

Credit Notes

Introduction:

Touch has a system for issuing and redeeming credit notes. The system is built around using one tender for credit note issue and another tender for credit note redeem. There are also options to link credit notes to customers and set an expiry date period.

Tender Settings:

Set up a tender for Credit Note Issue, the options for Active, Allow for Refunds and Issuing of Credit Notes should be ticked.

The screenshot shows the 'Define Tenders' window with the following settings:

- Tender Title: CREDIT ISSUE
- Control Values:
 - Active
 - Compulsory Entry
 - Use Cash Drawer
 - Allowed for Refunds
 - Issuing of Credit Notes
 - Use with Split Bill Payments (3 others non-Cash)
- Options:
 - Compulsory Customer
 - Customer Account
- X/Z Reports: (empty)
- Cash in Drawer: (empty)
- Colours: (empty)

Buttons at the bottom: Allowed Terminals, Save, Abort.

Set up a tender for Credit Note Redeem, the options for Active and Issuing of Credit notes should be ticked and the option for Allow for Refunds should be unticked

The screenshot shows the 'Define Tenders' window with the following settings:

- Tender Title: CREDIT REDEEM
- Control Values:
 - Active
 - Compulsory Entry
 - Use Cash Drawer
 - Allowed for Refunds
 - Issuing of Credit Notes
 - Use with Split Bill Payments (3 others non-Cash)
- Options:
 - Compulsory Customer
 - Customer Account
- X/Z Reports: (empty)
- Cash in Drawer: (empty)
- Colours: (empty)

Buttons at the bottom: Allowed Terminals, Save, Abort.

A change limit should also be set against the credit note redeem tender to add flexibility when redeeming credit notes when the sale value is for less than the value of the credit note

Tenders

Tender Title: **CREDIT REDEEM**

Control Values	Options	X/Z Reports	Cash in Drawer	Colours
Low Amount Lock	£	0.00		
High Amount Lock	£	1,000.00		
Change Limit	£	50.00		
Manager Limit	£	0.00		

Buttons: Allowed Terminals, Save, Abort

When both a change limit is set and the option for Issuing of credit notes is ticked the system will prompt the message below if the sale value is less than the value of the credit note. The user can either give change or issue a new credit note for the remaining balance.

001 M 02 18/06/2018 12:59 MANAGER Items: 1 Remote 1: OFFLINE

Total Due **£10.00** **Balance** **£-10.00**

Question

**There is a Balance of £-10.00
Do you wish to**

Buttons: ACCOUNT, CHEQUE, CREDIT CARD, AMEX CARD, CASH, BANK PAID, CREDIT REDEEM

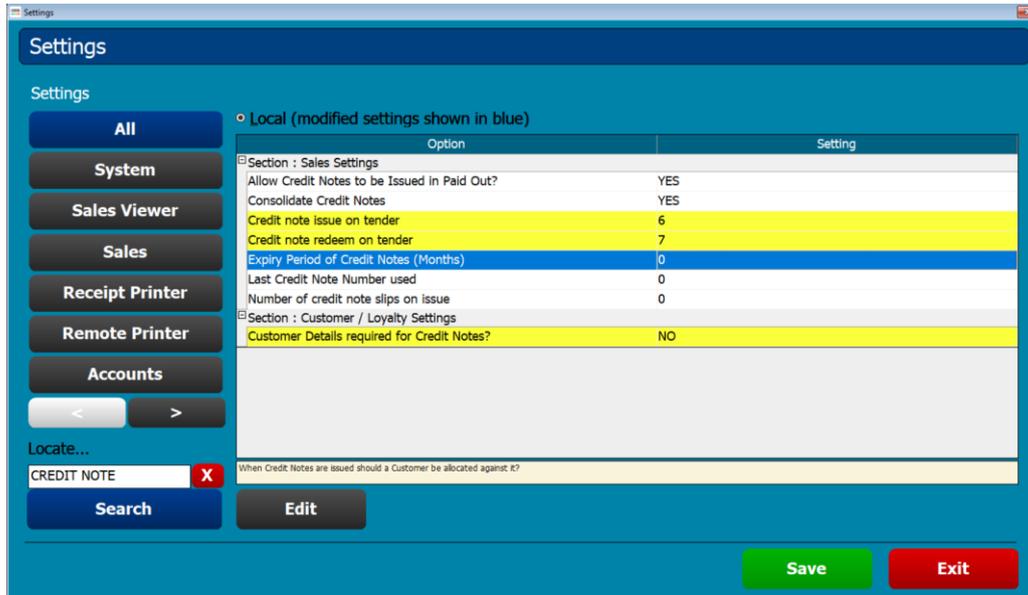
Buttons: Issue Credit, Give Change

Buttons: 4, 5, 6, 1, 2, 3, 0, 00, Clear

Total Tended **£0.00** Issue Gift Receipt

System Settings:

Go into system settings and search for CREDIT NOTE, the settings as shown below will display. The 3 settings highlighted in yellow below need to be configured for the credit note system to function. Set the tender numbers for the 'Credit note issue on Tender' and 'Credit note redeem on tender' settings. Also set the setting 'Customer details required for Credit Notes' to either Yes or No depending on if you want credit notes to be linked to customers.



Credit Note Receipt Message:

A text file named CREDIT_ISSUE.txt can be found in the data folder. This text file can be edited to change the message that prints on the credit note receipt. By default the text file will contain a default test message so this should be edited to meet each customer's requirements.

```
TEST MESSAGE
-----
Test Credit Note Message

This text file can be changed in
touch\data\CREDIT_ISSUE.txt
```

Issuing Credit Notes:

Credit notes can be issued in sales mode when doing refund transactions and selecting the Credit Note Issue tender to finalise. The screen below will show where the original receipt number needs to be entered. There is also a comments box that can be used to record details about the refund if the operator wishes to enter additional details.

Press the accept button and a credit note receipt will print as per the example below.

```

CES Software
39 Lindsey Street
Epping
Essex
CM16 6RB
Tel: 01992 564645
-----
CREDIT NOTE
001-02-00002

£20.00

Customer Number :
Customer Name :
Original Trans No: 001-01-01222
-----
TEST MESSAGE
-----
Test Credit Note Message

This text file can be changed in
touch\data\CREDIT_ISSUE.txt
-----
18/06/2018 12:13 MANAGER
Thank You For Shopping With Us
Email: info@cessoftware.com
www.cessoftware.com
    
```

Redeeming Credit Notes:

To redeem credit notes use the Credit Note Redeem tender to finalise the transaction. The screen below will show. The credit note number needs to be entered into the top box and the enter button is then pressed.

The screenshot shows the 'Credit Redeem Details' window. The 'Credit Note Number' field contains '001-02-00002'. The 'Issued On' and 'Expires On' fields are empty. The 'Operator' field is empty, and the 'Value' field is empty. A numeric keypad is displayed below the input fields, with an 'ENTER' button on the right. At the bottom right, there are 'Accept' and 'Cancel' buttons.

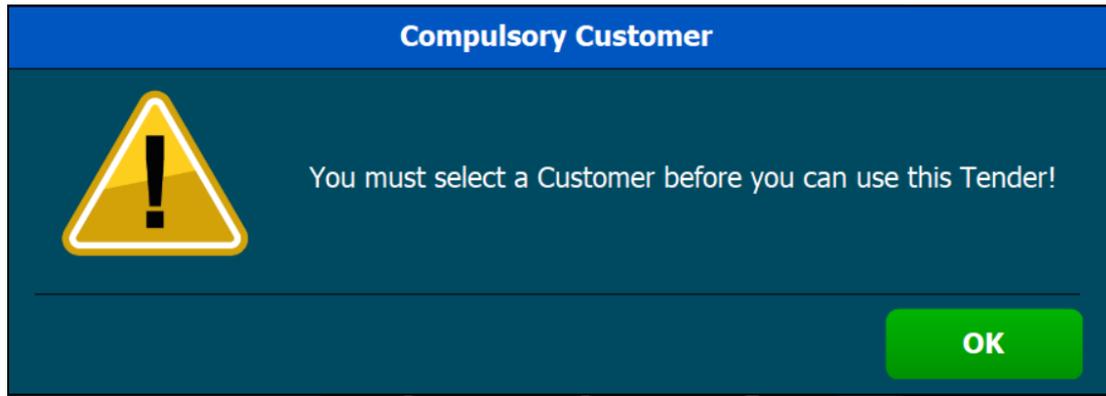
If a valid credit note number is entered the details will be displayed on the screen as below. Press the Accept button to complete redeeming the credit note.

The screenshot shows the 'Credit Redeem Details' window after a valid credit note number has been entered. The 'Credit Note Number' field still contains '001-02-00002'. The 'Issued On' field now contains '18/06/2018'. The 'Expires On' field contains '//'. The 'Operator' field contains 'MANAGER'. The 'Value' field contains '£20.00'. The 'ENTER' button on the keypad is highlighted in green, indicating it is the active button. The 'Accept' button at the bottom right is also highlighted in green.

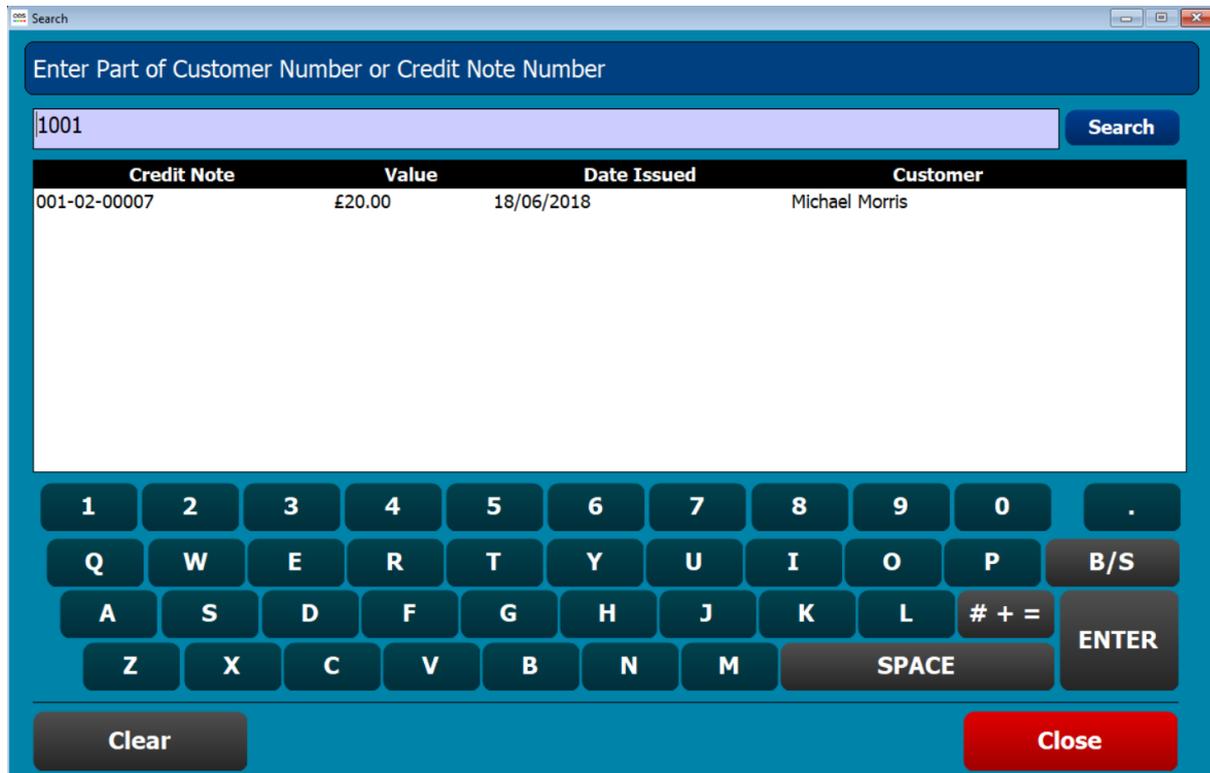
Customers linked to Credit Notes:

To enable linking customers to credit notes the back office setting 'Customer details required for credit notes' needs to be set to YES and both the credit note issue and credit note redeem tenders need the option ticked for compulsory customers.

When this is set you will not be able to issue or redeem credit notes without a customer open in the transaction. If no customer is open the warning message below will prompt and on pressing OK the customer screen will open.



When redeeming a credit for a customer the screen below will prompt on pressing the credit note redeem tender showing all credit notes available for the active customer. The credit note to be redeemed can be selected by pressing on it. This will save the operator from having to manually enter the credit note number.



Customer Credit Notes Report:

A back office report is available in the customer section that gives a detailed breakdown for customer credit notes. The report has various filters that can be applied using the screen below that include date range and credit note type.

MM Test Till 2

Customer Credit Notes

18/06/2018 14:31

Customers : 1001 TO 1001
 Date Range : 01/06/2018 TO 18/06/2018
 Credit Notes: Outstanding

Page 1 of

Customer	Address
Customer Number : 1001	Michael Morris 39 Lindsey Street Epping Essex CM16 6RB
Credit Note : 001-02-00008	Issued Date : 18/06/2018 Expiry Date : 18/12/2018 Redeem Date :
	Value : 27.99 Status : Outstanding
	Total Credit Notes 1
	Total Credit Note Value 27.99
	Grand Total Credit Notes 1
	Grand Total Credit Note Value 27.99

Expiry Dates:

Credit notes can be set to expire by setting the number of months required on the back office setting 'Expiry period of Credit Notes (Months)'. When the expiry period has been reached the message on the screen below will prompt informing the operator the credit note has expired when trying to redeem it. The operator then has the choice if they wish to accept the expired credit note by pressing Yes or No on the message shown below.

