in the event details

General Data

Event* Credit Note Refund

ID* CreditNoteRefund

Item Label

Item Message Id CREDIT_NOTE

Item Message Base Pos/Tender/TenderMessages

Image URL Test Image

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

Enabled Expression

Position 3

* Denotes Mandatory

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

Menu Maintenance

Save Cancel

You are adding a new basic menu item to 'CREDIT_TENDER'. Please fill in the event details

General **Data**

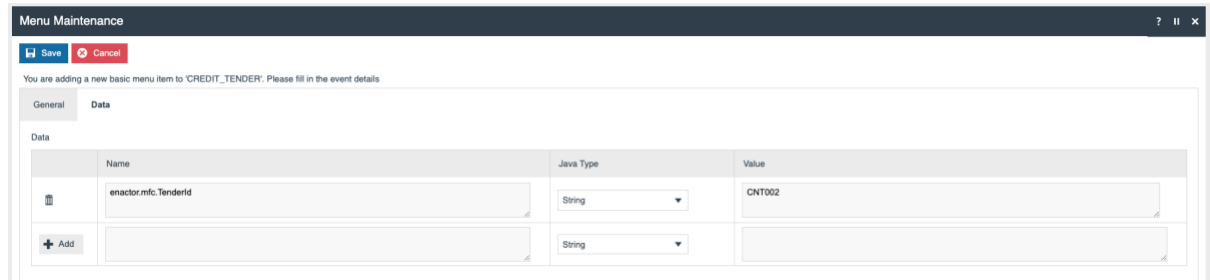
Data

Name	Java Type	Value
-	-	-
+ Add	String	

Enter the following data:

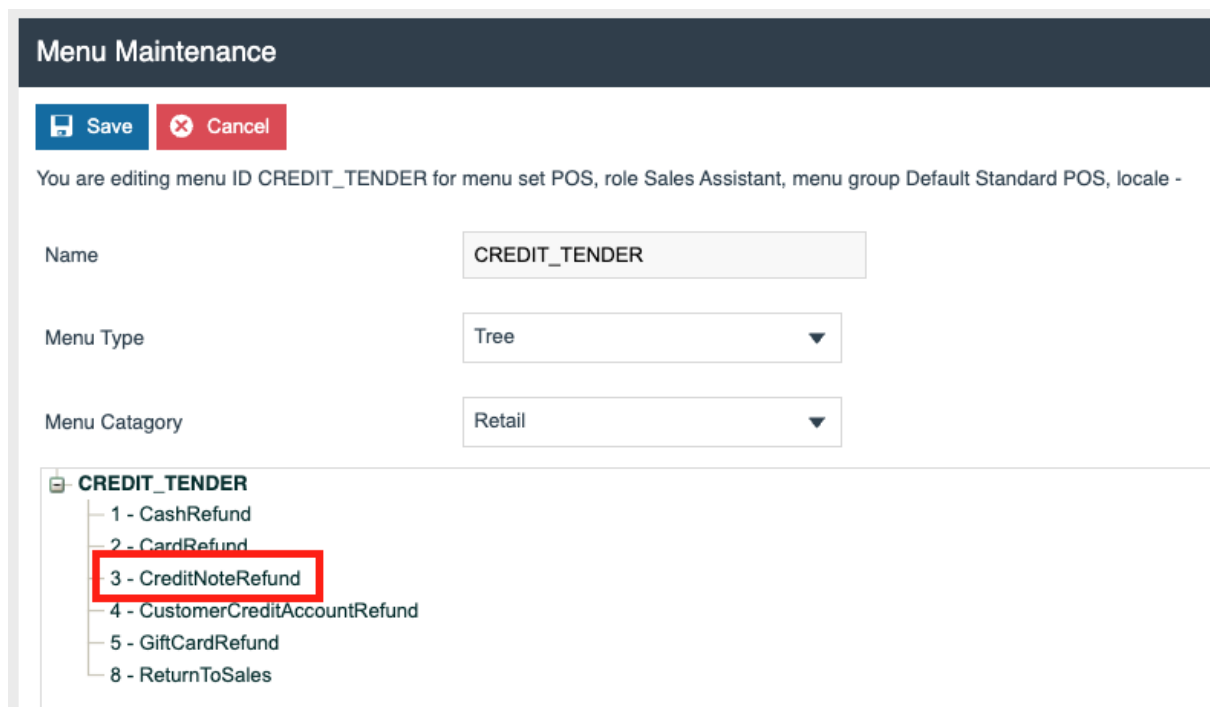
Field	Value
Name	enactor.mfc.TenderId
Java Type	String
Value	<Tender ID created earlier> (e.g. CNT002)

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



The screenshot shows the 'Menu Maintenance' application window. At the top, there are 'Save' and 'Cancel' buttons. Below them is a message: 'You are adding a new basic menu item to 'CREDIT_TENDER'. Please fill in the event details'. The 'Data' tab is active, showing a table with columns 'Name', 'Java Type', and 'Value'. The first row contains 'enactor.mfc.TenderId', 'String', and 'CNT002'. An '+ Add' button is visible at the bottom left of the table.

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



The screenshot shows the 'Menu Maintenance' application window. At the top, there are 'Save' and 'Cancel' buttons. Below them is a message: 'You are editing menu ID CREDIT_TENDER for menu set POS, role Sales Assistant, menu group Default Standard POS, locale -'. The 'Name' field contains 'CREDIT_TENDER', 'Menu Type' is 'Tree', and 'Menu Category' is 'Retail'. Below these fields is a tree view showing the menu structure under 'CREDIT_TENDER':

- 1 - CashRefund
- 2 - CardRefund
- 3 - CreditNoteRefund
- 4 - CustomerCreditAccountRefund
- 5 - GiftCardRefund
- 8 - ReturnToSales

The '3 - CreditNoteRefund' item is highlighted with a red box.

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.

Menu Set	Role	Menu Group	Menu ID	Name
POS	PRE SIGN ON POS	Default Standard POS	POS_SIGN_ON	POS_SIGN_ON
POS	Sales Assistant	Default Standard POS	PRINT_REPORTS	PRINT_REPORTS
POS	Sales Assistant	Default Standard POS	RECEIPT_DESTINATION	RECEIPT_DESTINATION
POS	Sales Assistant	Default Standard POS	RICH_PRODUCT	RICH_PRODUCT
POS	Sales Assistant	Default Standard POS	SAFE_CASH_MANAGEMENT	SAFE_CASH_MANAGEMENT
POS	Sales Assistant	Default Standard POS	SALE	SALE
POS	Sales Assistant	Default Standard POS	TENDER	TENDER
POS	SALESASSIST_UK	Default	TENDER	TENDER
POS	Sales Assistant	Default Standard POS	TERMINAL_CASH_MANAGEMENT	TERMINAL_CASH_MANAGEMENT
POS	Sales Assistant	Default Standard POS	WEB_REPORTS	WEB_REPORTS

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

Menu Maintenance

Save
 Cancel

You are editing menu ID TENDER for menu set POS, role Sales Assistant, menu group Default Standard POS, locale -

Name

Menu Type

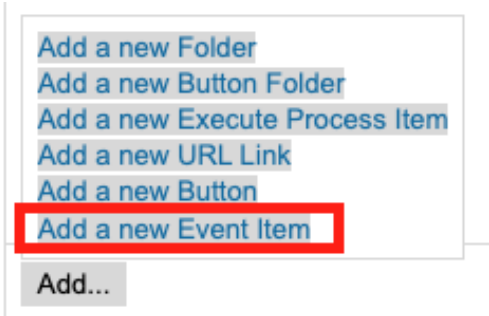
Menu Category

TENDER

- 1 - CashTender
- 2 - CardTender
- 3 - ChequeTender
- 4 - Vouchers
 - 1 - UseVoucher
 - 3 - GiftCardTender
 - 8 - enactor.coreUI.MenuBack
- 5 - Customers
- 7 - More
- 8 - ReturnToSales

Add...

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')}
```

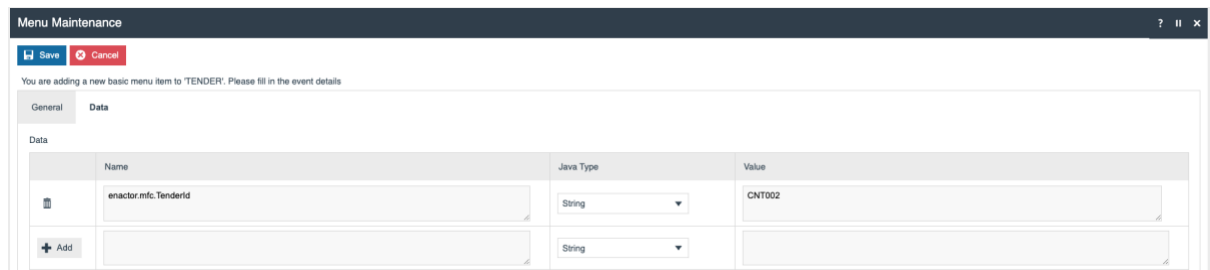
The ID, Item Label and Position can be edited as required.

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)

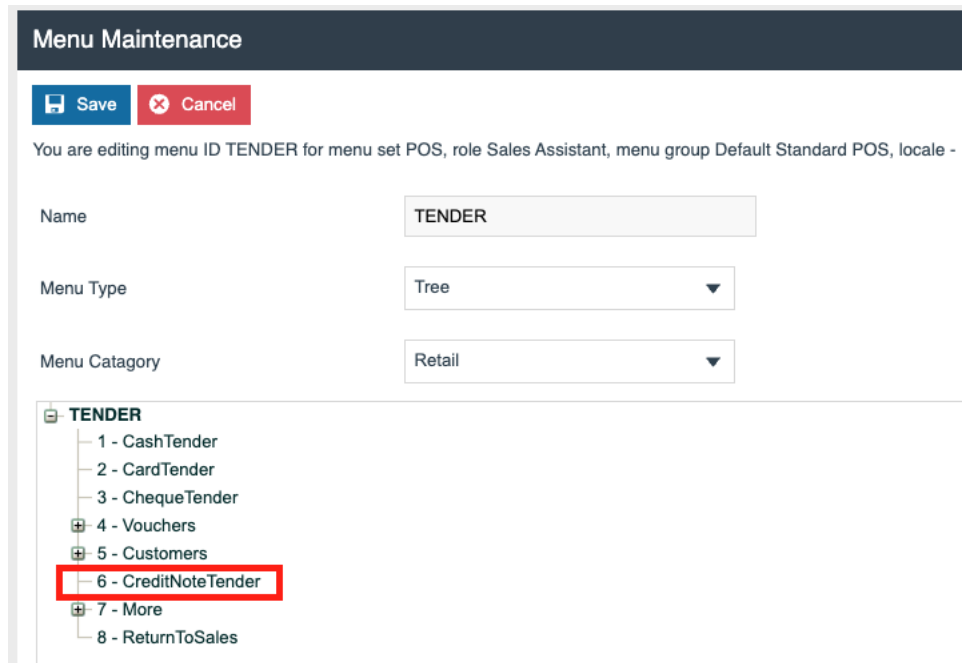
Select the **Add** button to save the data against the menu button.



The screenshot shows the 'Menu Maintenance' application interface. At the top, there are 'Save' and 'Cancel' buttons. Below that, a message states: 'You are adding a new basic menu item to 'TENDER'. Please fill in the event details'. The 'Data' tab is active, showing a table with the following data:

Name	Java Type	Value
enactor.mfc.TenderId	String	CNT002
+ Add	String	

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



The screenshot shows the 'Menu Maintenance' application interface. At the top, there are 'Save' and 'Cancel' buttons. Below that, a message states: 'You are editing menu ID TENDER for menu set POS, role Sales Assistant, menu group Default Standard POS, locale -'. The 'Name' field is 'TENDER', 'Menu Type' is 'Tree', and 'Menu Category' is 'Retail'. A tree view shows the following items:

- 1 - CashTender
- 2 - CardTender
- 3 - ChequeTender
- 4 - Vouchers
- 5 - Customers
- 6 - CreditNote Tender
- 7 - More
- 8 - ReturnToSales

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

Broadcasting

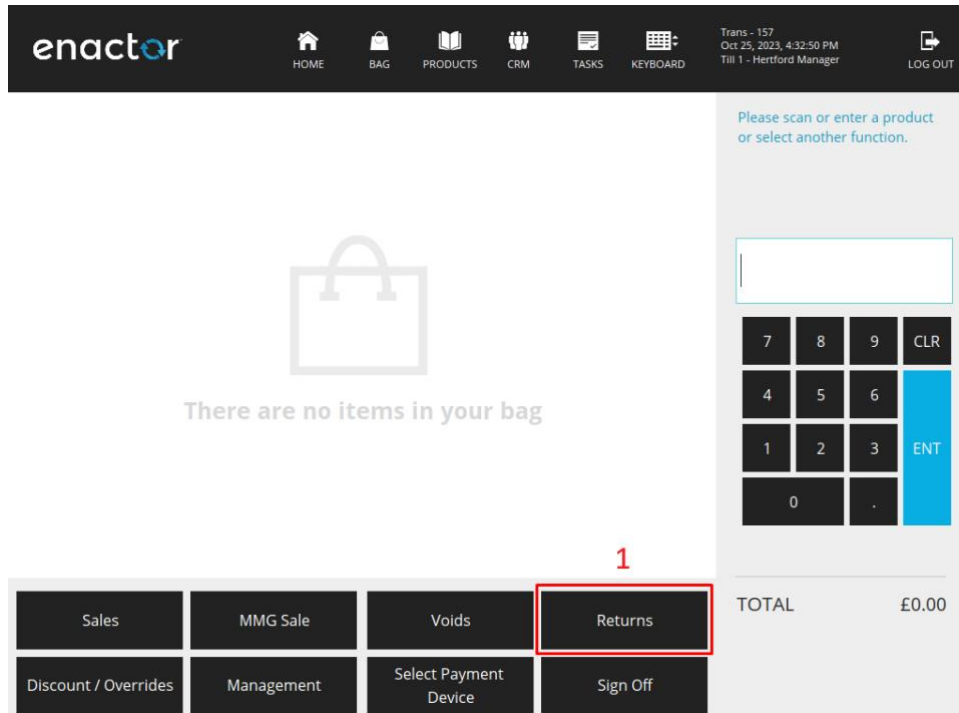
To deliver the configuration changes to the POS, broadcast the following entities.

- Tender
- Credit Note Type
- Roles
- Menu

POS Functionality

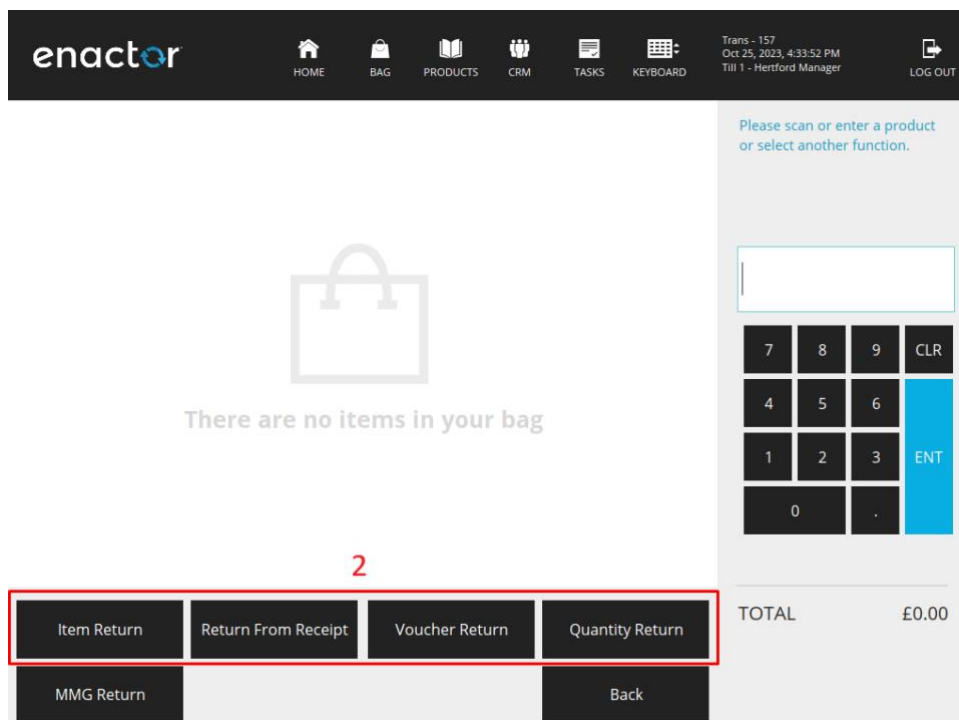
Issuing a Credit Note

1. Access the Returns Window

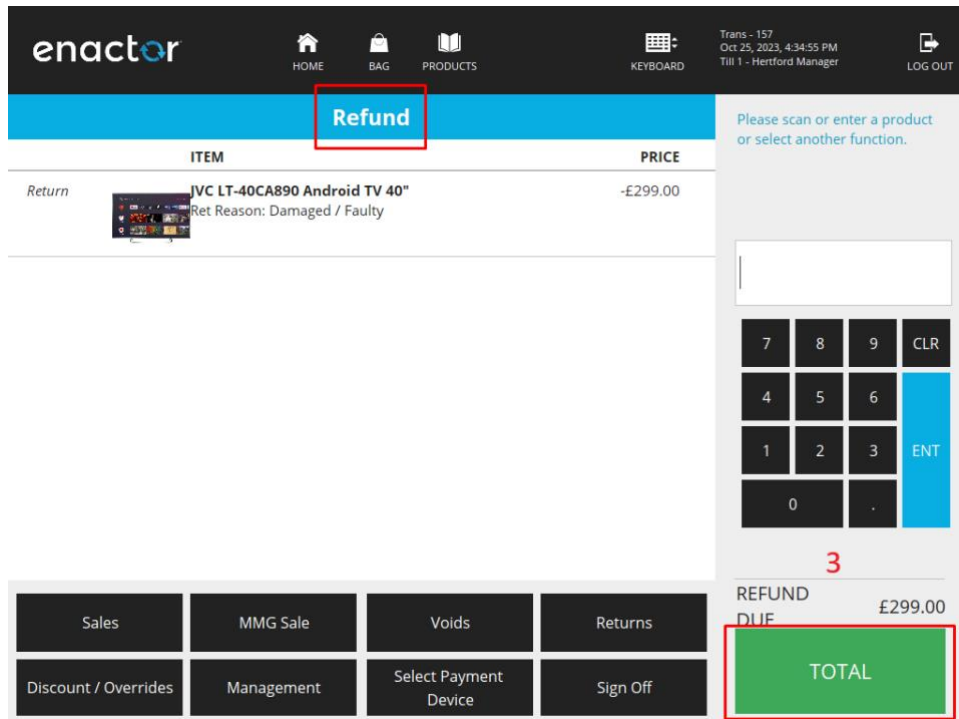


2. Select any of the Return Options

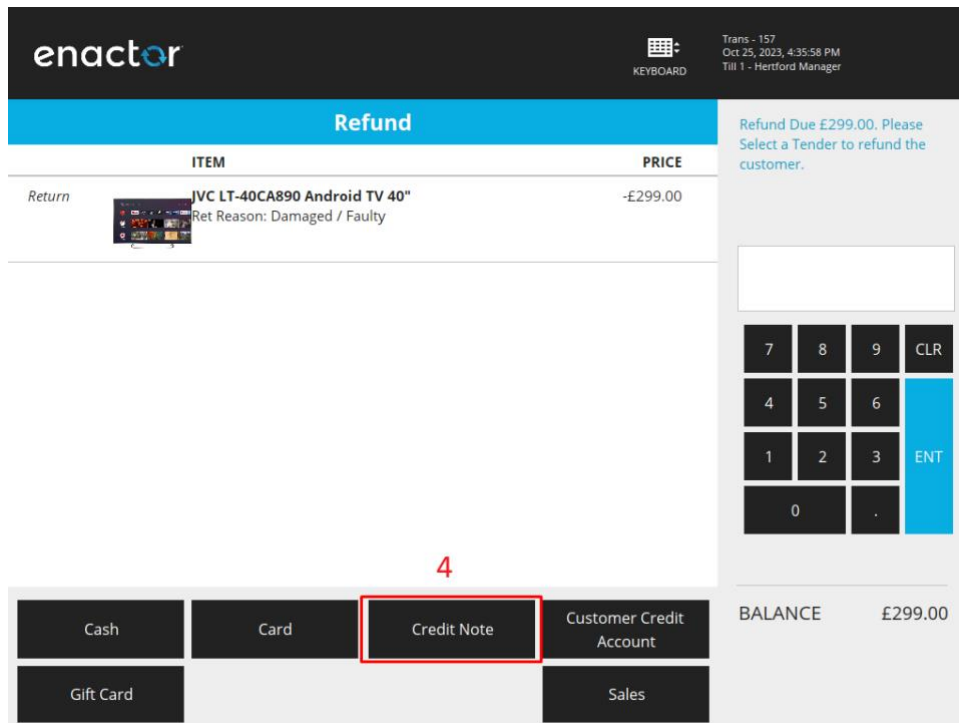
(Please refer to the How-To-Guide on Returns for more information on Return Options)



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.



enactor

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

Redeeming the Credit Note

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

The screenshot shows the enactor POS interface. At the top, there is a navigation bar with icons for HOME, BAG, PRODUCTS, and KEYBOARD. The current transaction is identified as Trans - 155, dated Oct 25, 2023, 4:27:37 PM, managed by Till 1 - Hertford Manager. The main display area shows a table with the following data:

ITEM	PRICE
 SAMSUNG QE50Q60TAUXXU 50"	£649.00


To the right of the table, there is a prompt: "Please scan or enter a product or select another function." Below this is a numeric keypad with buttons for digits 0-9, a decimal point, and CLR. A red number "1" is positioned above the keypad. At the bottom right, the total amount is displayed as "TOTAL £649.00". A green button labeled "TOTAL" is highlighted with a red border.

Below the main display area, there is a menu of options:

Sales	MMG Sale	Voids	Returns
Discount / Overrides	Management	Select Payment Device	Sign Off

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

The screenshot shows the enactor POS interface. The top navigation bar is the same as in the previous screenshot. The main display area shows the same product in the basket:

ITEM	PRICE
 SAMSUNG QE50Q60TAUXXU 50"	£649.00

To the right of the table, there is a prompt: "Balance Due £649.00. Please Select a Tender or press Sales to return to Sales." Below this is a numeric keypad with buttons for digits 0-9, a decimal point, and ENT. A red number "2" is positioned above the keypad. At the bottom right, the balance is displayed as "BALANCE £649.00".

Below the main display area, there is a menu of options:

Cash	Card	Cheque	Vouchers
Customers		More	Sales

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

ITEM	PRICE
 SAMSUNG QE50Q60TAUXXU 50"	£649.00

Balance Due £649.00. Please Select a Tender or press Sales to return to Sales.

7	8	9	CLR
4	5	6	ENT
1	2	3	
0	.		

3

Use Voucher **Credit Note** Gift Card Back

BALANCE £649.00

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

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:

Credit Note Outstanding Balances

Please enter any criteria for the Credit Note Outstanding Balances report.

Status	<input type="text" value="-"/>	▼
Start expiry date	<input type="text"/>	▼
End expiry date	<input type="text"/>	▼
Start date created	<input type="text"/>	▼
End date created	<input type="text"/>	▼
Start date closed	<input type="text"/>	▼
End date closed	<input type="text"/>	▼

Reset Filters

[← Back](#) [Next →](#)

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

Credit Note Outstanding Balances

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Report Criteria

Status: Active

Start expiry date: - End expiry date: -

Start date created: - End date created: -

Start date closed: - End date closed: -

Serial Number	Date Created	Date Closed	Expiry Date	Amount
314899231012074441023	12/10/2023	-	11/11/2023	-299.00
0502015231012074713022	12/10/2023	-	11/11/2023	-299.00
0502021231012082143020	12/10/2023	-	11/11/2023	-419.00
8686206230918071607040	18/09/2023	-	18/10/2023	HKD2,990.00
050401823101209455025	12/10/2023	-	11/11/2023	-419.00
0504012231013121054027	13/10/2023	-	12/11/2023	-299.00
86860530815081254022	15/08/2023	-	14/09/2023	-429.00
3102102230822151831025	22/08/2023	-	21/09/2023	-299.00
0302003230721072756028	21/07/2023	-	20/08/2023	-1,150.00
0302063230801170938027	01/08/2023	-	31/08/2023	-402.00
310406123092716333045	27/09/2023	-	27/10/2023	-200.00
0103053230803093830028	03/08/2023	-	-	-350.00
312206230918121259024	18/09/2023	-	18/10/2023	-1,150.00
31460623101207556022	12/10/2023	-	18/10/2023	-76,865.00
050202523101208258023	12/10/2023	-	11/11/2023	-299.00
3146104231027071810025	27/10/2023	-	-	-299.00
8686050230815075121022	15/08/2023	-	14/09/2023	-299.00
				86,467.00
				0.00
				0.00
				0.00
				86,467.00

Generated on: 27/10/2023 07:37:19

Generated by: Dilpa

Grand total

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Back Print View PDF Save XLS Save DOC

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

Credit Note Outstanding Balances

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ReportCriteria

Status: Active

Start expiry date: - End expiry date: -

Start date created: - End date created: -

Start date closed: - End date closed: -

Serial Number	Date Created	Date Closed	Expiry Date	Amount
314609231012074441023	12/10/2023	-	11/11/2023	-299.00
0502015231012074713022	12/10/2023	-	11/11/2023	-299.00
0502021231012082143020	12/10/2023	-	11/11/2023	-419.00
8686206230918071607040	18/09/2023	-	18/10/2023	HKD2,990.00
050401823101209455025	12/10/2023	-	11/11/2023	-419.00
0504012231013121054027	13/10/2023	-	12/11/2023	-299.00
86860530815081254022	15/08/2023	-	14/09/2023	-429.00
3102102230822151831025	22/08/2023	-	21/09/2023	-299.00
0302003230721072756028	21/07/2023	-	20/08/2023	-1,150.00
0302063230801170938027	01/08/2023	-	31/08/2023	-402.00
310406123092716333045	27/09/2023	-	27/10/2023	-200.00
0103053230803093830028	03/08/2023	-	-	-350.00
312206230918121259024	18/09/2023	-	18/10/2023	-1,150.00
31460623101207556022	12/10/2023	-	18/10/2023	-76,865.00
050202523101208258023	12/10/2023	-	11/11/2023	-299.00
3146104231027071810025	27/10/2023	-	-	-299.00
8686050230815075121022	15/08/2023	-	14/09/2023	-299.00

Generated on: 27/10/2023 07:37:19

Generated by: Dilpa

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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