

Invoicing and Credit Note Application



CUSTOMER USER GUIDE

V0.2



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Version Control

Version	Date	Author	Revision Details
0.1	5/08/2010	Tony Latella	Initial Draft
0.2	25/08/2010	Tony Latella	Final



1 BACKGROUND

- The Credit Note application is an enhancement to 1-Stop’s Invoicing application whereby Billers and their customers can better manage the crediting or adjustment of invoices.
- For Billers, such as DP World, Credit Notes (Adjustment Notes) are issued particularly for Vehicle Booking System (VBS) invoices.

1.1 Purpose of the Document

- This document is a User Guide to the Invoicing and Credit Note Application from the Customer’s viewpoint. A separate User Guide is available for the Billers and for the Administrators.

1.2 Intended Audience

- The main audience of this document are the VBS Transport Carrier users who are the customers of the Terminals. The Terminal are the Billers i.e. those who have issued the invoices to the customers.
- The secondary audience of this document are the Billers and Administrators of the application. There are User Guides specifically written for the Billers and Administrators.

1.3 Definitions and Abbreviations

Abbreviation	Meaning
VBS	Vehicle Booking System
DPW	DP World
CTO	Cargo Terminal Operator or Stevedoring company. In the VBS context the CTO is the Biller.
Biller	A company who has issued an invoice to their customers. In the VBS context the Biller is the Stevedoring Terminal or CTO company.
Customer	A company that has received the invoice from a Biller. In the VBS context the Customers is usually a Transport Carrier company.
Credit Note or Adjustment Note	A document that is issued to the Customer by the Biller that shows an adjustment to a previously issued invoice and shows the amount refunded to the Customer by the Biller.



2 HIGH LEVEL BUSINESS PROCESS

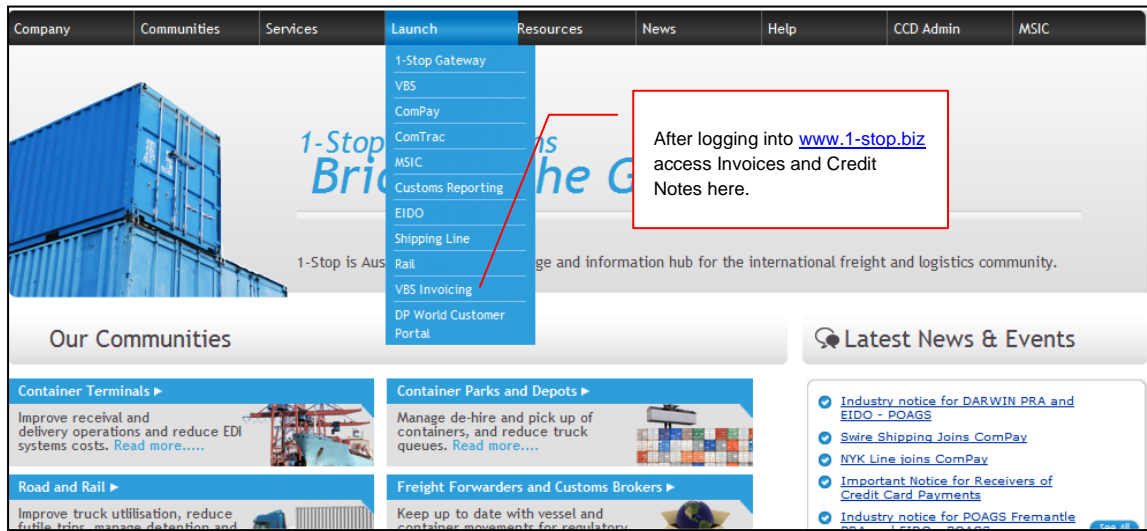
2.1 Overall Process Summary.

- A Biller can grant access to a Customer to raise and request a Credit Note. If a Biller does not grant access to the Customer then the Biller can raise a Credit Note on behalf of the Customer.
- When a Credit Note is raised by the Customer (or Biller), the Customer first selects the invoice and then selects the invoice line (or lines) to be credited.
- The Customer can save the credit note request and come back to edit it further at a later time before finalising it.
- Once the Credit Note is finalised it passes onto the Biller to go through the approval process. No further edits can be done until this process is completed. Only one unapproved Credit Note can exist at any one time per invoice. Once it is approved then another Credit Note request can be created if necessary.
- The Biller can review the Customer's credit note requests and can edit the request before passing it on to the Manager for financial approval. Financial approval within the Biller company depends on the delegated financial authority limits of the particular user.
- When the credit note is finalised by the Biller user, then the manager with the appropriate delegated authority can finally approve it.
- A credit note can also be raised by the Biller. The Biller first selects the invoice and then selects the invoice line (or lines) to be credited.
- The Biller can save the credit note request and come back to edit it further at a later time before finalising it.
- The Biller user can partially credit an invoice line.
- Only one unapproved credit note can exist per invoice.
- The Biller can create multiple credit notes against one invoice only after any unapproved credit note is finalised and approved by the appropriate manager with the financial authority.
- The manager can approve or reject a credit note that is waiting their approval.
- Once the credit note is approved, an email notification is sent to the Customer with the credit note form attached.

3 ACCESSING THE CREDIT NOTE APPLICATION

3.1 Accessing Invoicing and Credit Notes from the 1-Stop Website.

1. Log in to the 1-Stop website at www.1-stop.biz
2. Go to the **Launch** menu.
3. Click on the **Invoicing** sub menu.



3.2 Accessing Invoicing and Credit Notes from VBS.

If already within the Vehicle Booking System application then access the Invoices and Credit Notes from the **Billing History** menu.



4 FIND THE INVOICE

A Credit Note is always associated with an Invoice therefore before creating a credit note request the correct invoice must be found.

1. Click on the **Invoice History** menu.
2. Enter the appropriate search parameters.
3. Click **Submit** to initiate the search. When the search result is returned then...
4. Click on **View/Edit** to view, edit or create a Credit Note Request against the selected invoice. For further details on how to edit or create a Credit Note Request see the next section.
5. Or view the Invoice by clicking on the invoice number and the Invoice pdf document will be displayed.

The screenshot shows the 'Invoice History' search page. A blue sidebar on the left contains a menu with 'Invoice History' selected. The main area has search filters for 'Billers' (set to 'DP WORLD, WA, FREMANTLE'), 'Invoice No', 'From (Date of Claim)' (14/07/2010), and 'To (Date of Claim)' (04/08/2010). A 'Submit' button is located below the date filters. Below the filters is a table with one row of search results. A 'View/Edit' link is visible in the 'Action' column of the table row.

Billers	Customer	Invoice No	Date Issued	Date From	Date To	Date Paid	Payment Type	Status	Action	Credit Notes
DP WORLD- WA-FREMANTLE	WORLDWIDE TRANSPORT LOGISTICS	VFR419097	20/07/2010 12:00:00 AM	12/07/2010	18/07/2010			SENT	SEND	View/Edit

5 CREATE A CREDIT NOTE REQUEST

A Credit Note Request can be viewed, edited or created after finding the correct invoice. See the previous section for details on how to find an invoice. After clicking on **View/Edit** (see above) the following screen is displayed.

The top section of the screen displays the details of the invoice.

1. Click on the **Create** tab (if not already highlighted). Initially *all* the invoice line items are displayed. There can be a very long list of line items.
2. Refine the search by entering search parameters into the **Description** field. The **Description** search will find text within the Invoice line item Description. The search parameter can be a part description e.g. the slot number **121601523** or a date e.g. **13-Jul-2010** but it must be entered exactly as the search will match it exactly including uppercase letters and spaces.
3. Enter search parameter from the **Tariff Item** dropdown if required.
4. Click **Search** to initiate the search and find the invoice line items that are to be credited. The search result will display the list of line items based on the search parameters.
5. Select the **Request Reason** and enter a **Customer's comment**.
6. Click checkbox next to the line item to be credited. This will automatically populate the Credit amount with the full amount of the line item.
7. Edit the **Credit Value** if **necessary** against each line item that is to be credited. Note: Partial amounts can be credited until the full amount of the line item is fully credited.
8. Click **Save** to save the current session. At this point the credit request has **not** been sent to the Biller. It has been saved as a **Customer's Draft**. The Customer can come back to this session at a later time and make further changes.
9. Click **Finalise** to send to request to the Biller. *Once the Credit Request has been finalised no further changes can be made and no further credit note requests can be created against this invoice until the Biller has finalised the current request.* Only one request can exist at any one time until the Biller either Approves or Rejects the request. After the Biller finalises the current request then further credit note requests can be made.

Step 1: Click the Create tab.

Step 2: Refine the invoice line item search by entering appropriate search parameters.

Step 3: Select Tariff type if required.

Step 4: Click search.

Step 5: Select the Request Reason and enter a Customer's comment.

Step 6: Check here will auto populate the Credit Value.

Step 7: Modify the credit amount if necessary

Step 8: Save the session for later editing.

Step 9: Click Finalise to send request to the Biller for approval.

Tariff Item	Description	Quantity	Invoice Line Amount	GST	Invoice Line Balance (ex GST)	Credit Value (ex GST)	Credit
S	13-Jul-2010 Res#121601523 Slot	1	5	0.50	5	0	<input type="checkbox"/>
S	13-Jul-2010 Res#121827001 Slot	1	5	0.50	1	0	<input type="checkbox"/>
S	14-Jul-2010 Res#121964519 Slot	1	5	0.50	5	0	<input type="checkbox"/>
S	15-Jul-2010 Res#071751298 Slot	1	5	0.50	5	0	<input type="checkbox"/>
S	15-Jul-2010 Res#171814012 Slot	1	5	0.50	5	0	<input type="checkbox"/>
N	15-Jul-2010 Res#171814012 No Show	1	100	10	100	0	<input type="checkbox"/>



5.1 Save and Finalise a Credit Note Request

Below is the resulting screen after Steps 4 to 7. At this point the session has not been saved or finalised i.e. Save button has not been clicked.

Credit Notes

Customer Name: WORLDWIDE TRANSPORT LOGISTICS	Invoice No: VFR419097
Customer Address: P.O. Box 2002 PALMYRA 6961 WA	Date: 20-Jul-2010
	Customer No: 65080

Create All Credit Notes

Description: Tariff Item: Credited and Approved Lines Only

Search

Customer's comment:

Save Finalise

Tariff Item	Description	Quantity	Invoice Line Amount	GST	Invoice Line Balance (ex GST)	Credit Value (ex GST)	Credit
N	15-Jul-2010 Res#171814012 No Show	1	100	10	100	100.00	<input checked="" type="checkbox"/>

Below is the resulting screen after Step 8: The **Save** button has been clicked.

At this point further editing can be done. Further items can be searched and further line items can be added to the request if necessary. The **Save** button can be clicked as many times as necessary to save the Credit Note as a **Customer's Draft**.

Credit Notes

Credit note has been saved successfully

Customer Name: WORLDWIDE TRANSPORT LOGISTICS	Invoice No: VFR419097
Customer Address: P.O. Box 2002 PALMYRA 6961 WA	Date: 20-Jul-2010
	Customer No: 65080

Create All Credit Notes

Credit Note Number: 1101448; Status: Customer's Draft; Amount Ex Gst: \$10.00; GST: \$1.000

Description: Tariff Item: Credited and Approved Lines Only

Search

Customer's comment:

Step 8: Save the session for later editing.

Save Finalise

Tariff Item	Description	Quantity	Invoice Line Amount	GST	Invoice Line Balance (ex GST)	Credit Value (ex GST)	Credit
S	13-Jul-2010 Res#121601523 Slot	1	5	0.50	4	0	<input type="checkbox"/>
S	13-Jul-2010 Res#121827001 Slot	1	5	0.50	1	0	<input type="checkbox"/>
S	14-Jul-2010 Res#121964519 Slot	1	5	0.50	5	0	<input type="checkbox"/>
S	15-Jul-2010 Res#071751298 Slot	1	5	0.50	5	0	<input type="checkbox"/>
S	15-Jul-2010 Res#171814012 Slot	1	5	0.50	5	0	<input type="checkbox"/>
N	15-Jul-2010 Res#171814012 No Show	1	100	10	100	10.00	<input checked="" type="checkbox"/>



Once all the necessary line items have been added then the Credit Note Request can be finalised by clicking the **Finalise** button. This will send the request to the Biller. Below is the resulting screen after the **Finalise** button is clicked. Note that the Status has changed to '**Pending Biller Approval**'.

Credit Notes

Credit note has been saved successfully

Customer Name:	WORLDWIDE TRANSPORT LOGISTICS	Invoice No:	VFR419097
Customer Address:	P.O. Box 2002 PALMYRA 6961 WA	Date:	20-Jul-2010
		Customer No:	65080

View All Credit Notes

Credit Note Number: 1101448; Status: Pending Biller Approval; Amount Ex Gst: \$10.00; GST: \$1.00

Customer's comment: Truck Delay Due to accident

Tariff Item	Description	Quantity	Invoice Line Amount	GST	Invoice Line Balance (ex GST)	Credit Value (ex GST)
N	15-Jul-2010 Res#171814012 No Show	1	100	10	100	10.00

No further editing can be done until the Biller has completed the review and either approved or rejected the request. The Biller can also edit the request and may change the amount of the credit.

A Biller may also initiate a Credit Note Request on behalf of the Customer.

6 CREDIT NOTE STATUS VALUES AND THEIR MEANING

The different Status values are:

Status Value	Comment
Customer's Draft	The Customer has saved a Credit Note Request but has not yet finalised it.
Biller's Draft	The Biller has saved a Credit Note Request but has not yet finalised it.
Pending Biller Approval	The Customer has finalised the Credit Note Request and it is waiting for the Biller's review. At this point the Biller can amend it, Reject it or finalise it for the Manager's financial approval.
Pending Manager Approval	The Biller has finalised the Credit Note Request and it is pending financial approval by the relevant manager with the appropriate financial delegation limit. At this point the Manager can either Approve or Reject the request.
Approved	The Credit Note Request has been Approved. At this point further Credit Note requests can be raised against the invoice.
Rejected	The Credit Note Request has been Rejected. At this point further Credit Note requests can be raised against the invoice.



7 FIND AND REVIEW STATUS OF CREDIT NOTE REQUESTS

There are 2 ways to find the current status of a Credit Note Request.

1. Using the All Credit Note tab.
2. Using the Credit Note Report.

7.1 All Credit Note tab.

The statuses of all the credit notes for a particular invoice can be found by clicking on the **All Credit Notes** tab. Below are the resulting screens. The second column shows the current status.

The details can be viewed by clicking on the **View** link.

Customer Name:	WORLDWIDE TRANSPORT LOGISTICS	Invoice No:	VFR419097
Customer Address:	P.O. Box 2002 PALMYRA 6961 WA	Date:	20-Jul-2010
		Customer No:	65080

View All Credit Notes

Click on the **View** link to see the details.

Credit Note No.	Status	Raised By	Decision By	Decision Date	Amount	Credit Details
CFR100023	Approved	Hayden Lansdown	Hayden Lansdown	28/07/2010 4:24:36 PM	3.30	View
1099066	Billers Draft	allan testing			4.40	View
1061567	Rejected	allan testing	allan testing	4/08/2010 2:30:20 PM	21.60	View
<u>CFR100043</u>	Approved	Kane Kiore	Kane Kiore	28/07/2010 4:39:04 PM	1.10	View
1099086	Pending Biller Approval	Hayden Lansdown			110	View

Below is the resulting screen after clicking on the **View** link.

- ▶ Credit Note
- ▶ Report
- ▶ Customer's In progress

Customer Name:	WORLDWIDE TRANSPORT LOGISTICS	Invoice No:	VFR419097
Customer Address:	P.O. Box 2002 PALMYRA 6961 WA	Date:	20-Jul-2010
		Customer No:	65080

Credit Note Number: 1099086; Status: Pending Manager Approval; Amount Ex Gst: 100; GST: 10

Billers comment:	Other	OK to approve
Customer's comment:	Truck Delay	Due to accident

Tariff Item	Description	Quantity	Invoice Line Amount	GST	Invoice Line Balance (ex GST)	Credit Value (ex GST)
N	15-Jul-2010 Res#171814012 No Show	1	100	10	100	100

7.2 The Credit Note Report.

The status of all the credit notes for a particular invoice can be found by using the **Credit Note Report** search screen.

1. Click on the **Credit Note Report** menu.
2. Enter the appropriate search criteria.
3. Click the **Search** button.
4. Optionally the data can be Exported to MS Excel or saved as a CSV by clicking on the **Export** button.

Step 1: Click on the Credit Note Report menu.

Step 2: Enter the search criteria.

Step 3: Click Search.

Step 4: Export the data.

Click here to view the details.

Biller	Customer Name	Customer No	Invoice No	Invoice Date	Credit Note No	Credit Note Status	Decision By	Credit Note Decision Date	Total Credit Value (incl GST)	CTO credit note request reason	Credit Note Date of Claim	Line Description	Item Code	Amount (incl GST)
DP WORLD- WA- FREMANTLE	WORLDWIDE TRANSPORT LOGISTICS	65080	VFR419097	20/07/2010 12:00:00 AM	1099086	Pending Manager Approval			110	Truck Delay	4/08/2010 4:16:29	15-Jul-2010 Res#171814012	N	110

8 FIND AND REVIEW CREDIT NOTE PROGRESS

All the credit notes for a particular invoice that are in progress by either the Customer or Biller can be found by using the **Customer's In progress** search screen.

1. Click on the **Customer's In progress** menu.
2. Click the Credit Note reference number to see the details.

Step 1: Click on the Customer's In progress menu.

Step 2: Click the credit note reference number to see the details.

Biller	Customer	Invoice Number	Date Invoice Issued	Customer Number	Date of Claim	Status	Edit/View
DP WORLD, WA, FREMANTLE	WORLDWIDE TRANSPORT LOGISTICS	VFR419097	20/07/2010 12:00:00 AM	65080	9/08/2010 1:36:54 PM	Customer's Draft	1152103



Below is the resulting screen. After reviewing and or editing the details return to Step 1 to display the **Customer's In progress** results again. Once the Credit Note is finalised it cannot be edited until the Biller has approved or rejected the request.

Credit Notes

Customer Name: WORLDWIDE TRANSPORT LOGISTICS	Invoice No: VFR419097
Customer Address: P.O. Box 2002 PALMYRA 6961 WA	Date: 20-Jul-2010
	Customer No: 65080

Create
All Credit Notes

Credit Note Number: 1152103; Status: Customer's Draft; Amount Ex Gst: \$10.00; GST: \$1.00

Description
 Tariff Item All
 Credited and Approved Lines Only
 Search

* Required fields

* Customer's comment:	<div style="border: 1px solid gray; padding: 2px;">Truck Delay</div>	<div style="border: 1px solid gray; padding: 2px;">truck delayed</div>
-----------------------	--	--

Save
Finalise

Tariff Item	Description	Quantity	Invoice Line Amount	GST	Invoice Line Balance (ex GST)	Credit Value (ex GST)	Credit All
S	13-Jul-2010 Res#121601523 Slot	1	5.00	0.50	4.00	0.00	<input type="checkbox"/>
S	13-Jul-2010 Res#121827001 Slot	1	5.00	0.50	1.00	0.00	<input type="checkbox"/>
S	14-Jul-2010 Res#121964519 Slot	1	5.00	0.50	5.00	0.00	<input type="checkbox"/>
S	15-Jul-2010 Res#071751298 Slot	1	5.00	0.50	5.00	0.00	<input type="checkbox"/>
S	15-Jul-2010 Res#171814012 Slot	1	5.00	0.50	5.00	0.00	<input type="checkbox"/>
N	15-Jul-2010 Res#171814012 No Show	1	100.00	10.00	90.00	10.00	<input checked="" type="checkbox"/>



9 EMAIL SAMPLE OF THE CREDIT NOTE

Below is a sample of the email and the attached Credit Note that is sent to the Customer after the Credit Note is approved...

