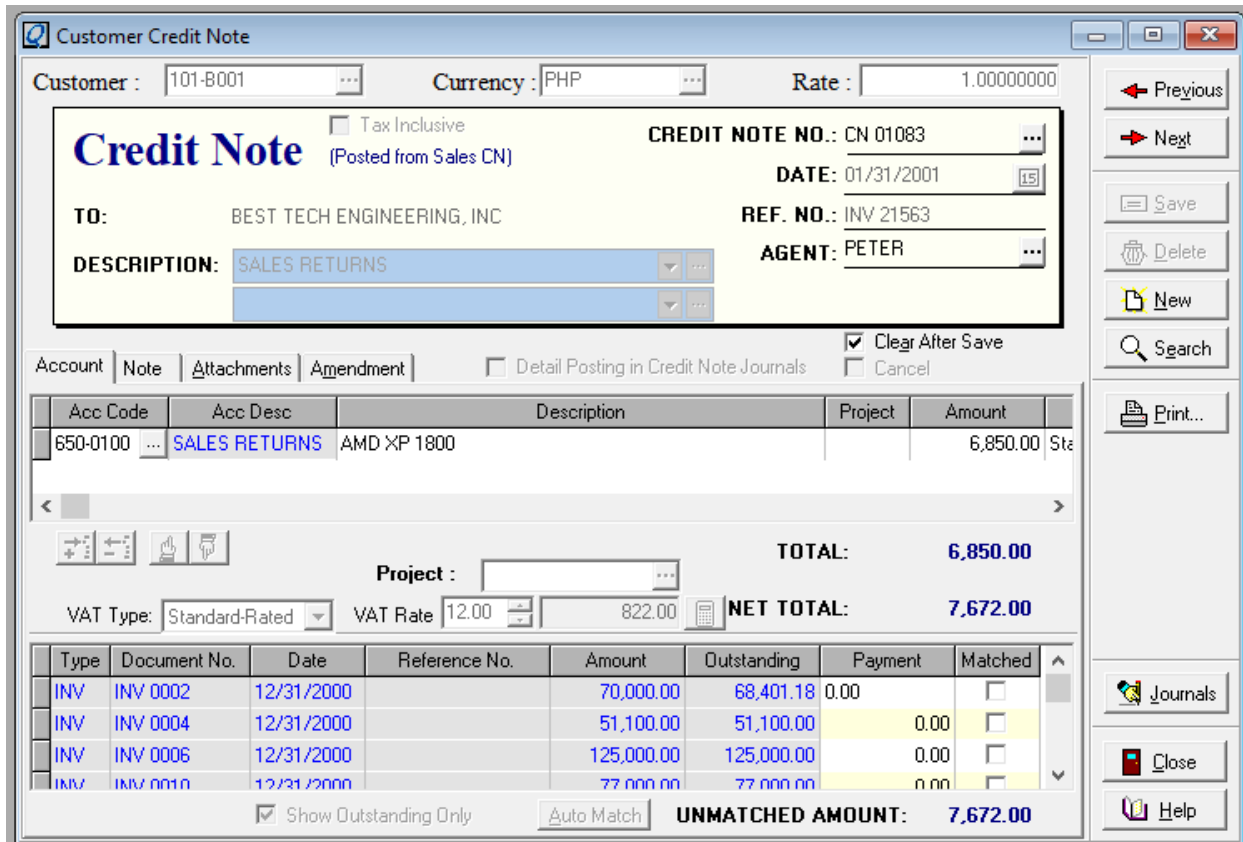




HOW TO MODIFY DETAILS IN CREDIT NOTES WITH DISABLED FIELDS

Problem Scenario:

Users need to modify certain details in a credit note but upon checking, all fields have been disabled.



Customer Credit Note

Customer : 101-B001 Currency : PHP Rate : 1.00000000

Credit Note Tax Inclusive (Posted from Sales CN) CREDIT NOTE NO.: CN 01083

TO: BEST TECH ENGINEERING, INC DATE: 01/31/2001

DESCRIPTION: SALES RETURNS REF. NO.: INV 21563

AGENT: PETER

Account Note Attachments Amendment Detail Posting in Credit Note Journals Clear After Save Cancel

Acc Code	Acc Desc	Description	Project	Amount
650-0100	SALES RETURNS	AMD XP 1800		6,850.00

TOTAL: 6,850.00

Project :

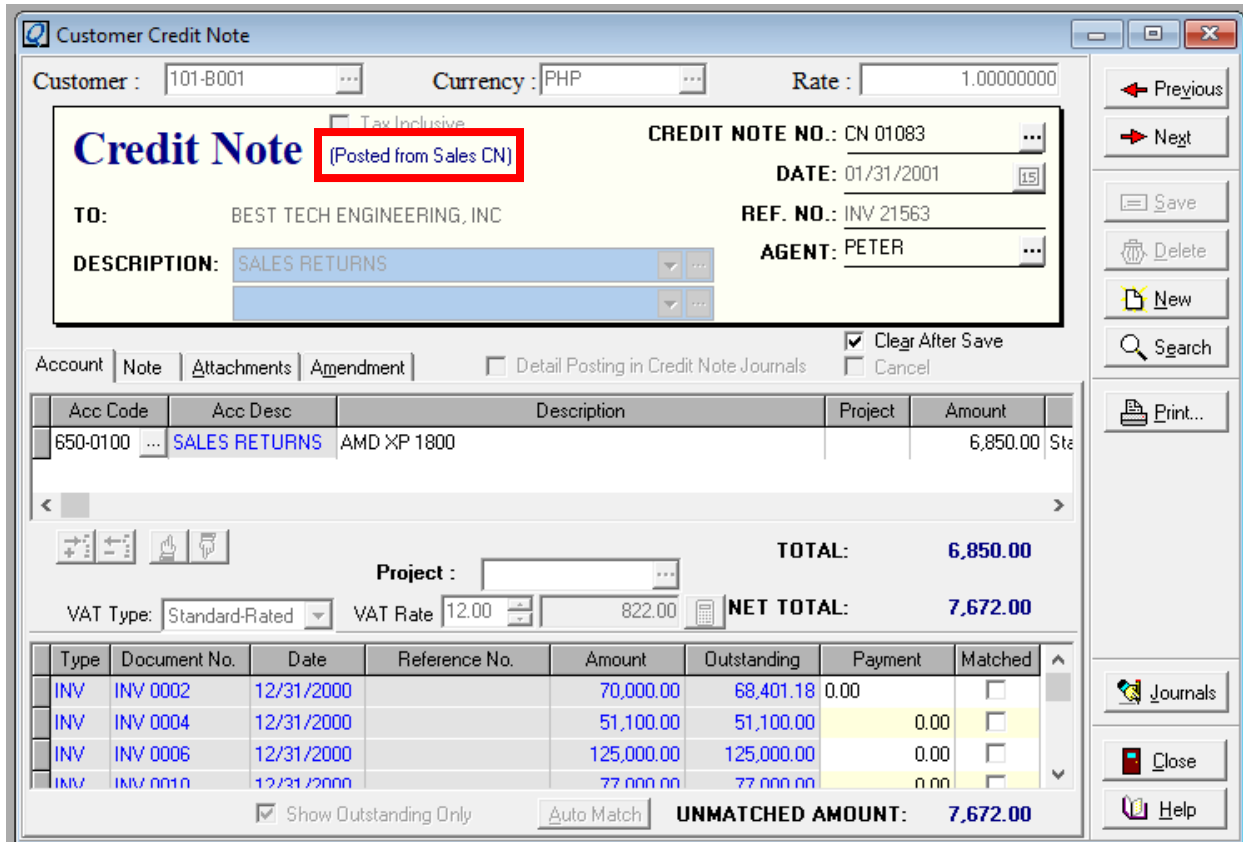
VAT Type: Standard-Rated VAT Rate: 12.00 822.00 NET TOTAL: 7,672.00

Type	Document No.	Date	Reference No.	Amount	Outstanding	Payment	Matched
INV	INV 0002	12/31/2000		70,000.00	68,401.18	0.00	<input type="checkbox"/>
INV	INV 0004	12/31/2000		51,100.00	51,100.00	0.00	<input type="checkbox"/>
INV	INV 0006	12/31/2000		125,000.00	125,000.00	0.00	<input type="checkbox"/>
INV	INV 0010	12/31/2000		77,000.00	77,000.00	0.00	<input type="checkbox"/>

Show Outstanding Only Auto Match UNMATCHED AMOUNT: 7,672.00

Resolution(s):

Check if the transaction has been posted using other form such as Sales Credit Note.



Customer : 101-B001 Currency : PHP Rate : 1.00000000

Credit Note (Posted from Sales CN) CREDIT NOTE NO.: CN 01083

TO: BEST TECH ENGINEERING, INC DATE: 01/31/2001

DESCRIPTION: SALES RETURNS REF. NO.: INV 21563

AGENT: PETER

Account Note Attachments Amendment Detail Posting in Credit Note Journals Clear After Save Cancel

Acc Code	Acc Desc	Description	Project	Amount
650-0100	SALES RETURNS	AMD XP 1800		6,850.00

Project : TOTAL: 6,850.00

VAT Type: Standard-Rated VAT Rate: 12.00 822.00 NET TOTAL: 7,672.00

Type	Document No.	Date	Reference No.	Amount	Outstanding	Payment	Matched
INV	INV 0002	12/31/2000		70,000.00	68,401.18	0.00	<input type="checkbox"/>
INV	INV 0004	12/31/2000		51,100.00	51,100.00	0.00	<input type="checkbox"/>
INV	INV 0006	12/31/2000		125,000.00	125,000.00	0.00	<input type="checkbox"/>
INV	INV 0010	12/31/2000		77,000.00	77,000.00	0.00	<input type="checkbox"/>

Show Outstanding Only Auto Match UNMATCHED AMOUNT: 7,672.00

Take note that the open window is Customer Credit Note but the original transaction is created using Sales Credit Note. You will notice it because the system will inform you that this transaction was Posted from Sales CN.

Open the document now using Sales Credit Note

Sales : Credit Note

Details | Others | Notes | DO Address | Information | Attachments

Customer: 101-B001 Clear After Save Cancel Project :

Credit Note Tax Inclusive

CREDIT NOTE NO.: CN 01083

TO: BEST TECH ENGINEERING, INC

DATE: 01/31/2001

ADDRESS: 89 LITTLE BAGUIO ST. GREENHILLS
SAN JUAN CITY

REF. NO.: INV 21563

AGENT: PETER

ATTENTION: MR. DE GUZMAN

#	Stock Code	Description	Project	Qty	UDM	U. Price	U. Cost	Amount	Tax
	AMD-XP/180	AMD XP 1800		1	UNITS	6,850.00	6,850.00	6,850.00	Standard-Rated

Row: 1 [Length: 3]

VAT Type: Standard-Rated VAT Rate: 12.00 822.00

TOTAL: 6,850.00

Currency: PHP **NET TOTAL:** 7,672.00

Rate: 1.00000000

LOCAL NET TOTAL: 7,672.00

Printed: 0 time(s)

Buttons: Previous, Next, Save, Delete, New, Search, Print..., Journals, Close, Help

Notice that you may now modify details in it.

NOTE:



For further concerns regarding this matter, please contact support to assist you or create ticket thru this link <https://qnesupportph.freshdesk.com>