Credit Note

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This topic covers refunding the customer after they have made the payment and returned the item.

| Туре | Credit Note | <u> </u> | | | ne to the Note in th | ansacuon | |
|---|--------------------|--|------------|--|---|----------|--|
| Document Prefix Suffix Current No. Number Width | Refund Note RN 1 6 | Use ~ to represent space <mmd- month<br="" represents=""><yy- represents="" year<br="">Example : RN000001 Length : 8</yy-></mmd-> | | Anways use the description entered when u Idsable location entry Idsable location entry Idsable tax code entry Check the reference number for any duplica Serfelbial document Ended document | shen update to ark entry uplication | ation | |
| Default Description Batch Group | roval before print | (Optional) | (Optional) | (Optional) Data Access Point | ument number | | |
| User Groups | djustment | |] | | | | |

Step 1:Go to System > Administrative Tools> Document No

User may add new Credit Note document type and tick refund note option

Step 2: Go to Sales>Credit Note >Add Note : Click on magnifier and choose refund note

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|---|--------------|--------------|---------------|----------------|--------|
| jeader Body | Eooter | | | | |
| ustomer Code | 3000/L001 | | Refund No | ote | |
| ате | LEE SEOW YIN | | No. | RN000007 | |
| illing Address # | | | Date | 28/02/2025 | |
| IO2 MK4 DRONG BUKIT P | ENARA | | Reference No. | | |
| 11000 balik pulau Pulau Pinang, Malaysia | | | Credit Terms | 0 🛊 C.O.D. | |
| | | | Agent | · · | |
|) DeliverA voore | 55.0 | | Project | P001 V | |
| tention | | | | | |
| emark : | | | Invoice No. | INV000111 - | |
| | | | Reason | Discount Given | • |
| | | More Bemarks | | | |
| | | | | | Copy |
| or Accounting Due | M64 | | | | |
| | | | | | |
| Description | Credit Note | | | | |
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Step 3: Enter the invoice number and reason.

Then, go to the body section and add the item that your customer wants to return along with the amount.

Once done, save and go to Sales > Sales Report > e-Invoice - Send Documents



How does the system process a return and refund request from the customer?

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27/03/2025

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Step 4: Select Credit Note and not sent yet. Tick the refund that you want submit it to IRBM for validation and click send.

Step 5: Under 'Show Documents,' select 'Sent.'

You will see a message displaying 'Sent.' Then, click on 'Status'.

If the upload to the MyTax portal is successful, the message will change to 'Validate'



System will automatically generate a journal for the refund and display at GL transaction