

Sage Business Cloud Accounting: Payments and Allocations

Payments and Allocations

Lack of capital is one of the primary reasons that businesses are unable to flourish. Positive cash flow is critical for Divine Chocolates to run smoothly. Christina has invested a lot of time ensuring her start-up would attract and keep new customers. Now she'll need to ensure payments received from customers are on time and posted correctly as this later becomes the funds she'll need for her business expenses. Through use of **Accounting**, we'll explore how to record and manage payments.

There are two places Divine Chocolates can record payments:

- **Sales Invoice:** By opening an invoice, Divine Chocolates can record a payment for an *individual* invoice directly from the Sales Invoice screen, marking it as paid updating any outstanding amounts.
- **Banking:** Payments can be recorded to an invoice from the **Customer Receipt** option for individual invoices but more conveniently used to cover multiple invoices. Payments can be allocated to more than one invoice at the same time. If an overpayment is sent, the remaining amount can be recorded here as a credit on account, as well.







Learning Objectives

By the end of this lesson, you will be able to:

- Record a payment against a single invoice
- Allocate payments to an account for future use
- Un-allocate a payment or receipt
- Process a refund
- Payment/Invoice Management
- Create Credit Notes
- Allocate stand alone payments/credit notes



NOTE Throughout the duration of the course, you will encounter important icons and visual conventions as part of your learning experience to guide learners through the chapters. Some of the cues are indicated here.

	Important Information / Important Note / Additional Information	Item where caution and attention is required or additional insight and information is provided.
	Exercise	Your opportunity to practice a concept.
	End of Exercise	Indicates the end of an exercise.
	Check Your Knowledge	Review questions at the end of a lesson to check your understanding and ability to implement concepts.
	Summary	Overview of the most important items covered in a section or lesson.
	End of Lesson	The end of the lesson.

Recording Single Payments

Lisa Smith has received her first bill in the amount of 607.38\$ for the wedding favors. There are a myriad of expenses for Lisa's wedding so her parents have opted to make a partial payment instead of paying the balance in full.

- Navigate to the **Sales Invoice** screen and locate her invoice.

Invoice Number	Invoice Date	Customer	User	Due Date	Currency	Total	Amount Due	Issued	Status	Tax	Subtotal	Contact Name	Zipcode
SI-170	05/04/2018	Lisa Smith		06/03/2018	USD	607.38	607.38	No	Unpaid	0.00	607.38	Main Contact	
SI-169	04/19/2018	ERA Accounting		05/19/2018	USD	81.00	81.00	No	Unpaid	6.00	75.00	Main Contact	30306
SI-168	04/19/2018	Kelly's Kandy and Lollipops		06/03/2018	USD	357.00	357.00	Yes	Unpaid	7.00	350.00	Kelly Bishop	30101
SI-167	04/19/2018	General Electric		05/19/2018	USD	199.80	199.80	Yes	Unpaid	0.00	199.80	Rob Jones	19101

- Divine Chocolates has received a cheque for 100\$ from Mr. Smith. Click on **Record Payment**.

AMOUNT PAID **\$0.00** AMOUNT OUTSTANDING **\$607.38**

Record Payment

Email Print
 Edit Add credit note
 Copy Print packing slip
 Download Void

Activity

MAR 05, 2018 - 2:05PM
 Created

- **Amount Received:** You'll notice the **Amount Received** box pre-fills with the full amount. Input Mr. Smith's partial payment of 100\$.

The screenshot shows a 'Record Payment' window with the following fields and values:

Amount received Remaining balance \$0.00	607.38
Discount	0.00
Payment date	03/05/2018
Paid into	Chequing (1050)
Method	Electronic
Reference (optional)	Partial Payment

At the bottom right, there is a blue button labeled 'Record \$607.38'.

- **Discount:** Lisa already received a discount of 10% from the grand opening which is reflected in her invoice, so we won't add any additional discounts at this time. We'll leave 0.00\$.
- **Payment Date:** The payment date defaults to today's date. It can be changed to reflect the date the payment was received.
- **Paid Into:** Select the bank account the payment will be deposited into, **Chequing, Cash On Hand** etc. **Accounting** has two accounts within banking, that appear in the drop-down menu, already created when Divine Chocolates was set up. Other bank accounts, i.e. chequing, loan, credit card, can be added within the banking module, which we will explore in another lesson. Christina would like this payment to go into her chequing account. Select **Chequing**.
- **Method:** Select how the payment was received by the customer, **Cash, Cheque, Electronic, Credit/Debit card, or PayPal**. Mr. Smith paid by cheque.
- **Reference:** Add any reference notes. Type: *Partial Payment*. You can also use this field to indicate what the payment is for.

Summary Sales Expenses Contacts Products & Services Banking Journals Reporting Settings

Sales Invoice: SI-1 PART PAID

View, edit or manage your Sales Invoice.

To: **Lisa Smith (Wedding)**

Invoice Address: 200 Ediston Avenue, Toronto ON M3N 1H7
 Delivery Address: 200 Ediston Avenue, Toronto ON M3N 1H7
 Invoice Date: Mar 05, 2018
 Due Date: Apr 04, 2018
 Due in 30 days

Item	Qty/Hrs	Price/Rate	Discount	Tax	Amount
Milk Chocolate Wedding Bells Sales - Products (4000)	50.00	7.50	37.50 10.00%	43.88 HST 13.00%	337.50
White Wedding Favor Boxes with White Bows Sales - Products (4000)	50.00	1.50	0.00 0.00%	9.75 HST 13.00%	75.00
Delivery Service Sales - Services (4001)	1.00	125.00	0.00 0.00%	16.25 HST 13.00%	125.00
Subtotal					537.50
Includes a discount of 37.50					
Tax Breakdown					
HST: 537.50 @ 13.00%					69.88
Total (101.00 items)					\$607.38

Terms & Conditions: Final changes to custom orders must be made 7 days in advance, 50% deposit required. Remaining balance due upon pickup.

Notes: Ms. Smith, our delivery service will arrive at your reception venue at 5:00 p.m. to drop off your wedding favors. They'll require refrigeration. Thank you for your business!

AMOUNT PAID: **\$100.00** AMOUNT OUTSTANDING: **\$507.38**
 1 payment on Mar 05, 2018
 Record Payment

Email Print Edit Add credit note Copy Print packing slip Download Void

Activity: MAR 05, 2018 - 2:05PM Created

English (Canadian) © The Sage Group plc 2018

✓ Payment successfully created

Once payment is received, a confirmation will appear at the bottom of the screen in green, **Payment Successfully Created**. A notification will appear at the top highlighted in orange, **Part Paid**. If the invoice was paid in full the notification would read **Paid**. There is an additional notification above the **Record Payment**, showing **'1 payment on Mar 05, 2018'**.

Un-allocate a receipt or payment from an invoice

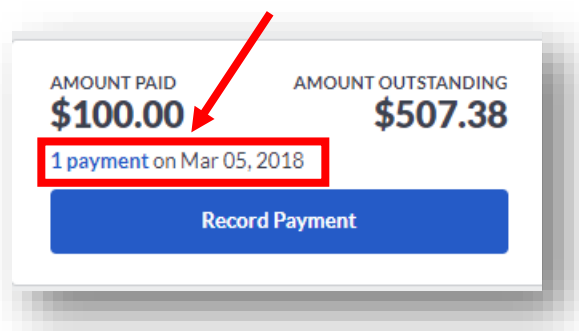
There may be times when you need to un-allocate (or unlink) transactions, for example, if you've allocated a payment on an account in error. You may also need to do this if you need to edit or void an invoice to which you've allocated a payment or credit note. It can be done within the invoice or the banking module. For purposes of this lesson, we'll look at un-allocating a payment within an invoice.

Lisa Smith's wedding is only a few short weeks away. With all the exciting activity going on, the wedding is approaching faster than the Smith's realized. If you recall from the terms and conditions on the invoice, Divine Chocolates requires a 50% deposit/payment before they're able to proceed with the order/services.

"Final changes to custom orders must be made 7 days in advance. 50% deposit required. Remaining balance due upon pickup."

Christina has called Mr. Smith to notify him additional payment is required. To prevent any delay in processing the future bride's order, Mr. Jones's has decided to make payment in full, directly from his bank to Divine Chocolates. He's requested the \$150 payment be left on his account as a credit for future use. If the credit doesn't get applied towards wedding favors or other catering services, Divine Chocolates can send Mr. Smith a refund after the wedding.


- Pleased with Mr. Smith's prompt payment, Divine Chocolates will need to un-allocate the original 150.00\$ payment from the account. Directly from the invoice, navigate to and click on the the blue hyperlink in the top right: '**1 payment on Mar 05, 2018**'.



- When the **Payments and Allocations** box launches, the details of the payment appear. We see Mr. Smith's partial payment was made on March 5, 2018 for 100.00\$ and still has a remaining balance of \$507.38.

Payments and Allocations ✕

A detailed breakdown of payments and allocations.

Date	Type	Reference	Amount	Discount	Refund
Mar 05, 2018	Customer Receipt	Partial Payment	100.00	0.00	
Total Paid/Allocated			100.00	0.00	
				Total	\$607.38
				Paid/Allocated	\$100.00
				Outstanding	\$507.38

A red arrow points from the bottom right towards the '100.00' amount in the table row.

- From here, we can un-allocate the payment associated with this invoice and apply the payment as a credit to Mr. Smith's account OR click on the blue pencil to send Mr. Smith a **Refund**. In this case, we are going to un-allocate the payment associated with this invoice and leave the payment on Mr. Smith's account. Click on the blue hyperlink in the Amount column **100.00\$**.
- The **Customer Receipt**/Payment box appears. **Accounting** automatically selects the payment box in the line item (with a check mark) below assuming this is the transaction you want to un-allocate. If there are multiple payments, select the one you would like to un-allocate.

Customer Receipt ⓘ

Record money received from your customers and allocate it to one or more outstanding invoices, or save it as a payment on account to allocate later.

Customer: Lisa Smith (Wedding) Paid into Bank Account**: Chequing Method**: Cheque Date Received**: 03/03/2018 Reference (optional): Partial Payment Amount Received**: 100.00

Due 520.94 Balance 100.00


Display: This allocation

<input checked="" type="checkbox"/>	Date	Number	Reference	Type	Total	Outstanding	Discount	Paid
<input checked="" type="checkbox"/>	03/05/2018	SI-1		Inv	607.38	507.38	0.00	100.00


507.38 0.00 100.00

Left to allocate: 0.00

Save Cancel



- Uncheck the transaction to un-allocate it from the invoice. In doing so, you'll notice the '**Paid**' amount moves to the '**Outstanding**' amount and *increases* the amount owed. By un-allocating the full 100\$ payment, the outstanding balance returns to \$607.38.
- The **Left To Allocate** box updates to reflect the 100\$ payment being un-allocated (or the amount no longer associated with an invoice). This is the amount that will be allocated to Mr. Smith's account as a payment towards future invoices.


Customer Receipt 

Record money received from your customers and allocate it to one or more outstanding invoices, or save it as a payment on account to allocate later.

Customer: Lisa Smith (Wedding)
Due 520.94


Paid into Bank Account**: Chequing
Balance 100.00

Method**: Cheque

Date Received**: 03/05/2018 

Reference (optional): Partial Payment

Amount Received**: 100.00


Display: This allocation 

Date	Number	Reference	Type	Total	Outstanding	Discount	Paid
03/05/2018	SI-1		Inv	607.38	607.38	0.00	0.00
					607.38	0.00	0.00


Left to allocate: 100.00

- Click **Save**. A notification will appear indicating Mr. Smith's payment is being un-allocated from the invoice. Further, it will require confirmation to ensure you want to save the unallocated amount (100.00\$) as a payment on his account.

Confirm

 You have not allocated the full amount of the receipt/payment. Do you want to save the unallocated amount as a payment on account?

- Click **Yes**. The invoice status reverts from **Part Paid** to **Awaiting Payment**. The **Amount Paid** and **Amount Outstanding** also returns to the original amounts of 0.00\$ and 607.38\$ respectively.

Sales Invoice: SI-1 SENT AWAITING PAYMENT 

View, edit or manage your Sales Invoice.


To: Lisa Smith (Wedding)

Invoice Address: 200 Ediston Avenue, Toronto ON M3N 1H7
Delivery Address: 200 Ediston Avenue, Toronto ON M3N 1H7
Invoice Date: Mar 05, 2018
Due Date: Apr 04, 2018
Due in 30 days

AMOUNT PAID: \$0.00
AMOUNT OUTSTANDING: \$607.38

Un-allocate partial payments/amounts

To un-allocate a partial payment from an invoice as opposed to the entire payment amount, input the partial amount in the **Amount Received** box. In doing so, this will unallocate the partial payment and can be allocated to another invoice on Mr. Smith's account at a later date.

Customer Receipt 

Record money received from your customers and allocate it to one or more outstanding invoices, or save it as a payment on account to allocate later.

Customer: Lisa Smith (Wedding.)
Due 520.94

Paid into Bank Account**: Chequing
Balance 100.00

Method**: Cheque

Date Received**: 03/05/2018

Reference (optional): Partial Payment

Amount Received**: 50.00

Display: This allocation

Date	Number	Reference	Type	Total	Outstanding	Discount	Paid
<input type="checkbox"/> 03/05/2018	SI-1		Inv	607.38	607.38	0.00	0.00


607.38 0.00 0.00

Left to allocate: 50.00

Save **Cancel**

- Click **Save**. As with above, A notification will appear indicating a payment is being un-allocated from the invoice. Further, it will require confirmation to ensure you want to save the unallocated partial payment as a payment on his account.

Confirm

 You have not allocated the full amount of the receipt/payment. Do you want to save the unallocated amount as a payment on account?

Yes **No**

Payments and Allocations - Refunds

Instead of un-allocating a payment (detaching the payment from an invoice and recording a payment on an account) you can refund the money to the customer. In this example, Mr. Jones decided he didn't want to leave the payment on his account for future use, he'd prefer a refund of his over-payment.

- Click on the pencil icon and select **Refund Payment**.

Payments and Allocations ✕
A detailed breakdown of payments and allocations.

Date	Type	Reference	Amount	Discount	Refund
Mar 05, 2018	Customer Receipt	Partial Payment	100.00	0.00	
Total Paid/Allocated			100.00	0.00	

Total \$607.38
 Paid/Allocated \$100.00
 Outstanding \$507.38

- Input the correct date of the refund, the account the refund is being paid from and a reference. Click **Save** for the refund payment to be sent.

Amend Customer Receipt: \$50.00 ✕

Refund payment - Money is returned to the customer.

Refund date: 03/09/2018
 Paid from bank account: Chequing (1050)
 Reference (optional):

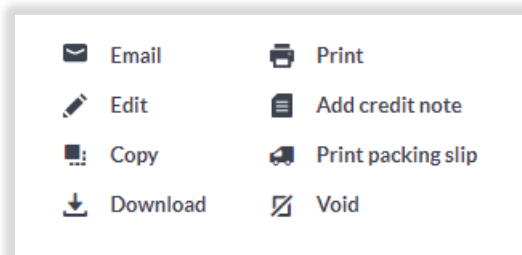
Unallocate - Detach the payment from this invoice, and record as a payment on account.

Payment/Invoice Management

In the beginning of this lesson, we learned how to record an individual payment on an invoice. Once the payment has been completed there are several options available within the invoice screen.

The screenshot displays the Sage CRM interface for managing a sales invoice. The invoice is for Lisa Smith (Wedding) and has a total amount of \$607.38. A red arrow points to a menu of actions on the right side of the invoice, which includes Email, Print, Edit, Add credit note, Copy, Print packing slip, Download, and Void. A green banner at the bottom indicates "Payment successfully created".

Item	Qty/Hrs	Price/Rate	Discount	Tax	Amount
Milk Chocolate Wedding Bells Sales - Products (4000)	50.00	7.50	37.50 10.00%	43.88 HST 13.00%	337.50
White Wedding Favor Boxes with White Bows Sales - Products (4000)	50.00	1.50	0.00 0.00%	9.75 HST 13.00%	75.00
Delivery Service Sales - Services (4007)	1.00	125.00	0.00 0.00%	16.25 HST 13.00%	125.00
Subtotal					537.50
Includes a discount of 37.50					
Tax Breakdown					69.88
HST: 537.50 @ 13.00%					
Total (101.00 items)					\$607.38



Email: To email an individual invoice, reflecting payments made and outstanding amounts, click the **Email** icon. To expedite and automate invoicing, they can be sent in batch form but for purposes of this lesson, we'll email only one.

When the dialogue box appears, you'll notice Janes wedding coordinator is automatically cc'd on the correspondence.

Email Invoice [X]

This is where you can send your invoice to your customer as a PDF file attachment.

To** lsmith@yopmail.com

Cc Jane.JoneWeddings@weddings.com

Copy to me (Christina.Lopez88208@sageone.com)

Subject** Invoice# SI-1 from Divine Chocolates

Message**

Thank you for your business - we're pleased to attach your invoice in PDF.

Full details, including payment terms, are included.

If you have any questions, please don't hesitate to contact us.

Kind regards,
Divine Chocolates
7389729929

Edit your email defaults in Settings

Send **Cancel**

If you recall, when adding Jane Jones to Lisa Smith's contact record, we selected the **Cc'd into emails** box to ensure Ms. Jones was included on all correspondence.

Activity | **Contacts and Addresses** | Payment Details | Options | Notes

Parents of the Bride - Invoice Address [MAIN] [Edit]

Sales

200 Ediston Avenue
Toronto ON M3N 1H7
Canada (CA)

Lisa Smith [MAIN] [Edit]

lsmith@aol.com
Cc'd into emails

3938404902

New Contact +

Jane Jones [Edit]

Wedding Planner

Jane.JoneWeddings@weddings.com
Cc'd into emails

3894820494

Edit: To make any changes to an existing invoice, click **Edit**. The invoice will launch in full edit mode to make any changes necessary. You will receive a notification, **Invoice already issued** if an invoice has already been sent to the customer. If that's the case, you'll want to send them an updated invoice with any edits/updates made.

Sales Invoice: SI-1
Make changes to invoice details or values.

Invoice already issued
If you make any changes, make sure you inform your customer and provide an updated copy.

Customer** Lisa Smith (Wedding) Invoice Date** 03/05/2018 Due Date** 04/04/2018 Reference: e.g. Order number Invoice Address** 200 Ediston Avenue, Toronto ON M3N 1H7 Delivery Address 200 Ediston Avenue, Toronto ON M3N 1H7

Product / Service	Item*	Ledger Account*	Qty/Utrs*	Price/Rate*	Discount*	Tax Rate*	Tax Amount*	Total
Milk Chocolate W	Milk Chocolate Wedding Bells	4000 - Sales - Products	50.00	7.50	37.50	HST 13.00%	43.88	381.38
White Wedding F:	White Wedding Favor Boxes with White Bows	4000 - Sales - Products	50.00	1.50	0.00	HST 13.00%	9.75	84.75
Delivery Service II	Delivery Service	4001 - Sales - Services	1.00	125.00	0.00	HST 13.00%	16.25	141.25
		4000 - Sales - Products	1.00	0.00	0.00	HST 13.00%	0.00	0.00

Notes: Ms. Smith, our delivery service will arrive at your reception venue at 5:00 p.m. to drop off your wedding favors. They'll require refrigeration. Thank you for your business!

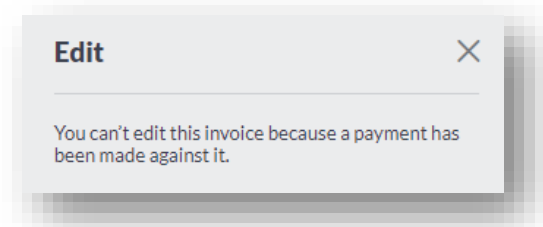
Terms and Conditions: Final changes to custom orders must be made 7 days in advance. 50% deposit required. Remaining balance due upon pickup.

Shipping* HST 13.00% 0.00
Discount 37.50
Amount Ex Tax 507.50
HST 69.88
Total 607.28

Save Save & Email Cancel



NOTE: If you have received any payments on the account, they will need to be unallocated first for **Accounting** to allow the invoice to be edited. If you try to edit an invoice that has a payment associated with it, you'll receive the following error message when trying to edit it:



- **Copy:** You can easily duplicate an invoice to avoid rekeying one that is identical or nearly identical. Simply click **Copy**. In doing so, you can make any necessary changes, update quantities etc. or keep the invoice just as it is. When done, click **Save**, **Save and Email**, **Save and Print**, **Draft Invoice** etc.
 - **Save** the invoice. This will update ledger accounts
 - **Save and email** the invoice. This will update ledger accounts and email the individual invoice to the customer.
 - **Save & Print** the invoice, which will update ledger accounts and print out a physical copy
 - **Save & New** will update ledger accounts and start creating a new invoice.

- **Draft Invoice** will not update ledger accounts. These are invoices not ready to be sent with non-posting transactions, also known as 'Delayed Charges'.
- **Pro-Forma Invoice** will not update ledger accounts. These are invoices not ready to be sent with non-posting transactions, or 'Delayed Charges'

New Sales Invoice

Create a new invoice to send to your customer. To search for or to create a new customer, start typing in the Name box.

Customer** Lisa Smith (Wedding)
 Invoice Date** 03/05/2018
 Due Date** 04/04/2018
 Reference e.g. Order Number
 Invoice Address** 200 Ediston Avenue, Toronto ON M3N 1H7
 Delivery Address 200 Ediston Avenue, Toronto ON M3N 1H7

Product/Service	Item*	Ledger Account*	Qty/Hrs*	Price/Rate*	Discount*	Tax Rate*	Tax Amount*	Tot
Milk Chocolate W	Milk Chocolate Wedding Bells	4000 - Sales - Products	30.00	7.50	37.50	HST 13.00%	43.88	381.1
White Wedding F	White Wedding Favor Boxes with White Bows	4000 - Sales - Products	50.00	1.50	0.00	HST 13.00%	9.75	84.1
Delivery Service (I	Delivery Service	4001 - Sales - Services	1.00	125.00	0.00	HST 13.00%	16.25	141.1
		4000 - Sales - Products	1.00	0.00	0.00	HST 13.00%	0.00	0.0

Notes: Default notes appear here

Terms and Conditions: Final changes to custom orders must be made 7 days in advance. 50% deposit required. Remaining balance due upon pickup.

Shipping* HST 13.00% 0.00

Discount 37.5

Amount Ex Tax 537.5

HST 69.8

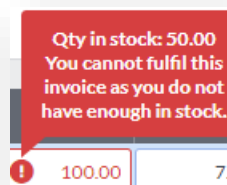
Total 607.3

Save as: Draft Invoice
 Draft and Pro Forma Invoices do not update your Accounts

There are 2 errors Save Save & Email Cancel

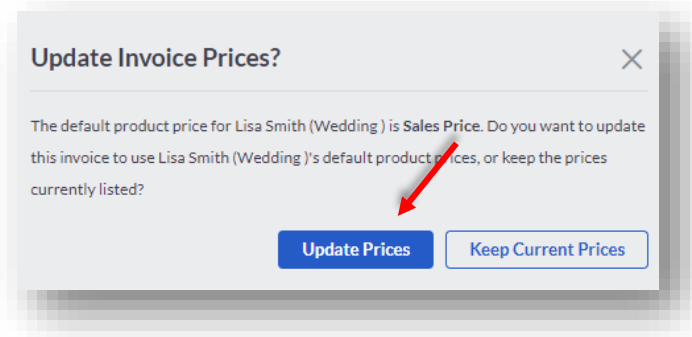


NOTE: It's important to note, if you *copy* an invoice that contains inventory insufficient to be fulfilled, a **notification will appear** with a red exclamation mark in the **Qty/Hrs** column. By hovering over the notification, you'll see the quantity in stock and the insufficient amount. You'll need to return to **Products/Services** and adjust stock levels before the invoice can be sent.



Copy Invoice / Update Pricing

When copying an invoice, you'll receive a notification asking if you want to use the default product price associated with the customer or update them. In this instance, the original invoice used the **Sales Price**. If you recall from our previous lesson, you can create up to 10 different prices for products and services.



The last two options on the invoice are **Download**, to download a PDF of the invoice to print or email to the customer and **Print**: Launches a new window to print the invoice or download a PDF.

Invoice

Number: SI-1
Issued: 03/05/2018
Due: 04/04/2018

Deliver To
200 Ediston Avenue
Toronto ON M3N 1H7

Lisa Smith (Lisa Smith)
200 Ediston Avenue
Toronto ON M3N 1H7

Divine Chocolates
100 Chocolate Way
Toronto ON M4B 1B3
Canada
7389729929
Christina.Lopez88208@sageone.com
GST/HST 123456789 RT 1234

Item	Qty/Hrs	Price/Rate	Discount	Sales Tax	Amount
MCWB-100 Milk Chocolate Wedding Bells	50.00	7.50	37.50 (10.00%)	HST 13.00%	337.50
WH - Boxes 2 White Wedding Favor Boxes with White Bows	50.00	1.50		HST 13.00%	75.00
DEL - 200 Delivery Service	1.00	125.00		HST 13.00%	125.00
Subtotal					537.50
HST 13.00%					69.88
Invoice Total					607.38
Total to Pay					\$607.38

Comments
Ms. Smith, our delivery service will arrive at your reception venue at 5:00 p.m. to drop off your wedding favors. They'll require refrigeration. Thank you for your business!

Terms and Conditions
Final changes to custom orders must be made 7 days in advance. 50% deposit required. Remaining balance due upon pickup.

Credit Notes

A credit note can be utilized for customers who have returned goods and can be done easily directly from the original invoice. You can also create a stand-alone credit note and link it to any outstanding invoice at a later date. Similar to an invoice, you can print or email the credit note to the customer.

Whenever a sales credit note is created, stock/inventory will track the movement upon the return as **Negative Goods Out**. **Accounting** automatically increases stock levels as goods have been returned.

Two of the chocolate wedding favors made for Lisa Smith's wedding arrived broken. Divine Chocolates will process a **Credit Note** on her behalf.

- To create a **Credit Note** associated with an invoice, from the **Sales Invoice** dashboard, select the invoice within the list you want to create a credit for. In this case, Lisa Smith.

Invoice Number	Invoice Date	Customer	User	Due Date	Currency	Total	Amount Due	Issued	Status	Tax	Subtotal	Contact Name	Zipcode
SI-170	05/04/2018	Lisa Smith		06/03/2018	USD	607.38	607.38	No	Unpaid	0.00	607.38	Main Contact	
SI-169	04/19/2018	ERA Accounting		05/19/2018	USD	81.00	81.00	No	Unpaid	6.00	75.00	Main Contact	30306
SI-168	04/19/2018	Kelly's Kandy Lollipops		06/03/2018	USD	357.00	357.00	Yes	Unpaid	7.00	350.00	Kelly Blahop	30101
SI-167	04/19/2018	General Electric		05/19/2018	USD	199.80	199.80	Yes	Unpaid	0.00	199.80	Rob Jones	19101

- When the invoice launches, navigate to the management features box and click **Add Credit Note**.

Sales Invoice: SI-4 UNSENT | Awaiting Payment

View, edit or manage your Sales Invoice.

To: **Lisa Smith (Wedding)**

Invoice Address: 200 Ediston Avenue, Toronto ON M3N 1H7
 Delivery Address: 200 Ediston Avenue, Toronto ON M3N 1H7
 Invoice Date: May 02, 2018
 Due Date: Jun 01, 2018
 Reference: Smith Wedding

Item	Qty/Hrs	Price/Rate	Discount	Tax	Amount
Milk Chocolate Wedding Bells Sales - Products (4000)	100.00	7.50	0.00 0.00%	97.50 HST 13.00%	750.00
Subtotal					750.00
Tax Breakdown HST: 750.00 @ 13.00%					97.50
Total (100 items)					\$847.50

Amount Paid: \$0.00
 Amount Outstanding: \$847.50

Buttons: Take Card Payment, Record Payment

Activity: MAY 02, 2018 - 10:36PM Created

Tools: Email, Print, Edit, Add credit note, Copy, Print packing slip, Download, Void

- In doing so, the credit note launches with the all the same details of the original invoice. It looks identical to the invoice except it's notated at the top with **New Sales Credit Note**. We only want to credit Lisa Smith for the two damaged chocolates, navigate to the **Qty/Hrs** column and type '2'.

New Sales Credit Note

Create a new credit note to send to your customer. To search for or to create a new customer, start typing in the Name box.

Customer: Lisa Smith (Wedding) | Credit Date: 03/06/2018 | Reference: e.g. Invoice Number | Address: 200 Ediston Avenue, Toronto ON M3N 1H7 | Delivery Address: 200 Ediston Avenue, Toronto ON M3N 1H7

Product/Service	Item*	Ledger Account*	Qty/Hrs*	Price/Rate*	Discount*	Tax Rate*	Tax Amount*	Total
Milk Chocolate W	Milk Chocolate Wedding Bells	4000 - Sales - Products	50.00	7.50	37.50	HST 13.00%	43.88	361.38
White Wedding F	White Wedding Favor Boxes with White Bows	4000 - Sales - Products	30.00	1.50	0.00	HST 13.00%	9.73	84.73
Delivery Service (Delivery Service	4001 - Sales - Services	1.00	125.00	0.00	HST 13.00%	16.25	141.23
		4000 - Sales - Products	1.00	0.00	0.00	HST 13.00%	0.00	0.00

Shipping: HST 13.00% | 0.00

Discount: 37.50

Amount Ex Tax: 537.50

HST: 69.88

Total: 607.38

Buttons: Save, Save & Email, Cancel

Save as draft: Draft Credit Notes do not update your Accounts

- Since the credit note allows for editing, you can add products/services, tweak quantities you are applying a credit note for, amounts, address, notes etc. Once complete click **Save**. This creates a *customer allocation transaction*.

Stand Alone Credit Notes

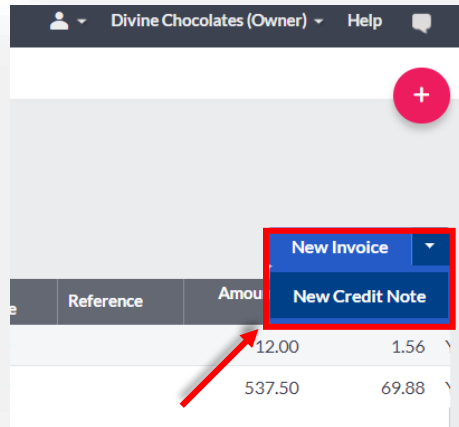
We discussed credit notes associated with an invoice in great length above as well as how to un-allocate them if necessary. There is one additional feature within the **Sales Invoice** dashboard that enables you to create a **stand-alone credit note**, or a credit note **not associated with an invoice**. These are one-off credit notes.



Exercise

Lisa Smith has decided she'd like to have special boxes printed with the wedding party's names to put her chocolates in as wedding favors. Since Lisa will be using some of her own boxes, Divine Chocolates is going to offer a credit.

- To do this, navigate to **New Invoice** and click **New Credit Note**:



- Fill in all pertinent info and type a description in the **Description** box what the credit being issued is for. *Type: Customer Supplied Boxes.*
- In the amount *type 25.00\$*. We won't credit for sales tax so be sure and select **No Tax** in the **Tax Rate** field.

Sales Credit Note: SCR-21

Customer: Lisa Smith (Wedding) | Credit Date: 05/07/2018

Reference: [e.g. Invoice Number] | Address: 200 Edison Way, Toronto ON L4T1A2 | Delivery Address: 200 Edison Way, Toronto ON L4T1A2

Product / Service	Description*	Ledger Account*	Qty/hrs*	Price/Rate*	Discount*	Tax Rate*	Tax Amount*	Total
	Customer Supplied Boxes	4000 - Sales	1.00	25.00	0.00	No Tax	0.00	25.00
		4000 - Sales	1.00	0.00	0.00	HST 13.00%	0.00	0.00

Notes: Open Monday - Friday 9-5

Shipping: HST 13.00% | 0.00

Discount: 0.00

Amount Ex Tax: 25.00

Total: 25.00

Buttons: Save, Save & Email, Cancel

- Click **Save**. The stand-alone credit note now appears on Lisa Smith's account where it can be save on her account towards a future balance or sent to her in the form of a refund.

Credit Note Refunds

Lisa Smith would like a refund as opposed to a credit on her account. Click on **Record Refund**.

Sales Credit Note: SCR-21 [UNSENT] [AWAITING PAYMENT]

View, edit or manage your Sales Credit Note.

Great! Credit Note Edited. Add another credit note | View all credit notes

To: Lisa Smith (Wedding)

Address: 200 Edison Way, Toronto ON L4T1A2 | Delivery Address: 200 Edison Way, Toronto ON L4T1A2 | Credit Date: May 07, 2018

Item	Qty/hrs	Price/Rate	Discount	Tax	Amount
Customer Supplied Boxes Sales (4000)	1.00	25.00	0.00 0.00%	0.00 No Tax	25.00

Notes: Open Monday - Friday 9-5

Subtotal: 25.00

Tax Breakdown

Total (1 item): 25.00 \$

AMOUNT PAID: 0.00 \$ | AMOUNT OUTSTANDING: 25.00 \$

Buttons: Record Refund, Email, Print, Edit, Copy, Download, Void

Activity: MAY 07, 2018 - 2:50PM Created

- The amount of the refund pre-fills. Select the account the refund should be **Paid From**, and the **Method**. Select *Electronic*. Click **Refund 25.00\$**

Record refund

Amount refunded 25.00

Date refunded 05/07/2018

Paid from Bank Of Montreal - Chequing (1050)

Method Electronic

Reference (optional)

Refund 25.00 \$

- Once the refund is complete, a Refund Created Successfully notification appears in green at the bottom. Additionally, the sales credit note changes to **Paid** and **1 payment** is reflected under the **Amount Paid**:

Sage Accounting

Summary Sales Expenses Contacts Products & Services Banking Journals Reporting Settings

Sales Credit Note: SCR-21 **PAID**

Great! Credit Note Edited

AMOUNT PAID 25.00 \$

AMOUNT OUTSTANDING 0.00 \$

1 payment on May 07, 2018

Item	Qty/Hrs	Price/Rate	Discount	Tax	Amount
Customer Supplied Boxes Sales (4000)	1.00	25.00	0.00 0.00%	0.00 Pro Tax	25.00
Subtotal					25.00
Tax Breakdown					
Total (1 Item)					25.00 \$

Notes: Open Monday - Friday 9-5

Refund successfully created



Lesson

Since Divine Chocolates will be sending multiple invoices to fulfill Lisa Smith's order, they won't charge for *Delivery* on every order. Therefore we need to provide a credit for

the delivery charge she was invoiced for. We don't want to apply a credit for the *Milk Chocolate Wedding Bells* or the *White Boxes* they'll be delivered in.

- As such, click on the trash can icon to remove those items from the **Credit Note** and ensure Ms. Smith still gets billed for those. This will leave the *Delivery Service* as the only item on the **Credit Note** Ms. Smith will receive a **Credit Note** for in the amount of 141.25\$.

New Sales Credit Note

Create a new credit note to send to your customer. To search for or to create a new customer, start typing in the Name box.

Customer: Lisa Smith (Wedding J) | Credit Date: 03/06/2018 | Reference: | Address: 200 Ediston Avenue, Toronto, ON M2N 1K7 | Delivery Address: 200 Ediston Avenue, Toronto, ON M2N 1K7

Product / Service	Item*	Ledger Account*	Qty/Inv*	Price/Rate*	Discount*	Tax Rate*	Tax Amount*	Total
Milk Chocolate W	Milk Chocolate Wedding Bells	4000 - Sales - Products	50.00	7.50	37.50	HST 13.00%	43.88	381.38
White Wedding F	White Wedding Favor Boxes with White Boxes	4000 - Sales - Products	50.00	1.50	0.00	HST 13.00%	9.75	347.75
Delivery Service S	Delivery Service	4501 - Sales - Services	1.00	125.00	0.00	HST 13.00%	16.25	141.25
		4000 - Sales - Products	1.00	0.00	0.00	HST 13.00%	0.00	0.00

Notes: | Shipping: HST 13.00% | 0.00 | Discount: 37.50 | Amount Ex Tax: 537.50 | HST: 69.88 | Total: 607.38

Save as draft | Draft Credit Notes do not update your Accounts | **Save** | **Save & Email** | **Cancel**

- Once complete, let's send Lisa Smith an email notifying her of the credit posted to her account. Click **Save and Email**.

Email Credit Note

This is where you can send your credit note to your customer as a PDF file attachment.

To** lsmith@yopmail.com

Cc Jane.JoneWeddings@weddings.com

Copy to me (Christina.Lopez88208@sageone.com)

Subject** Divine Chocolates - Credit Note (SCN-1) for \$141.25, on 03/06/2018

Attach Credit_Note_SCN-1_Divine Chocolates.pdf

Message** Thank you for your business - we're pleased to attach a credit note for you in PDF.
You can use this credit note to count towards future purchases with us.
If you have any questions, please don't hesitate to contact us.
Kind regards,
Divine Chocolates
7389729929

Also print a copy of this credit note | Edit your email defaults in Settings

Send | **Cancel**

- Both Lisa and her wedding planner will receive a copy of the credit note on the account.

Credit Note

Number: SCN-1
Issued: 03/06/2018

Deliver To
200 Ediston Avenue
Toronto ON M3N 1H7

Lisa Smith (Lisa Smith)
200 Ediston Avenue
Toronto ON M3N 1H7

Divine Chocolates
100 Chocolate Way
Toronto ON M4B 1B3
Canada
7389729929
Christina.Lopez88208@sageone.com
GST/HST 123456789 RT 1234

Item	Qty/Hrs	Price/Rate	Sales Tax	Amount
DEL - 200 Delivery Service	1.00	125.00	HST 13.00%	125.00
Subtotal				125.00
HST 13.00%				16.25
Credit Note Total				141.25
Payments Made				\$141.25
Total to Pay				\$0.00

The **Sales Credit Note (SCN)** will appear as a line item on the **Sales Credit Note** dashboard:

Summary Sales Expenses Contacts Products & Services Banking Journals Reporting Settings

Sales Credit Notes

Create, view and manage the credit notes you send to your customers.

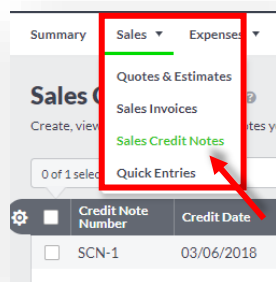
0 of 1 selected

From 02/06/2018 To 03/06/2018 More Search

New Credit Note

Credit Note Number	Credit Date	Customer	Telephone	User	Total	Outstanding	Issued	Status
SCN-1	03/06/2018	Lisa Smith		YI	141.25	0.00	No	Paid

- To access Sales Credit notes at a later date, simply select **Sales Credit Notes** from the **Sales** tab in the menu at the top of the screen:



When returning to the **Sales Invoice** dashboard, it has been updated to reflect the **Sales Credit Note** changing the status to **Part Paid**:

Sales Invoices

Create, view and manage the invoices you send to your customers.

0 of 2 selected

From 02/06/2018 To 03/06/2018

Invoice Number	Invoice Date	Customer	Telephone	User	Total	Outstanding	Issued	Status
SI-2	03/05/2018	Lisa Smith		YI	13.56	13.56	No	Unpaid
SI-1	03/05/2018	Lisa Smith		YI	607.38	466.13	Yes	Part Paid

A notification of the credit note appears at the top of the screen highlighted in orange as **Part Paid**:

Sales Invoice: SI-1 **PART PAID**

View, edit or manage your Sales Invoice.

To: Lisa Smith (Wedding)

Invoice Address: 200 Ediston Avenue, Toronto ON M3N 1H7
 Delivery Address: 200 Ediston Avenue, Toronto ON M3N 1H7
 Invoice Date: Mar 05, 2018
 Due Date: Apr 04, 2018
 Due In 29 days

Item	Qty/Hrs	Price/Rate	Discount	Tax	Amount
Milk Chocolate Wedding Bell Sales - Products (4000)	50.00	7.50	37.50 10.00%	43.86 HST 13.00%	337.50
White Wedding Favor Boxes with White Bows Sales - Products (4000)	50.00	1.50	0.00 0.00%	9.75 HST 13.00%	75.00
Delivery Service Sales - Services (4002)	1.00	125.00	0.00 0.00%	16.25 HST 13.00%	125.00
Subtotal					537.50
Includes a discount of 37.50					
Tax Breakdown					69.88
HST: 537.50 @ 13.00%					
Total (101.00 Items)					\$607.38

Terms & Conditions: Final changes to custom orders must be made 7 days in advance. 50% deposit required. Remaining balance due upon pickup.

Notes: Ms. Smith, our delivery service will arrive at your reception venue at 5:00 p.m. to drop off your wedding favors. They'll require refrigeration. Thank you for your business!

AMOUNT PAID: \$141.25
 AMOUNT OUTSTANDING: \$466.13
 1 payment on Mar 06, 2018

Record Payment

Email, Print, Edit, Add credit note, Copy, Print packing slip, Download, Void

Activity: MAR 05, 2018 - 2:05PM Created

- The credit note is reflected to the right of the invoice in the **Amount Paid of 141.25\$**. It has been reduced from the original amount owed, 607.38\$ to the **Amount Outstanding 466.13\$**.
- To review the credit note or to un-allocate it, if done in error, click the blue hyperlink **'1 payment Mar 06, 2018'** to be navigated to the **Allocations** screen:

Payments and Allocations

A detailed breakdown of payments and allocations.

Date	Type	Reference	Amount	Discount	Refund
Mar 06, 2018	Allocation - Crn	SCN-1	141.25	0.00	
Total Paid/Allocated			141.25	0.00	
Total					\$607.38
Paid/Allocated					\$141.25
Outstanding					\$466.13

- This should look familiar as we just learned how to review and un-allocate payments in a previous lesson. From here, Divine Chocolcates has two options. They can **Void** the **Credit Note** or they can un-allocate or 'un-link' the **Credit Note** (*customer allocation transaction*) from this particular invoice.
- To un-allocate a **Credit Note** posted to the account, click on the blue hyperlink **\$141.25** in the **Amount** column.

Account Allocation: Lisa Smith (Wedding)

<input checked="" type="checkbox"/>	Date	Number	Reference	Type	Total	Outstanding	Paid
<input checked="" type="checkbox"/>	33/05/2018	SI-1		Inv	607.38	466.13	141.25
<input checked="" type="checkbox"/>	33/06/2018	SCN-1		Crn	-141.25	0.00	-141.25

466.13 0.00

Left to Allocate 0.00

Save Cancel

- Clear the check boxes for the invoice and the **Credit Note** you want to un-allocate.
- It's important to note, *you must ensure an invoice is selected* along with the credit note or notes you want to unallocate. You must have 0.00\$ in the **Left To Allocate** box for the record to be unallocated and saved. Otherwise you will receive the following error message:

324.88

Left to Allocate 141.25

There is 1 error Save Cancel

This field must be zero before saving the record.



NOTE: If you allocated multiple transactions at the same time, and you only want to unallocate one invoice and **Credit Note**, the remaining transactions are unaffected. If the **Credit Note** covered multiple invoices, click the **Credit Note**. Change the amount **Paid** and click **Save**. For example, if the invoice was for \$50 and the credit note was \$100, the amount **Paid** should be \$50.

- Click **Save**.

We've successfully un-allocated the **Sales Invoice** and **Credit Note** which are now outstanding. You can make any changes as required, or if the **Credit Note** was allocated to the wrong invoice, you can now allocate it to the correct invoice.

The customer record is updated in the activity section as seen here and a notification appears at the bottom on the screen in green, that the allocation has been successfully deleted.

The screenshot shows the Sage One Accounting interface for a customer record. The customer is Lisa Smith, with a reference of 'Wedding'. The interface includes a navigation menu at the top and a summary section with four cards: Outstanding (\$269.69), Overdue (\$-141.25), Sales to Date (\$479.69), and Sales This Year (\$479.69). Below these are tabs for Activity, Contacts and Addresses, Payment Details, Options, and Notes. A table of transactions is displayed, with columns for Date, Number, Reference, Type, Total, Discount, and Outstanding. Three rows are highlighted with red boxes: a Sales Credit Note on 03/06/2018, a Sales Invoice on 03/05/2018, and another Sales Invoice on 03/05/2018. A red arrow points to a green notification bar at the bottom that reads 'Deleted Customer Allocation Successfully'.

Date	Number	Reference	Type	Total	Discount	Outstanding
03/06/2018	SCN-1		Sales Credit Note	-141.25	0.00	-141.25
03/05/2018	SI-2		Sales Invoice	13.36	0.00	13.36
03/05/2018	SI-1		Sales Invoice	607.38	37.50	607.38
03/05/2018		Partial Payment	Customer Receipt	-100.00		-100.00
03/05/2018			Customer Receipt	-10.00		-10.00
03/05/2018			Customer Receipt	-100.00		-100.00

Customer Allocation

You've just seen how account Allocations can be done directly from an **invoice** or **Credit Note**. If you've created stand-alone credit notes or payments on account for a customer or vendor, you can allocate these to one or more invoices using the **Account Allocation** option directly from within the **Contact** record. Navigate to to **Manage** and select **Account Allocation**:

Activity | Contacts and Addresses | Payment Details | Options | Notes

0 Selected | Type to search | From: 02/05/2018 | To: 03/07/2018 | Type: All | Status: All

Date	Number	Reference	Type	Total	Discount
03/06/2018	SCN-1		Sales Credit Note	-141.25	0.00
03/05/2018	SI-2		Sales Invoice	13.56	0.00
03/05/2018	SI-1		Sales Invoice	607.38	17.30
03/05/2018		Partial Payment	Customer Receipt	-100.00	
03/05/2018			Customer Receipt	-10.00	
03/05/2018			Customer Receipt	-100.00	

Show 10 records | Page 1 of 1 | 6 records

Stand-alone Credit Notes or Payments

- If you've created *stand-alone credit notes or payments* on account (meaning, those not associated with an invoice as above) for a customer or vendor, you can allocate these to one or more invoices using the **Account Allocation** option.
- You can only use this option to allocate (or link) outstanding transactions together. **You can't use it to record a payment or a receipt.** If you have received any money in or are paying money out, you must record it using the **Customer Receipt** or **Vendor Payment** option from **Banking** which we will explore further in another lesson.

Account Allocation: Lisa Smith (Wedding)

Allocate outstanding invoices, credit notes and payments on account together without recording a receipt. The date of the most recent transaction being allocated will be used as your allocation date.

Display: Outstanding

Date	Number	Reference	Type	Total	Outstanding	Paid
03/05/2018	SI-1		Inv	607.38	607.38	0.00
03/05/2018	SI-2		Inv	13.56	13.56	0.00
03/05/2018		Partial Payment	On Acct	-100.00	-100.00	0.00
03/05/2018			On Acct	-100.00	-100.00	0.00
03/05/2018			On Acct	-10.00	-10.00	0.00
03/06/2018	SCN-1		Crm	-141.25	-141.25	0.00

269.69 | 0.00

Left to Allocate: 0.00

Save Cancel

We have two remaining features we haven't discussed on the completed invoice form:

Print Packing Slip

The packing slip or delivery list can be inserted inside a package itemizing the goods being shipped. This is different than the shipping label which is attached to the outside of the package for shipment.



Accounting has a nifty feature within **SETTINGS > INVOICE FORM SETTINGS** that allows you to customize packing slips. For the features to be enabled, they must be selected within **Terms & Conditions** with a checkmark, as shown below:

- Add **Delivery Notes** for customer
- Show a **Signature Line**: for customer signature upon delivered items
- Show a **Picked Column**: column used to check off items that have been picked from inventory and fulfilled in the order
- Show **Document Notes**
- Show **Contact Details**

TERMS & CONDITIONS

Standard terms of sales for your customers, such as payment due details. You can edit these further when you create each document.

Invoice | **Delivery Note** | Quote | Estimate

Thank you for your order. Please refrigerate immediately upon arrival.

- Show signature lines on Packing Slip
- Show picked column on Packing Slip
- Show document notes on Packing Slip
- Show contact details on Packing Slip

Packing Slip

Number: SI-1
Date: 03/05/2018

Deliver To
200 Ediston Avenue
Toronto ON M3N 1H7

Divine Chocolates
100 Chocolate Way
Toronto ON M4B 1B3
Canada
7389729929
Christina.Lopez88208@sageone.com
GST/HST 123456789 RT 1234

Lisa Smith (Lisa Smith)
200 Ediston Avenue
Toronto ON M3N 1H7

Item	Qty/Hrs	Picked
MCWB-100 Milk Chocolate Wedding Bells	50.00	<input type="checkbox"/>
WH - Boxes 2 White Wedding Favor Boxes with White Bows oz.	50.00	<input type="checkbox"/>
DEL - 200 Delivery Service	1.00	<input type="checkbox"/>

Comments
Ms. Smith, our delivery service will arrive at your reception venue at 5:00 p.m. to drop off your wedding favors. They'll require refrigeration. Thank you for your business!

Contact Details
Name: Lisa Smith Mobile: 3938404902 Email: lsmith@aol.com

Terms and Conditions
Thank you for your order. Please refrigerate immediately upon arrival.

Received By
Name: _____
Signed: _____ Date: _____

Void

The last feature on the invoice just created for Divine Chocolates is **Void**. If an invoice is created in error, you can easily **Void** it. **Accounting** will not allow you to delete it for sequential numbering and tracking purposes. Input a reason and click **Void**.

Void Sales Invoice? ✕

Are you sure you want to void SI-2?

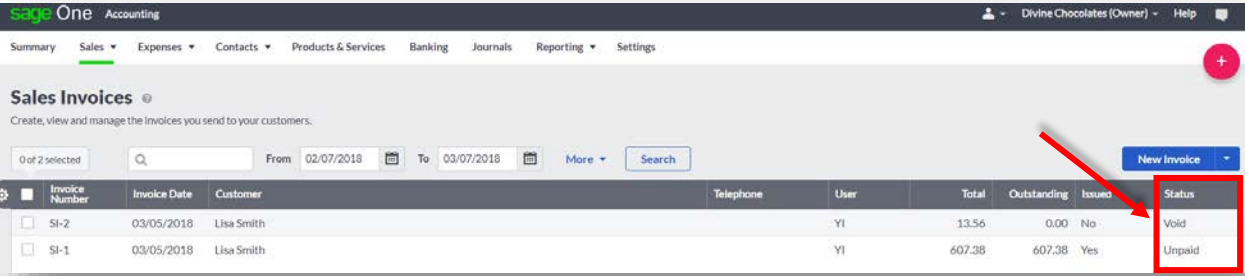
In order to keep the sequential numbering for invoices and credit notes they will be voided not deleted. If you wish to continue, you must enter your reason for voiding.

Reason for voiding this Sales Invoice...

You have used 0 of 200 characters

Void

Doing so will change the status to **Void** on the Dashboard:



The screenshot shows the Sage One Accounting interface for Sales Invoices. The dashboard includes a navigation menu at the top with options like Summary, Sales, Expenses, Contacts, Products & Services, Banking, Journals, Reporting, and Settings. Below the navigation, there's a search bar and filters for invoice dates (From: 02/07/2018, To: 03/07/2018). A table lists invoices with columns for Invoice Number, Invoice Date, Customer, Telephone, User, Total, Outstanding, Issued, and Status. Two invoices are shown: SI-2 (03/05/2018, Lisa Smith, YI, 13.56, 0.00, No, Void) and SI-1 (03/05/2018, Lisa Smith, YI, 607.38, 607.38, Yes, Unpaid). The 'Void' status for SI-2 is highlighted with a red box, and a red arrow points to it.



NOTE: It's important to note if an invoice has been reconciled you won't be able to void the invoice. We'll discuss how to do this in a later lesson.



Check Your Knowledge

Answer the following questions about the material covered in this lesson.

Short Answer

Write a short answer to the question below.

1. Why might you need to un-allocate a payment or receipt?

Multiple Choice

Mark the correct answer(s) to the question below.

2. What are two areas you can record a payment?
 - A. _____ Banking
 - B. _____ Customer Contact dashboard/Payment Details Tab
 - C. _____ Settings within Online Payments
 - D. _____ Sales Invoice

3. Where would you go to un-allocate a payment on an account?
 - A. _____ Customer Contact record, Payment Details tab
 - B. _____ From the invoice, navigate to and click on the blue hyperlink in the invoice management box to the top right of the invoice. It would say, '1 payment on Mar 05, 2018'.
 - C. _____ Vendor Details
 - D. _____ Settings, Credit Card Payments & Adjustments

4. Once unchecking a transaction to un-allocate it from an invoice, the Paid amount moves to the _____ amount and _____ the amount owed.
 - A. _____ Total / Decreases
 - B. _____ Pending / Suspends
 - C. _____ Payment Details / Changes
 - D. _____ Outstanding / Increases

5. There are two types/ways to process a credit note. What are they?
 - A. _____ Customer Contact record, Payment Details tab
 - B. _____ Refunds and Returns tab
 - C. _____ Stand-Alone (From Sales Invoice Menu/Credit Notes), and Directly from an Invoice
 - D. _____ Settings, Financial Settings & Adjustments

6. When un-allocating a credit note, you must have _____ in the _____ for the record to be unallocated and saved.
 - A. _____ 0.00\$ / Left to Allocate
 - B. _____ Ample reserves / Bank
 - C. _____ A 30-day notice to the customer / Notes Section
 - D. _____ A bank account / Banking module

7. Creating an invoice/credit note and recording payment/refund from within an invoice automatically creates a transaction allocation. To link a one-off payment or stand-alone credit note to associated invoices/credit notes, you can use the _____ option from within the _____ .
 - A. _____ Refund / Banking Allocation
 - B. _____ Account Allocation option / Contact Record
 - C. _____ Customer Management / Profile
 - D. _____ Banking / Payment Settings

8. To view all Credit Notes in Accounting, navigate to:
 - A. _____ Reporting tab, Run a Credit Notes report
 - B. _____ Sales Invoice dashboard, Select More and then Credit Notes from within the drop-down menu
 - C. _____ Exports tab
 - D. _____ The Sales tab and select Credit Notes from the menu

9. Christina is mailing some chocolates to a customer. In printing the packing slip, she noticed the signature line and picked column is missing from the packing slip? Why might that be?
- A. It wasn't indicated when setting up the inventory item
 - B. Packing Slips aren't a feature in Accounting
 - C. The items were set to Inactive
 - D. It wasn't indicated with a checkmark in the Delivery Note tab within the Invoice Form Settings/Terms & Conditions

True or False

Enter 'T' for True or 'F' for False for each of the affirmations below.

- 10. Accounting is unable to process partial payments
- 11. A Discount can be applied while creating an invoice AND while recording a payment
- 12. To edit an invoice that have payments on the account, the payments need to be unallocated first
- 13. You can copy and save an invoice with depleted inventory
- 14. A stand-alone credit note IS associated with a particular invoice
- 15. Once a refund has been recorded, the status changes to UNPAID
- 16. You can delete an invoice in Accounting



End Of Lesson

Please note:

Every effort has been made to ensure that the information provided in this educational series is accurate, up-to-date, and complete, but no guarantee is made to that effect. URLs and additional resources 'Beyond the Classroom' are continuously changing. Because the software is customizable in a number of ways, the language used in this guide may be different from what you 'see' when you work with your company's data file(s).

©Sage Software 2018. No part of this document may be copied, photocopied, reproduced, translated or reduced to any electronic medium or machine-readable form, in whole or in part in any manner without the permission of ©Sage Software. Any other reproduction in any form without the permission of ©Sage Software is prohibited. All educational materials contained on this site are protected by United States copyright law and may not be reproduced, distributed, transmitted, displayed, published or broadcast without the prior written permission of ©Sage Software.