Extended O/E Credit/Debit Note Entry

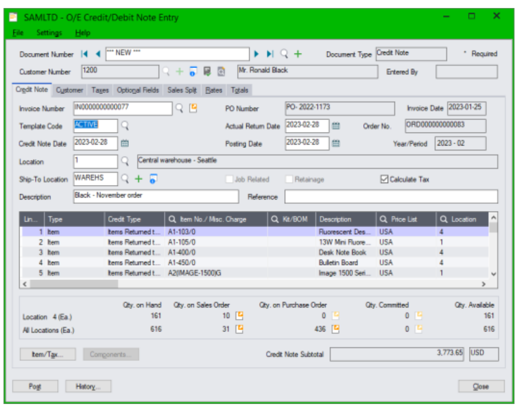
Extended O/E Credit/Debit Note Entry is an enhanced replacement for the Sage O/E Credit/Debit Note Entry screen.

- It provides SmartFinders to speed up credit and debit note entry.
  - SmartFinders search more fields than the Finder and search in all text fields at once.

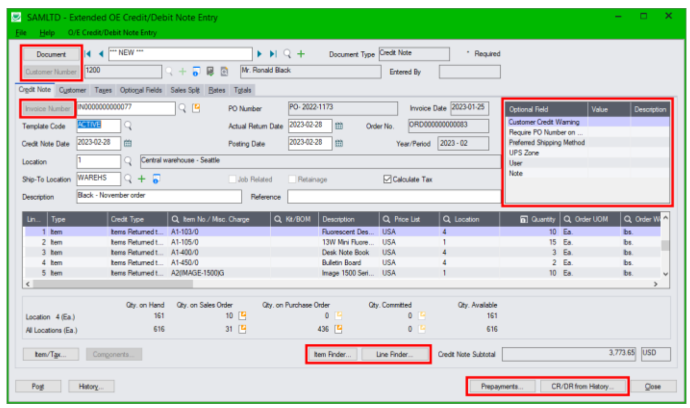
    For example, search for "Seattle" if you think that the customer or contact is in Seattle.
- It lets you create credit notes and debit notes that are not tied to a particular Order Entry invoice by letting you add using the Item Finder and by searching historical invoices and previously purchased items.
- It lets you view all prepayments entered using the Order Entry, Shipment Entry, or Invoice Entry screens in Order Entry or using the Receipt Entry screen in Accounts Receivable

The following screens show the extra features provided by Extended O/E Credit/Debit Note Entry:

Sage Credit/Debit Note Entry screen



TaiRox Extended CR/DR Note Entry screen



Click the following links for details on Extended O/E Credit/Debit Entry features:

SmartFinder – Documents Quickly look up existing credit notes and debit notes for a customer.

SmartFinder – Customer Number Find a customer fast from a name, description, phone number or address.

SmartFinder – Invoice Number Find an invoice fast from partial words.

Item Finder (SmartFinder – Items) Find an item quickly from partial words. Show additional item columns such as price, quantity and comments. Search also by manufacturer's item number with the Enterprise version of Productivity Tools.

SmartFinders provide fast, browser-like search capabilities for looking up data on the O/E Credit/Debit Entry screen. They search more fields than the Finder and search in all text fields at once. For example, search for "Seattle" if you think that the customer or contact is in Seattle.

Line Finder Quickly find a detail line in a large credit/debit note by item number, item description, item comments, picking sequence, location, manufacturer, or other item fields.

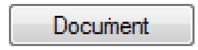
Customer Optional Fields Display any customer optional fields on the Extended O/E Credit/Debit Entry screen.

Display and Edit Optional Fields in the CR/DR Note Entry Detail Grid Optional fields appear as grid columns.

CR/DR from History Add to new credit notes and debit notes for a customer, based on previous orders.

Prepayments lets you view prepayments entered on the Order Entry, Shipment Entry, or Invoice Entry screens in Order Entry or using the Receipt Entry screen in Accounts Receivable.

SmartFinder – Documents

Click the Document button to open the SmartFinder for searching credit/debit notes. 

- Enter part of a name or address (or CR/DR description or reference) and click the Find button.
- Double-click the credit note or debit note to select it and return you to the Credit/Debit Entry form.

Search:

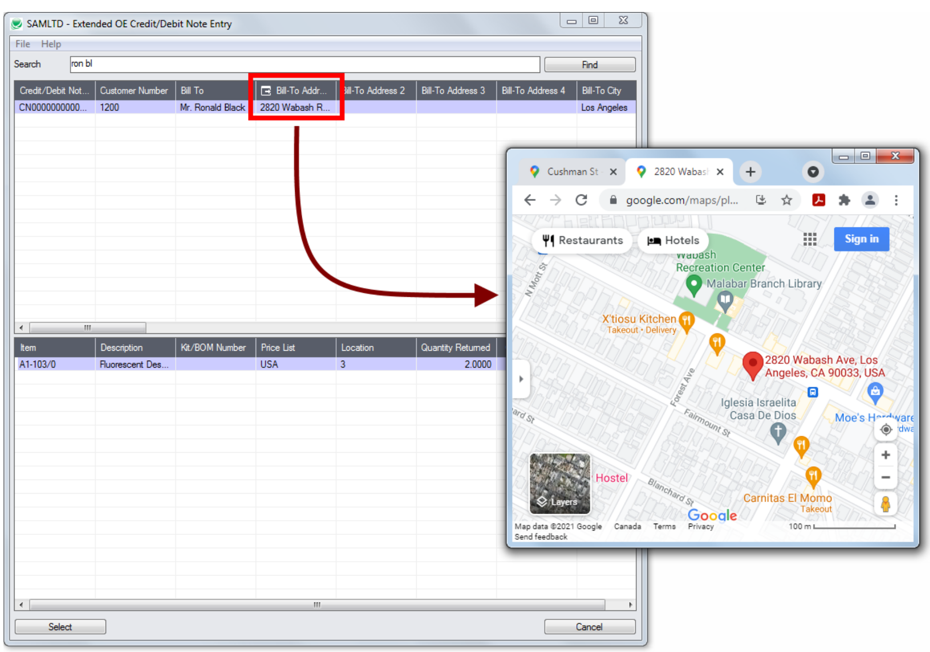
- Enter one or more words or word fragments in the entry field to search multiple tables and fields.
- Search returns records which contain the search string in any of the searched fields – for example, one record may have “Royal” in the name, where another may have it in the address field. Both will be displayed.
    - **Using multiple words in the search?** Enter "300 Main" and the search will find entries "300 Main Street" as well as "123 Main Street, Suite 300".
    - **Searching for a phone number?** Enter the phone number segments separated by blanks. Enter "451 8991" and the search will find "(451) 555-8991" as well as "(408) 451-8991".

Note:

- *All of the word fragments must be present in <u>one</u> of the fields being searched*. (For example, if you searched for “Ross Blvd”, you will not see an order where “Ross” is in the Customer Name field and “Blvd” is in the Address 1 field.)
- Addresses (e.g. the Bill-To addresses) are treated as a single field.

Display:

- The top grid displays the documents matching the search criteria. Double-click to select a document.
- The bottom grid displays the details of the document highlighted in the top grid.
- Click the Bill-To Address column heading or double-click the address to launch **Google Maps** with the bill-to address.



- Double-click email addresses (such as the Bill-To Contact E-mail) to create new emails.

SmartFinder – Customer Number

Click the Customer Number button to open the SmartFinder for searching customers. Customer Number

- Enter part of a name or address (or contact phone or email address) and click the Find button.
- Double-click the customer to select it and return you to the Credit/Debit Note Entry form.

Search:

- Enter one or more words or word fragments in the entry field to search multiple tables and fields.
- You can filter to retrieve active customers only and active ship-to locations only.
- Search returns customers and ship-to location records which contain the search string in any of the searched fields – for example, one record may have “Royal” in the name, where another may have it in the address field. Both records will be displayed.
    - **Using multiple words in the search?** Enter "300 Main" and the search will find entries "300 Main Street" as well as "123 Main Street, Suite 300".
    - **Searching for a phone number?** Enter the phone number segments separated by blanks. Enter "451 8991" and the search will find "(451) 555-8991" as well as "(408) 451-8991".

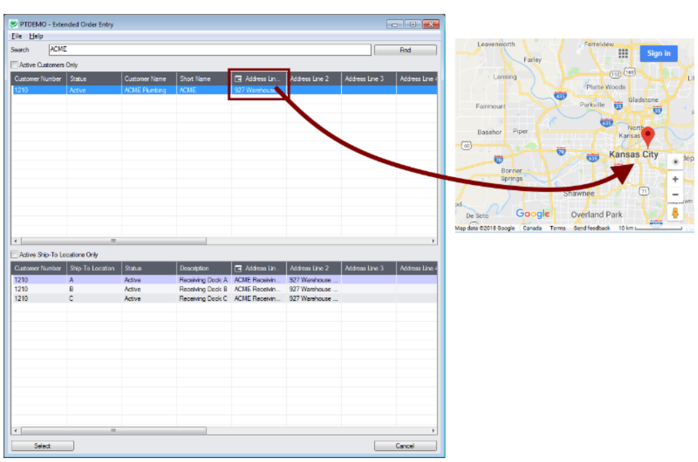
Note:

- *All of the word fragments must be present in one of the fields being searched*. (For example, if you searched for “Ross Blvd”, you will not see a customer where “Ross” is in the Customer Name field and “Blvd” is in the Address 1 field.)
- Addresses (e.g. the Bill-To addresses) are treated as a single field.

Display:

- The top grid displays the customers matching the search criteria. Double-click to select a customer.
- The bottom grid displays the ship-to locations that match the search criteria.

  Note that the ship-to locations ***may not*** be related to the customer records displayed in the top part of the screen. Ship-to locations appear *only* if they contain the search string.
- Click the Address column heading or double-click the address to launch **Google Maps** with the bill-to address. You can also check the locations of ship-to addresses.
- Double-click email addresses (such as the Bill-To Contact E-mail) to create new emails.

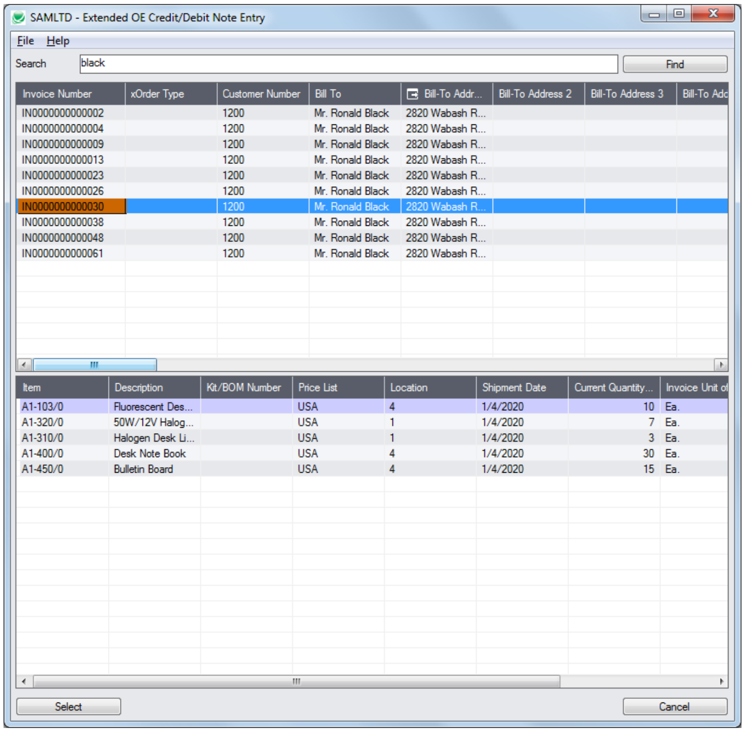


SmartFinder – Invoice Number

Click the Invoice Number Finder button to open the SmartFinder for invoices. 

Search:

- Enter one or more words or word fragments in the entry field to search multiple tables and fields.
- Search returns records which contain the search string in any of the searched fields – for example, we used "black" in the grid below to find invoices for Ronald Black.



  - **Using multiple words in the search?** Enter "300 Main" and the search will find entries "300 Main Street" as well as "123 Main Street, Suite 300".
  - **Searching for a phone number?** Enter the phone number segments separated by blanks. Enter "451 8991" and the search will find "(451) 555-8991" as well as "(408) 451-8991".

Note:

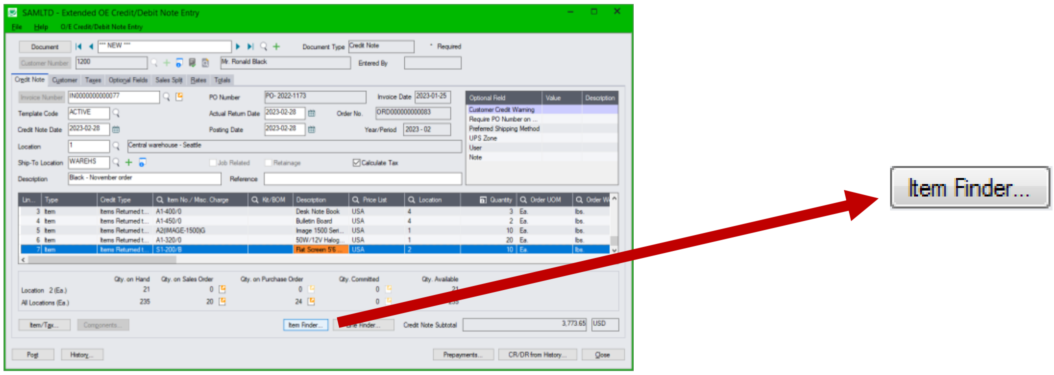
  - *All of the word fragments must be present in one of the fields being searched*. (For example, if you searched for "Ross Blvd", you will not see an order where "Ross" is in the Customer Name field and "Blvd" is in the Address 1 field.)
  - Addresses (e.g. the Bill-To addresses) are treated as a single field.

Display:

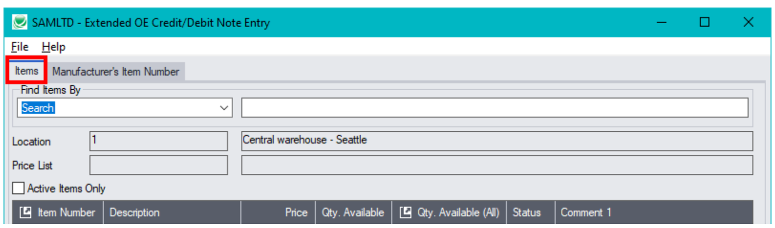
- The top grid displays the invoices matching the search criteria. Double-click to select a document.
- The bottom grid displays the details of the document highlighted in the top grid.
- Click the Bill-To Address column heading or double-click the address to launch **Google Maps** with the bill-to address.
- Double-click email addresses (such as the Bill-To Contact E-mail) to create new emails.

Item Finder (SmartFinder – Items)

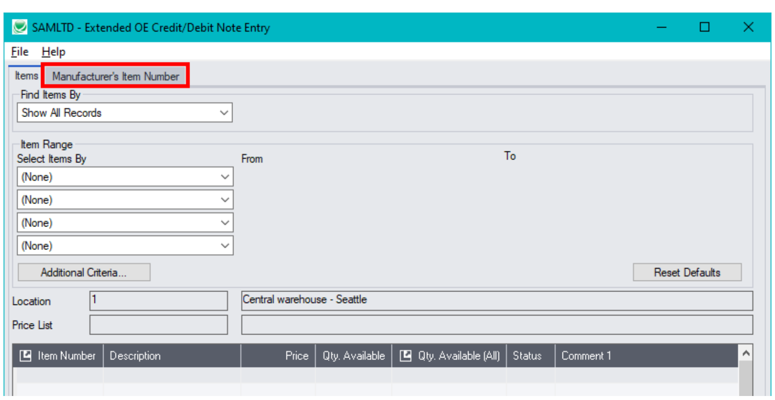
Click the Item Finder button under the item grid to open the SmartFinder for items.



The Item Finder provides several item search options and displays search results in a selection grid with columns such as price, description, quantity available (current and all locations) and comments.



- The Item Finder appears with the “Search” choice selected by default on the Items tab. This is the most common way to look up items.
  - Type a partial item description or item number in the text field, optionally select Active Items Only, and press Enter to immediately search for items.
- Alternatively, select a different “Find Items By” choice. For example, you can choose “Show All Records” and specify a range of item numbers, structure codes, categories, or account sets using the range fields. You can specify more selection fields using Additional Criteria.



Notes:

- The above search screen displays two tabs for looking up inventory items – Items and Manufacturer’s Item Number – which let you search for I/C item numbers or for manufacturer’s item numbers.

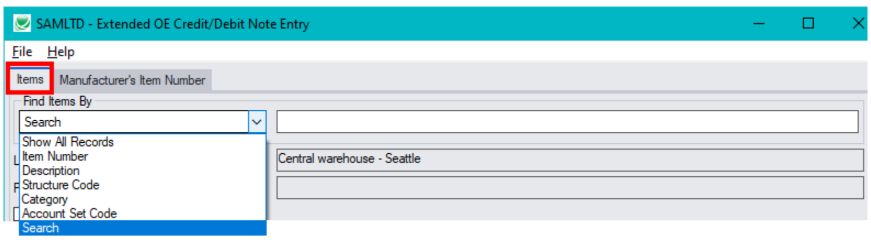
  Search for manufacturer’s item numbers is a Productivity Tools <u>Enterprise</u> feature.

The Manufacturer’s Item Number tab will ***not*** appear unless you have a license for the Enterprise version of Productivity Tools.

- If you do not select the SmartFinder “Search” option, you can select up to four item field ranges – by item number, status, structure code, category code, and account set code.
- The item price is the quantity zero price for that customer.
- The Item Finder also displays all columns that are in the standard Sage Finder. You can choose which columns appear in the Item Finder by selecting File > Settings from the Item Finder menu.
- Selecting an item inserts a new row into the order entry grid.

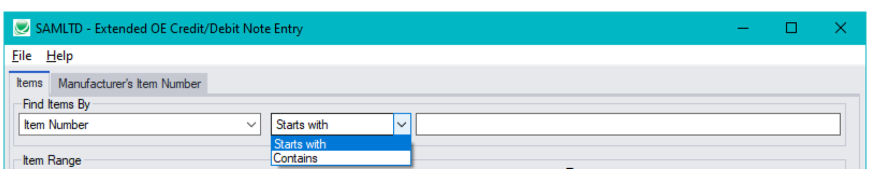
Searching for Inventory Control Item Numbers on the Items Tab

The Item Finder on the Items tab provides 7 search options:



- **Search** (most common option) – to search for words or word fragments in item text fields (such as the item number, item description, structure code, category, price list, picking sequence, and comments). This search works like the Order Number and Customer Number SmartFinders.

  The “Search” choice automatically searches in all fields that appear as columns in the grid.
- **Show All Records** – to select items from all item records based on ranges of Item Number, Structure Code, Category, and Account Set Code and on item Status. You can also specify additional selection criteria using more item fields.
- **Item Number** – to select items using part of the item number. You can refine your selection based on ranges of Item Number, Structure Code, Category, and Account Set Code, select items by item status, and specify additional selection criteria using more item fields.

  Search by Item Number, Description, Structure Code, Category and Account Set Code also let you specify a search value that the item starts with or contains.
- **Description** – to select items with descriptions that begin with or contain a string of characters. You can refine your selection based on ranges of Item Number, Structure Code, Category, and Account Set Code, select items by item status, and specify additional selection criteria using more item fields.
- **Structure Code** – to select items with structure codes that begin with or contain a string of characters. You can refine your selection based on ranges of Item Number, Structure Code, Category, and Account Set Code, select items by item status, and specify additional selection criteria using more item fields.
- **Category** – to select items in categories that begin with or contain a string of characters. You can refine your selection based on ranges of Item Number, Structure Code, Category, and Account Set Code, select items by item status, and specify additional selection criteria using more item fields.

- **Account Set Code** – to select items with codes that begin with or contain a string of characters. You can refine your selection based on ranges of Item Number, Structure Code, Category, and Account Set Code, select items by item status, and specify additional selection criteria using more item fields.

More on the "Search" option (most common option):

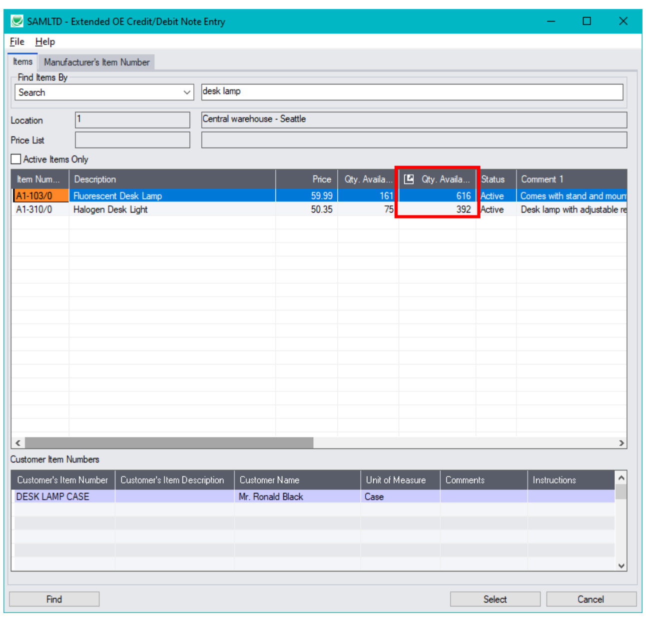
- Select "Find Items by Search". (Note that Find Items By defaults to the last choice used.)
- Enter one or more words or word fragments in the next field to search multiple item tables and fields. (Note that the program scans all columns *displayed* in the Item Finder grid.)
- You can filter for Active items only.
- Search returns items and customer item numbers that contain the search string in any of the searched fields – for example, one record may have "Desk" in the Description field, where another may have it in the Comment 1 field. Both items will be displayed.

Note:

- *If using the Search option, all of the word fragments must be present in one of the fields that are displayed on the screen*. (For example, if you search for "desk lamp", you will not see an item where only "desk" is in the Description field and only "lamp" is in the Comment 1 field.)

Display:

- The top grid displays the items matching the search criteria. The screen below shows "Desk Lamp" in the description of one item, and "Desk Lamp" in the comments of the second one – so both appeared.
- The bottom grid displays the customer item numbers for the item selected in the top grid.



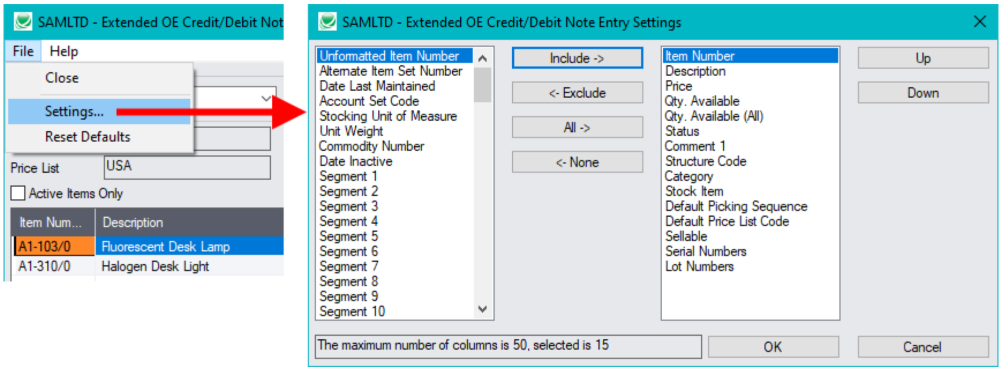
- Click the Qty. Available column to see the location details, with the quantities on hand, on purchase order and on sales order. You can drill down further on these quantities.

Selection:

- Double-click an item in the top grid to select and add the item to the credit/debit note.

Selecting columns to display in the Item Finder

Choose **File > Settings** in the Item Finder window to change column settings.

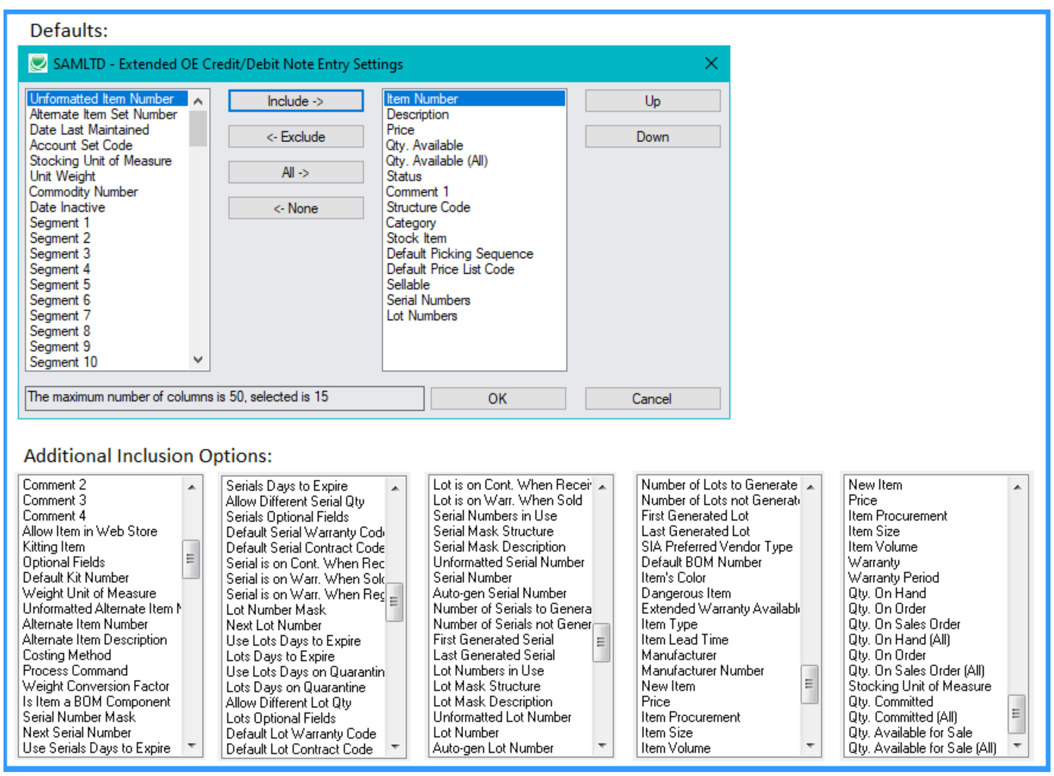


- The current columns that are displayed appear in the right-hand column.
- Highlight columns that you want to add in the left-hand column and click the Include button.

Note:

- ***Settings apply to the currently selected tab***. For example, if you want to change the columns on the Manufacturer's Item Number tab, choose the tab first, and then select File > Settings.
- Only the "Included Fields" are used for searching. For example, if you do not include the Comments 1 field, the program will not scan the comments. Also note that fields like the "Price" will affect performance because the program calculates the price for the current customer in order to display it in the item results. If search is slow, remove columns that you don't need.

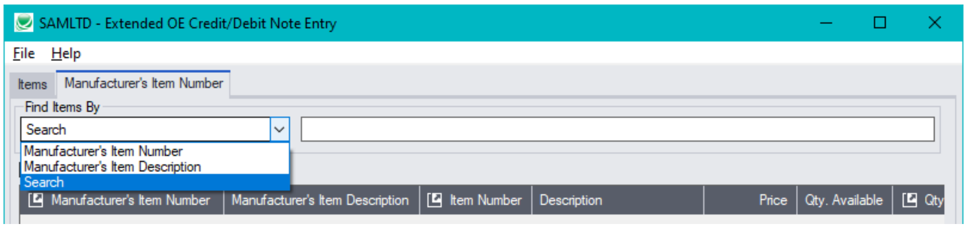
All of the possible columns are shown below. Note that optional and calculated fields are also available for inclusion – for example, the Item's Color and Qty. Available for Sale.



Searching for Items on the Manufacturer’s Item Numbers Tab

Note: The Manufacturer’s Item Number tab will ***not*** appear unless you have a license for the Enterprise version of Productivity Tools.

Search for manufacturer’s item numbers is a Productivity Tools <u>Enterprise</u> feature.

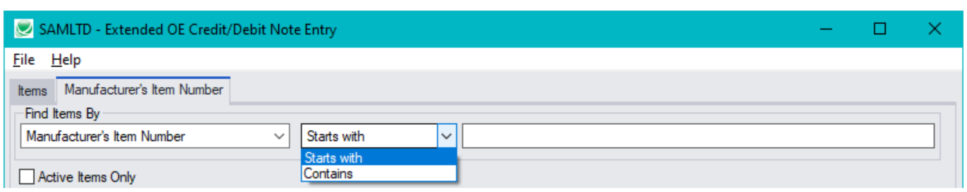


- The Manufacturer’s Item Number Finder appears with “Search” selected by default. This is the most common way to look up items by manufacturer’s item numbers.
    - Type a partial item description or item number in the text field, optionally select Active Items Only, and press Enter to immediately search for manufacturer’s item numbers.
- Alternatively, select “Manufacturer’s Item Number” or “Manufacturer’s Item Description” for searching.

The Item Finder on the Manufacturer’s Item Number tab provides 3 search options:

- **Search** (most common option) – to search for words or word fragments in manufacturer’s item text fields (the manufacturer’s item number or the manufacturer’s item description).

  This search works like the Order Number and Customer Number SmartFinders.
- **Manufacturer’s Item Number** – to select items using part of the manufacturer’s item number.

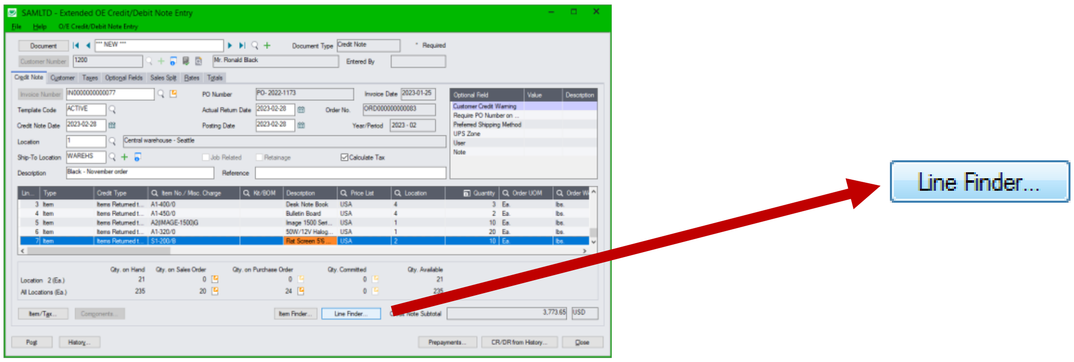
  You can specify that the item number starts with or contains the string that you enter.
- **Manufacturer’s Item Description** – to select items using part of the manufacturer’s item description. As with the item number, you can specify that the item description starts with or contains the string that you enter.

  Note that the “Search” choice automatically looks in all fields that appear as columns in the grid – such as the manufacturer’s item number and the manufacturer’s item description fields.

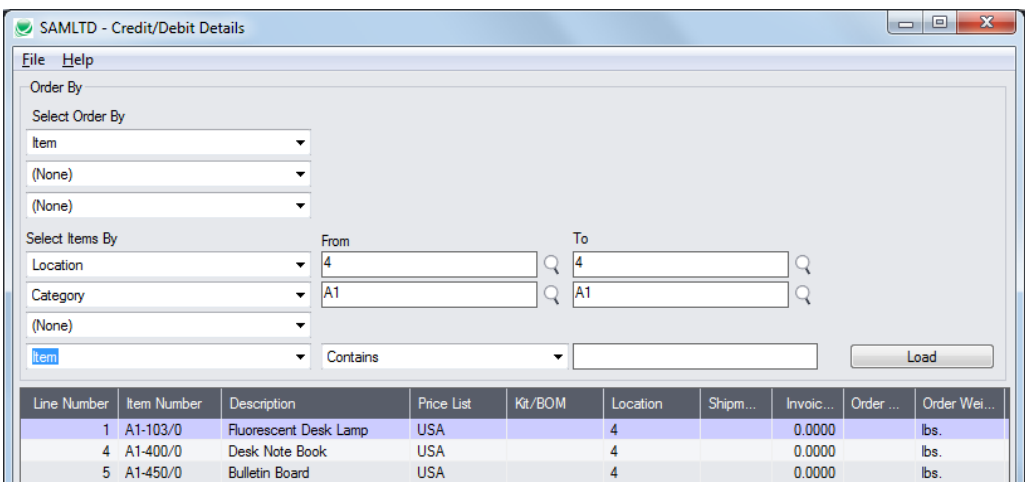
Using the Line Finder

The Extended O/E Credit/Debit Entry Line Finder window lets you quickly find any detail line in a large credit/debit note by item number, item description, item comments, picking sequence, location, manufacturer, or other item fields.

Click the Line Finder button to display the Line Finder pop up window.



The following Credit/Debit Details screen lists detail lines in item number order, for location 4, and for category A1. You can also search for item numbers within the selection criteria.



Select

- Choose the order in which to display item lines in the Line Finder.

  You can list items by item number, location, or customer item number. The example above displays lines by item number.

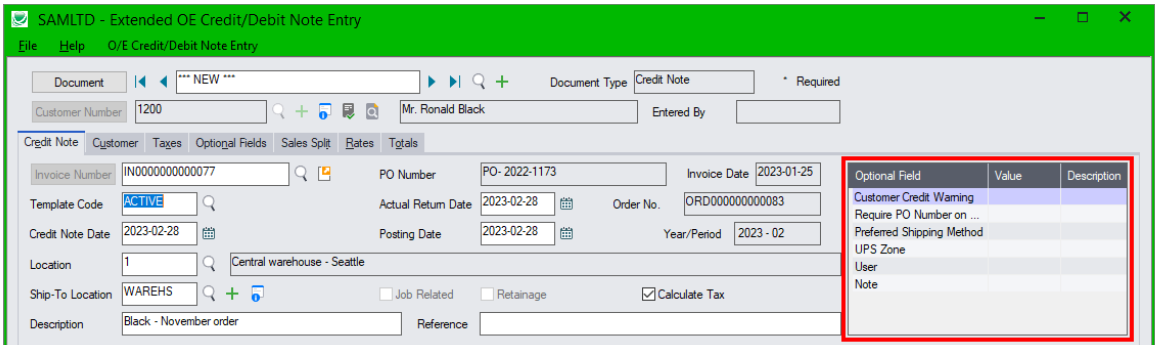
- Choose the selection criteria for displaying order items in the Line Finder.

  For example, you can select items by item number, item description, item comments, picking sequence, or location. The example above selects item lines for a single location and category.

- Click the Load button to display the selected lines.
- Double-click the line you want to view, or highlight the line and click the Select Line Number button at the bottom of the screen.

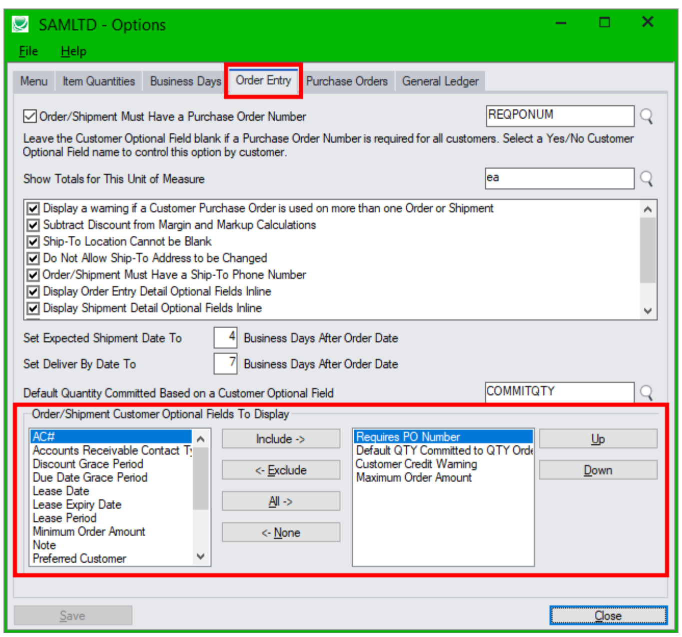
Customer Optional Fields

If you use the Sage 300 Optional Fields module, you can display any optional fields from the A/R customer record on the right side of the Extended O/E Credit/Debit Note Entry screen.



This lets you view notes concerning the account during data entry, and also view order requirements – in this example, one of the fields is "Require Purchase Order No."

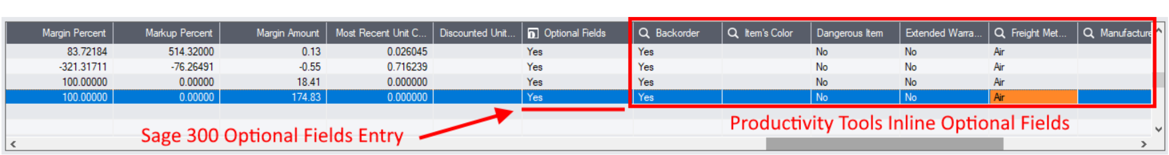
- You specify which optional fields to display on the O/E Credit/Debit Note Entry screen in the Productivity Tools Options program.



The customer optional fields also appear on the Extended Order Entry, Extended Shipment Entry, and Extended Invoice Entry screens.

Display and Edit Optional Fields Inline in the CR/DR Note Grid

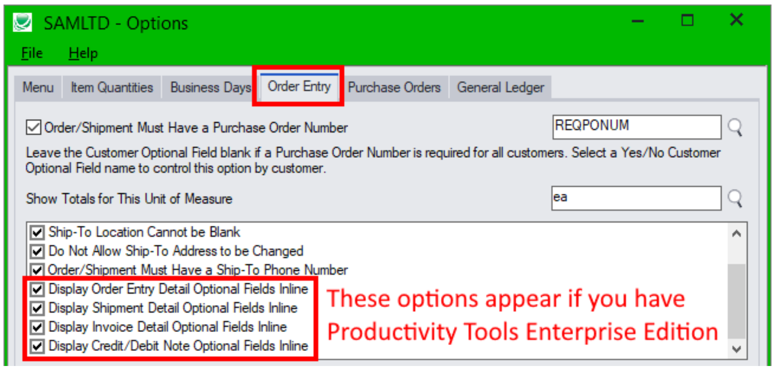
If you have the Enterprise version of TaiRox Productivity Tools, you can display and edit optional fields for order details ***inline*** in the O/E Credit/Debit Note Entry detail grid.



You choose the option to display optional fields inline in the Productivity Tools Options program – available in the TaiRox Productivity Tools folder on the Sage 300 Desktop.

Adding Detail Optional Fields to the Shipment Entry Details Grid

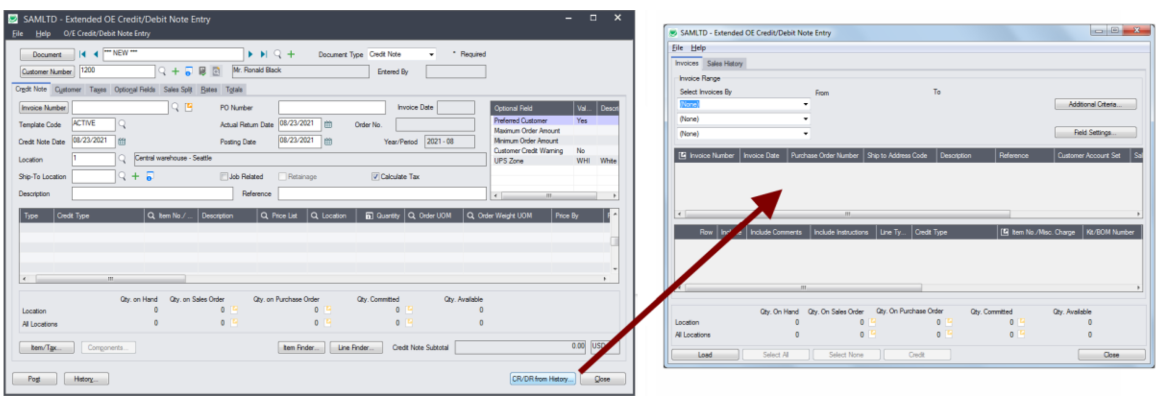
- Select the Productivity Tools Options program. Note that you must be using TaiRox Productivity Tools' Enterprise Edition to add optional field columns to the grid.
- Choose the Order Entry tab and then select the extended transaction entry programs where you want to display optional fields. You can add optional fields to the detail grids in Extended Order Entry, Extended Shipment Entry, Extended Invoice Entry, and Extended Credit/Debit Note Entry.



Credit/Debit Note from History

The Credit/Debit Note from History window lets you quickly create new credit notes and debit notes for a customer based on previous invoices and previously purchased items.

- Click the CR/DR From History button to display the pop-up window for looking up previous invoices and purchased items.



You can select items from previous invoices – or previous purchases – update the quantities, and copy the selected item information into the grid in Extended OE Credit/Debit Note Entry.

Note: The CR/DR from History button is *disabled* until you enter a customer number on the form.

Use the Invoices tab on the popup form to create a new credit note or debit note from prior invoices

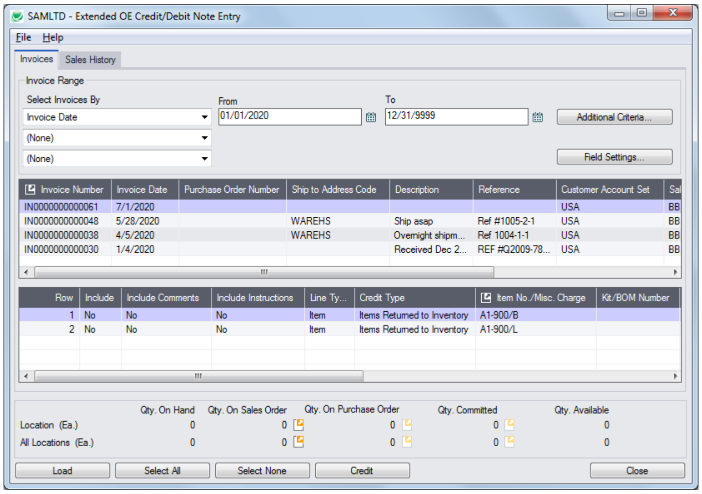
- Click the "CR/DR from History" button. CR/DR from History... The form that appears has two tabs:
  - **Invoices tab** – lets you select items from customer invoices.
  - **Sales History tab** – allows you to select any items that were previously ordered.

  We'll work through a typical sequence for the Invoices tab.

- Use the range fields to select past invoices for the customer, and then click the Load button.

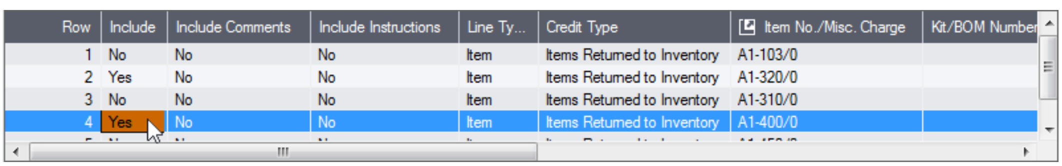
  You can use the Field Settings button to change which fields appear in the range field dropdown lists (see below). You can also use the Additional Criteria button to select invoices using more fields.

  The following selection example shows invoices entered since January 1, 2020.

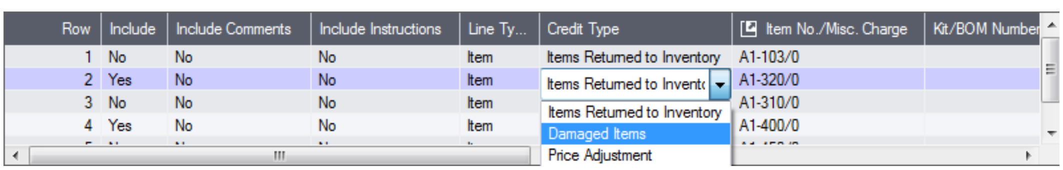


- Click any invoice in the top grid to see the invoice details in the bottom grid.
- Click the Select All and Select None buttons at the bottom of the screen to include all or none of the items on the selected invoice.

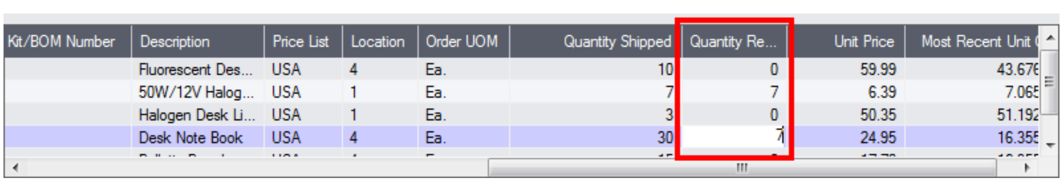
- Double-click the Include column to select individual lines (the Include column displays “Yes”).



- Select the Credit Type from the dropdown in the **Credit Type** column – or select it in the grid on the main Credit/Debit Note Entry screen when you close this popup window.



- Edit the **Qty. Returned** column to change the quantities for the new credit or debit note that you are creating. (The Quantity Shipped field shows the original quantities shipped.)



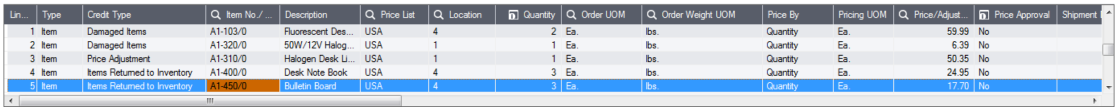
  You can also enter the quantities credited in the grid on the main Credit/Debit Note Entry screen when you close this popup window.

- When you have finished editing items from this invoice, click the Credit button at the bottom of the screen to add the items to the new credit note.

- *To continue*, select another invoice from the top grid, choose the items that you want to credit, enter the new quantities, and again click the Credit button.

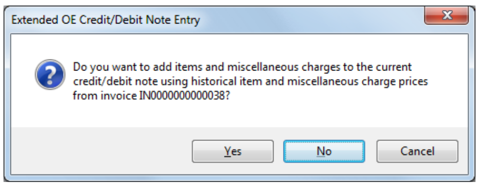
  You can also choose the Sales History tab at this point to choose individual items that were previously ordered by this customer.

- Click the Close button when you have finished adding items to the credit note.



The credit/debit note screen grid will be populated with line items from the historical invoices.

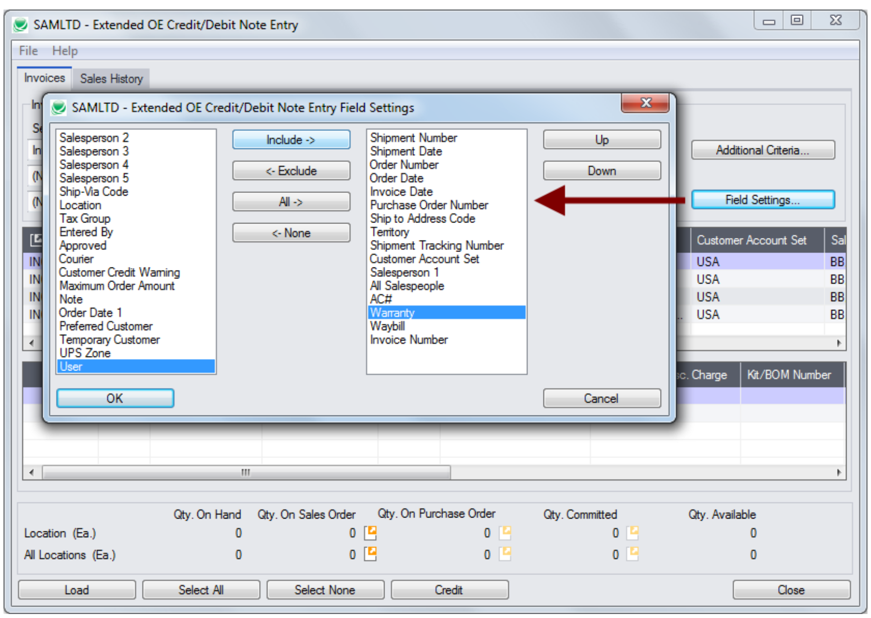
If security is enabled and you have Unit Price Override rights, a confirmation and completion messages will appear.



Important Note: Yes means use historical prices. No means that current pricing will be in effect.

Use the "Field Settings" button to customize the list of fields for selecting invoices:

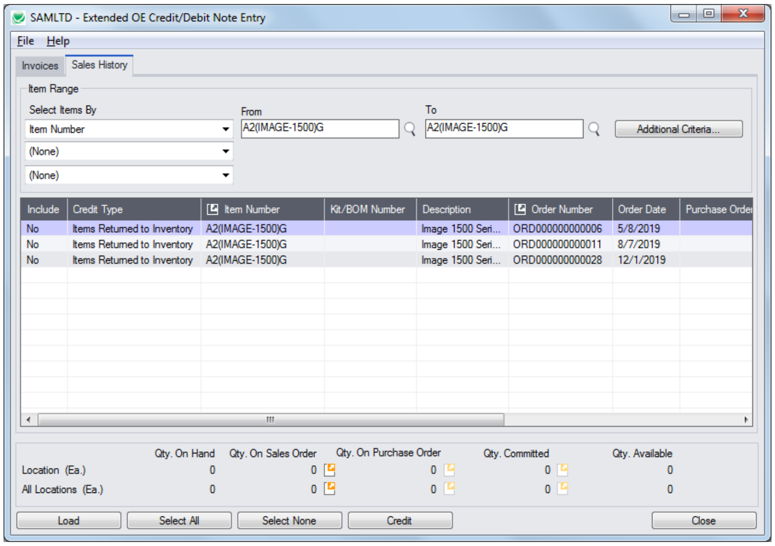
Click the **Field Settings** button to change the fields that appear in the "Select Invoices By" dropdown lists on the CR/DR From History screen. (By default, the list includes all available fields.)



- The list of fields on the right are the fields that will appear in the Select Invoices By dropdown.
- To add a field to the dropdown list, select it in the list on the left, and click the Include button.

Using the Sales History tab

The Sales History tab allows a similar sequence of operations – selecting, editing of quantities and copying to the new credit/debit note.

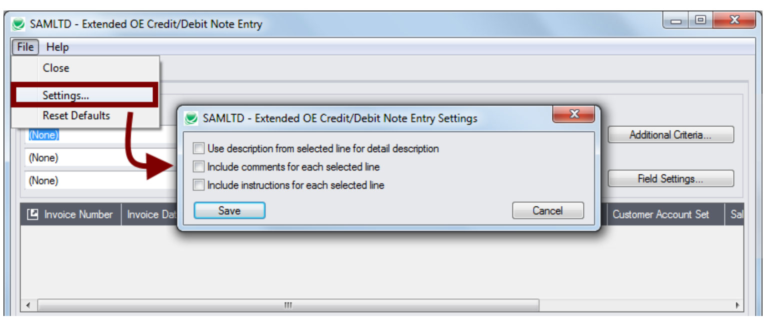


- Select the range of item numbers, order numbers, order dates, PO numbers, or categories that you want to use as search criteria, and then click the Load button.
- See the steps listed above for including items from history on the new credit/debit note.

Setting default descriptions, comments and instructions for included items

You can select the default settings for taking descriptions, comments and instructions from the original invoices. You can also change the settings for items as you select them.

- Select **File > Settings** from the CR/DR From History popup screen.



- Select the checkboxes if you want them to be included by default from the original invoices.

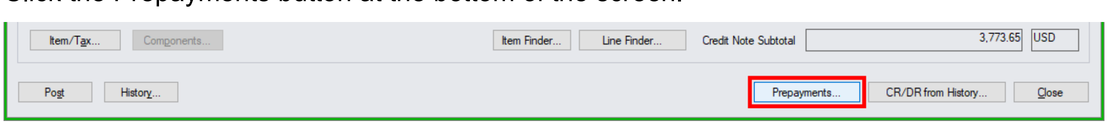
View Prepayments for Orders, Shipments, and Invoices

Although O/E Credit/Debit Entry lets you add prepayments on the Order Entry, Shipment Entry, and Invoice Entry screens, Sage 300 does not provide a view of prepayments that have been entered.

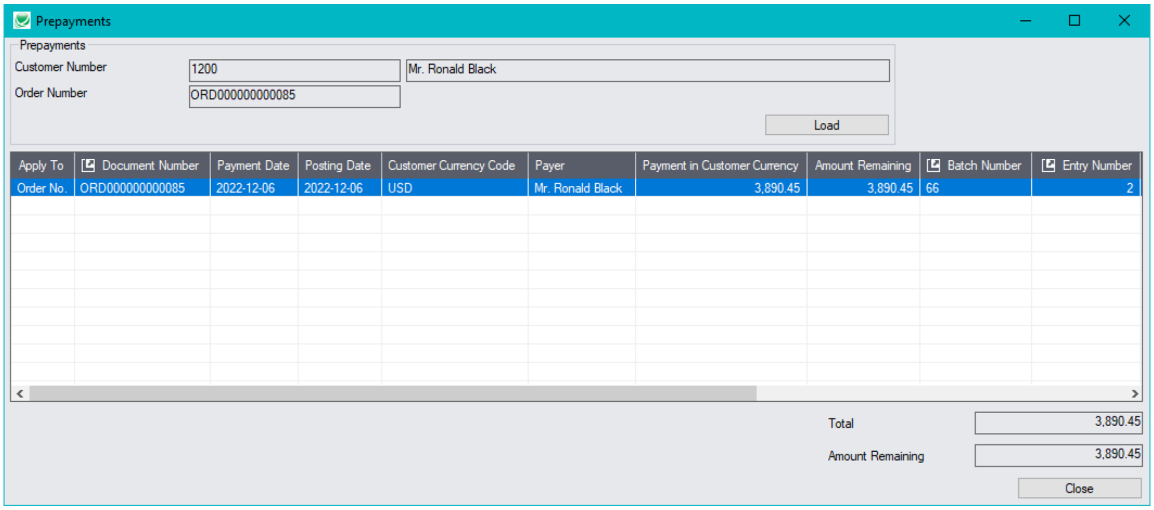
The TaiRox Prepayments button on the right side of the Extended OE CR/DR Entry screen lets you view all prepayments entered using the Order Entry screen, Shipment Entry screen, Invoice Entry screen, or the Accounts Receivable Receipt Entry screen that apply to the original order, shipment, or invoice.

To view prepayments:

- Click the Prepayments button at the bottom of the screen.



- The program displays a pop-up form that lists all prepayments for the order, shipment, or invoice.



In this example, the prepayment is for one half of the order amount.

- Click the Document Number column heading to drill down to the order.
- Click the Batch Number or Batch Entry column heading to drill down to the receipt entry in Accounts Receivable.