

Credit Order from History Table

Sales Order Generated in NIS

Overview

The following instructions are applicable to credit returns for both SO & SI. The correct type of credit must be generated:

- Credit Order Non-Agency (**CO**) (issued for **SO** orders)
- Credit Order Agency (**CI**) (issued for **SI** orders)

A credit order should be generated as soon as possible.

NIS Policies

The tasks in this documentation provide end users with the tools to enter data and collect data in NIS. It is the responsibility of the agencies to comply with State Statutes, Federal Rules and Regulations, and State policies. For further information concerning State Statutes and policies, please refer to both internal agency resources and the Department of Administrative Services website:

<http://www.das.state.ne.us/>.

Navigation

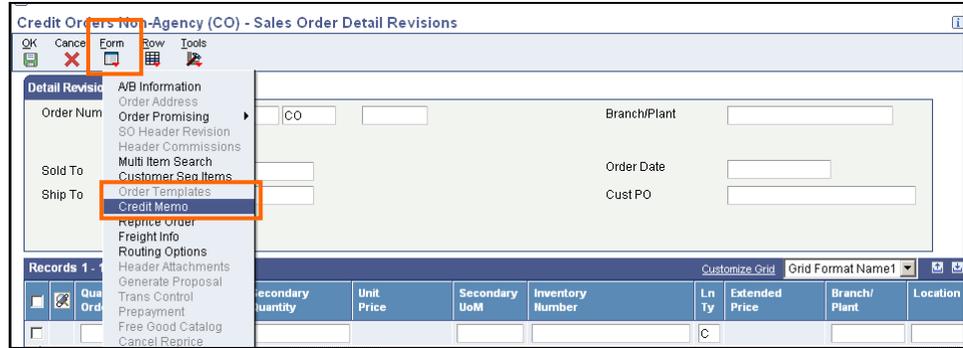
NIS State of Nebraska > Sales Order Management > CSI > Sales Order Entry > CSI Sales Order Entry > Credit Order#

Steps

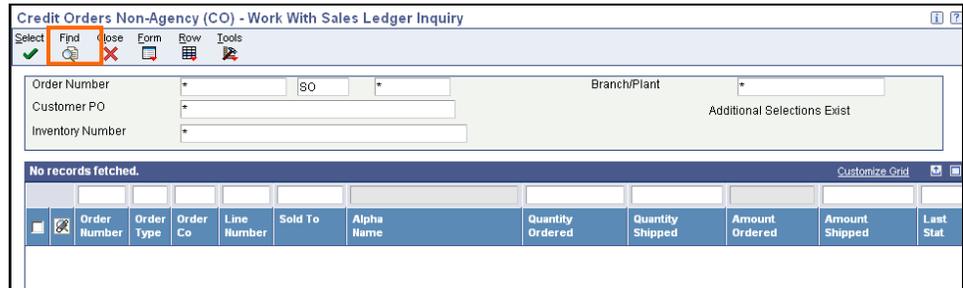
A Non-Agency Customer (SO) calls a Sales Rep & wants to return an order. The Sales Consultant will fill out a Sales Order Entry Form & mark it as a credit after determining what the SO or SI number is.

The screenshot shows the PeopleSoft EnterpriseOne interface for 'Credit Orders Non-Agency (CO) - Customer Service Inquiry'. The left-hand navigation menu has 'Credit Orders Non-Agency (CO)' highlighted with a red box. The main window contains a form with the following fields: Order Number (with 'CO' selected), Customer PO, Item Number, Sold To, and Ship To. There are checkboxes for 'Extend Back Order Quantity' and 'Customer Item'. The status bar at the bottom indicates 'No records fetched.'

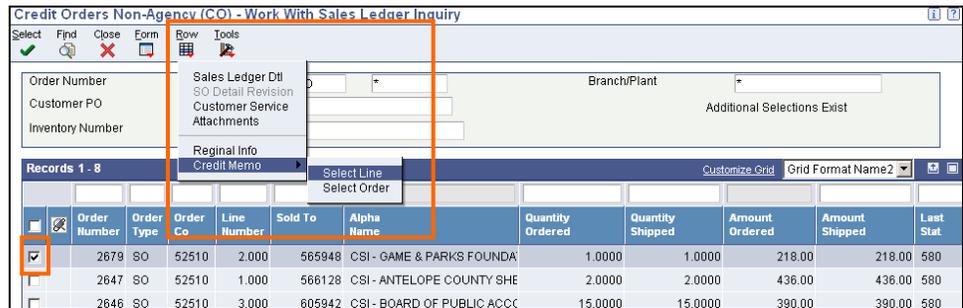
1. Click **Credit Orders Non-Agency (CO)**.
2. Click **Add** button.



3. Click **Form, Credit Memo.**



4. To locate Sales Order number click **Find.**



 This screen displays all the SO orders that have been purged to the History Table. Credits can only be done on orders from this screen.

5. Click checkbox for the order you want (i.e. 2679 SO).

6. Click **Row, Credit Memo.**

- Click Select Line if you are giving credit back on a line, OR
- Click Select Order if you are giving credit back on the entire Order.

Order Number	Order Type	Order Co	Line Number	Sold To	Alpha Name	Quantity Ordered	Quantity Shipped	Amount Ordered	Amount Shipped	Last Stat
2628	SO	52510	1.000	566113	CSI - ADAMS COUNTY JAIL	8.0000	8.0000	2,000.00	2,000.00	580
2628	SO	52510	2.000	566113	CSI - ADAMS COUNTY JAIL	4.0000	4.0000	2,400.00	2,400.00	580
2634	SO	52510	1.000	565676	CSI - ADAIR COUNTY BD OF EI	5.0000	5.0000	1,090.00	1,090.00	580

You will be brought back to the SO screen.

7. Click Close.

Quantity Ordered	UoM	Secondary Quantity	Unit Price	Secondary UoM	Inventory Number	Ln Ty	Extended Price	Extended Cost	Branch/Plant
1.0000	EA	1.0000	218.0000	EA	42506-TF-CR-150-604	C	218.00	198.24	4607

The selected lines will be brought into the Credit Order Non-Agency screen. You may get a Yellow Warning.

The credit order number displayed in Order Number field on top line (i.e. 2939 CO).

8. Move cursor to next available blank line.

Quantity Ordered	UoM	Secondary Quantity	Unit Price	Secondary UoM	Inventory Number	Ln Ty	Extended Price	Extended Cost	Branch/Plant
1.0000	EA	1.0000	218.0000	EA	42506-TF-CR-150-604	C	218.00	198.24	4607
			54.5000		RF	SV			

9. Now that you have moved the cursor to the next available blank line, verify the following:

- Enter Unit Price (25% of Extended Price \$218 = \$54.50).
- In Inventory Number field, type RF (restocking fee). This adds a restocking fee.
- Change Ln Type from C to SV.

Quantity Ordered	UoM	Secondary Quantity	Unit Price	Secondary UoM	Inventory Number	Ln Ty	Extended Price	Extended Cost	Branch Plant
1.0000-	EA	1.0000-	218.0000	EA	42506-TF-CR-150-604	C	218.00-	198.24-	460
1.0000-	EA	1.0000-	54.5000	EA	BF	SV	54.50-		460
						C			

10. Click on next available blank line.
11. Verify restocking fee has a positive **Extended Price**.
12. Click **OK**.
13. Click **Cancel**.
14. Click **Close**.

Direct Credit Order Entry

Overview

Performed if Sales Order was generated prior to NIS System.

The following instructions are applicable to credit returns for both SO & SI. The correct type of credit must be generated:

- Credit Order Non-Agency (CO) (issued for SO orders)
- Credit Order Agency (CI) (issued for SI orders)

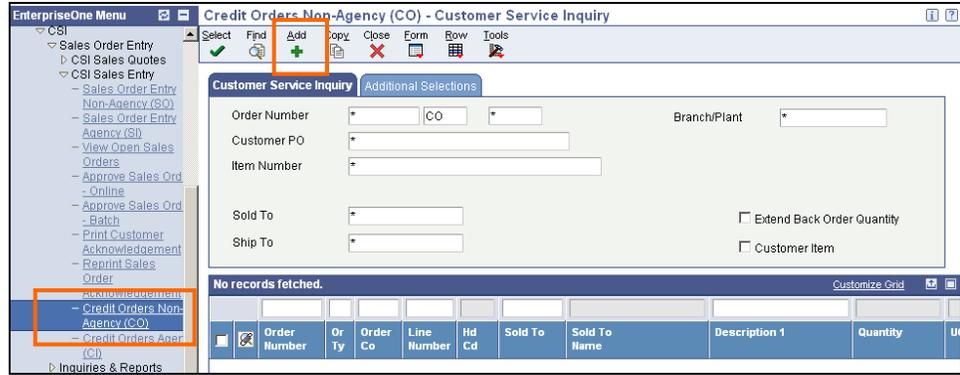
A credit order should be generated as soon as possible.

Navigation

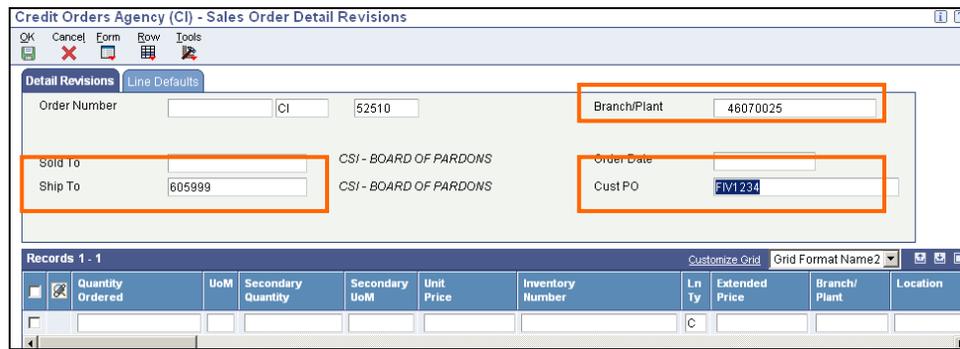
NIS State of Nebraska > Sales Order Management > CSI > Sales Order Entry > CSI Sales Order Entry > Credit Order#

Steps

A Non-Agency Customer (SO) calls a Sales Consultant & wants to return an order. Since the order was created prior to NIS, the Sales Consultant fills out a Sales Order Entry Form indicating the Customer's Purchase Order # (from customer) & marks it as a credit.



1. Click Credit Orders Non-Agency (CO).
2. Click Add button.



3. Enter the Branch Plant.
4. Enter the Ship To.
5. Enter the Customer PO (there will be no sales order # since the order was not generated in the NIS System. Credit can only be given back to the PO # on the Direct Credit Order Entry).

 You may get a Yellow Warning indicating the Customer PO # already exists.



6. Move cursor to next available blank line.

After moving cursor to next available blank line, note the credit order number displayed in **Order Number** field on top line (i.e. 2940) as well as **Sold To** and **Order Date** fields populating.

7. Enter Quantity Ordered (i.e. 2).

You will manually have to enter the Unit Price since it was created PRIOR to NIS System (i.e. \$600).

8. Enter the Inventory Number (i.e. TF-DK-2200-1).

9. Enter the Revenue Branch Unit (also found on the order detail line) – indicates what shop the item was made in (i.e. 46070029).

10. Verify Ln Type is C.

11. Move cursor to next available blank line.

12. Enter any other line info you may have.

13. Move cursor to next available blank line.
14. If an order does not require a restocking fee, click **OK** – the **Extended Price** should be negative.
-  You may have to click twice if you get a Yellow Warning.
15. Click **Cancel & Close**.

Note:

Credit Orders Agency (CI) - Sales Order Detail Revisions

OK Cancel Form Row Tools

Detail Revisions | Line Defaults

Order Number: 2940 CI 52510 Branch/Plant: 46070025

Sold To: 605999 CSI - BOARD OF PARDONS Order Date: 02/20/2007

Ship To: 605999 CSI - BOARD OF PARDONS Cust PO: FIV1234

Records 1 - 4

Quantity Ordered	UoM	Secondary Quantity	Secondary UoM	Unit Price	Inventory Number	Ln Ty	Extended Price	Branch/Plant	Revenue Business Unit
2.0000	EA	2.0000	EA	600.0000	42521-TF-DK-2200-1	C	1,200.00	46070025	46070029
4.0000	EA	4.0000	EA	200.0000	42506-TF-CR-150-604	C	800.00	46070025	46070020
1.0000	EA	1.0000	EA	200.0000	RF	SV	200.00	46070025	46070025

1. To show the restocking fee on several lines, add up the total Unit Price (i.e. \$800) to create the restocking fee
-  Enter only one restocking fee in **Unit Price** (i.e. 25% of \$800 = \$200)
2. Enter **RF** in **Inventory Number** field
3. Change **Ln Ty** from **C** to **SV**
4. Extended Price should be positive
5. Click **OK**
6. Click **Cancel & Close**