

Incorrectly Charged Customer Tax

This method will correctly reflect in your Tax Registers. We are basically entering the item two times.

The first line item will be marked as taxable, and the second line item as non taxable.

First, if the Customer is marked as non-taxable, you will need to temporarily change that. That can be changed in Customer Master Maintenance, field #27.

Second go to Credit Memo Entry

From the Main Menu go to #1 Customer Service, then #1 Order Entry and Invoicing, then #8 Credit Memo Processing.

The screenshot shows a web-based application window titled "SSSI.TEST - [timeshare.tshinc.com-SSSI.TEST-SSS.CM.HDR.INPUT011\$1]". The interface is a form for entering a credit memo. The form is divided into several sections:

- Header Section:** Includes fields for "Credit # 141896", "Date 01/14/11", "Sell Whse 001", and "Southern Safety Sales".
- Company Section:** "Company 01 SOUTHERN SAFETY SALES".
- Bill To Section:** "Customer MISC", "MISCELLANEOUS CUSTOMER", "LOCATIONS VARY", "AUSTIN TX 78702", "Class 01 HOSPITALS".
- Ship To Section:** "Ship To", "1.Code", "MISCELLANEOUS CUSTOMER", "LOCATIONS VARY", "AUSTIN TX 78702", "Type 01 HOSPITALS".
- Reason Section:** "2.Reason 004 N BILLING ERROR", "3.Rtn/NonRtn N", "4.Return #", "5.Invoice # 519388", "6.Terms 30 COD", "7.Salesman 001 SY FERTIG", "Commission % 0.00", "8.Cust PO#".
- Other Fields:** "9.Direct", "Vendor", "10.Spec Ins", "11.M/Bill N".

At the bottom of the form, there is a prompt: "Enter Line # to change,DELETE to Delete, 0 to Accept" followed by a text input field containing "XXXXXX".

Below the form is a navigation bar with buttons: "MDS INQ.", "AR INQ.", "HELP", "OK/END", "INSERT", "LDELETE", "PREV PG", "NEXT PG", "INQUIRY", "CANCEL", "Off", and "Popup".

The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Micro..., Internet Ex..., AccuTerm 2K2..., SSSI.TEST - [ti..., Document1 - Mi...), and the system clock showing 2:17 PM.

Customer: Enter your customer number or use the lookup function to select your customer.

Ship To : Enter your shipto code, use the lookup, or enter manually.

Reason – Choose the reason code for the credit memo. Click on the drop down arrow to select the reason code.

Return# - Hit <ENTER>.

Invoice# - Enter your invoice number, 01510335.

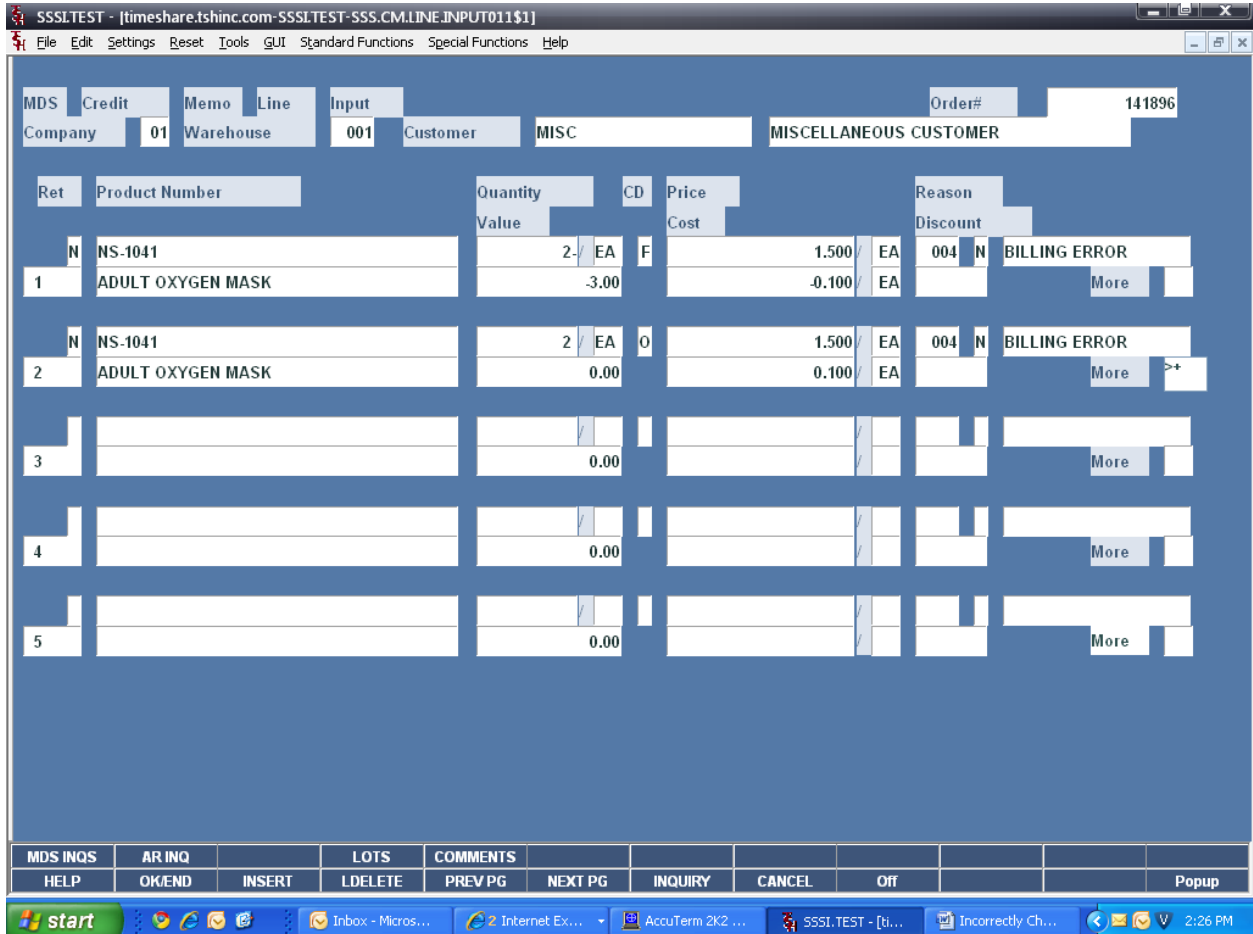
You may hit <ENTER> through the remaining fields, or enter data if you choose.

At the prompt:

Enter Line # to change, DELETE to Delete, 0 to Accept:

Enter '0' and hit <ENTER>.

You are now on the Line Items screen.



Reason Code – Hit <ENTER> on this field, this data is coming from the Header screen.

Product Number – Enter your item number, NS-1041.

Quantity – Enter the item quantity, 2.

Hit <ENTER> through the remaining line items.

Next, you will be on **line two**, on the field for Reason Code. Hit <ENTER>.

Product Number – Enter your item number again, NS-1041.

Quantity – This time enter -2. We are doing the opposite quantity.

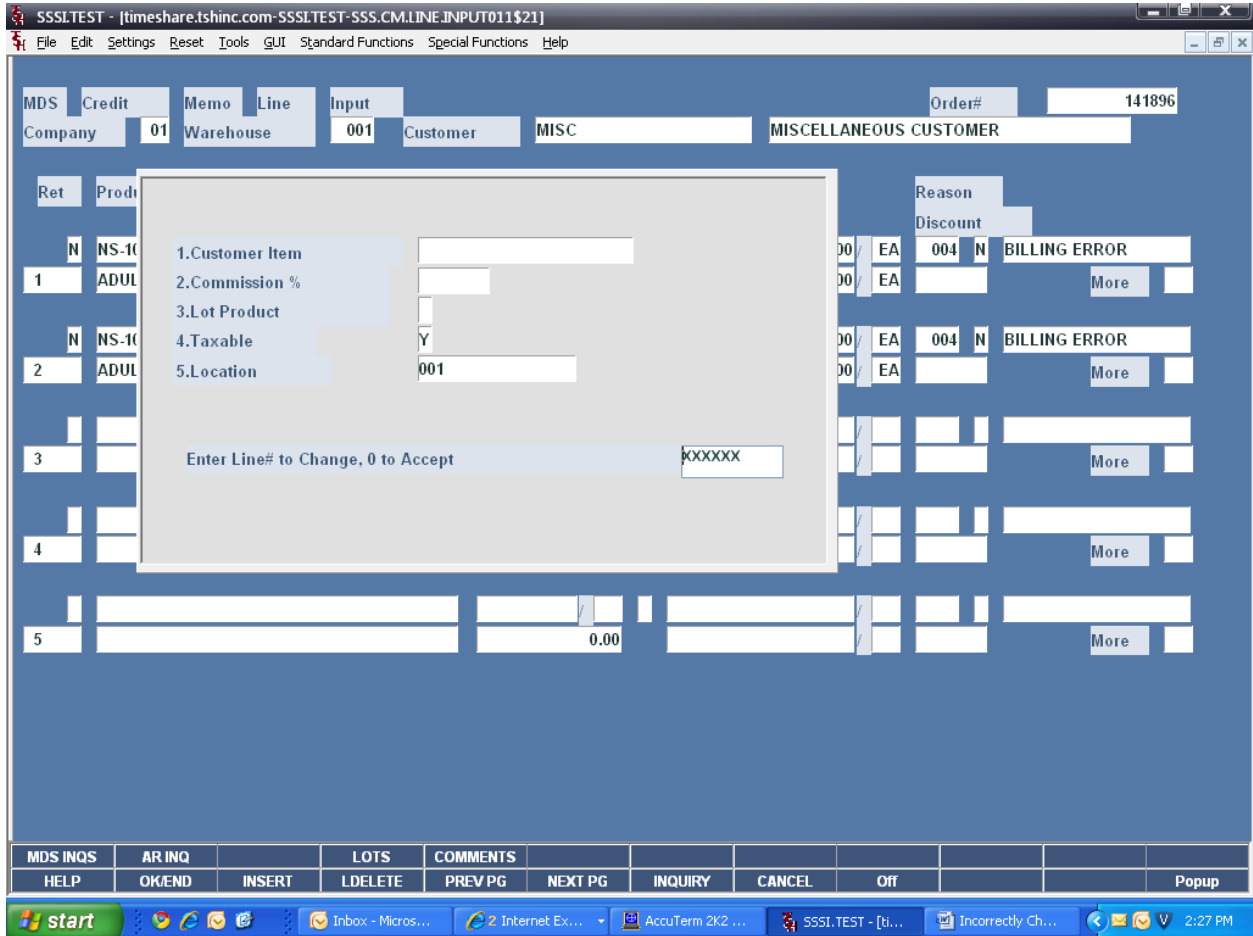
UM – Hit <ENTER>.

CD – Enter “O” to override the price. (This is similar to PO Entry when overriding the cost.)

Price – Just re-enter your price and hit <ENTER>.

Hit <ENTER> until you get to the field labeled “More”. Then type ‘+’ and hit <ENTER>.

You will now see this screen:

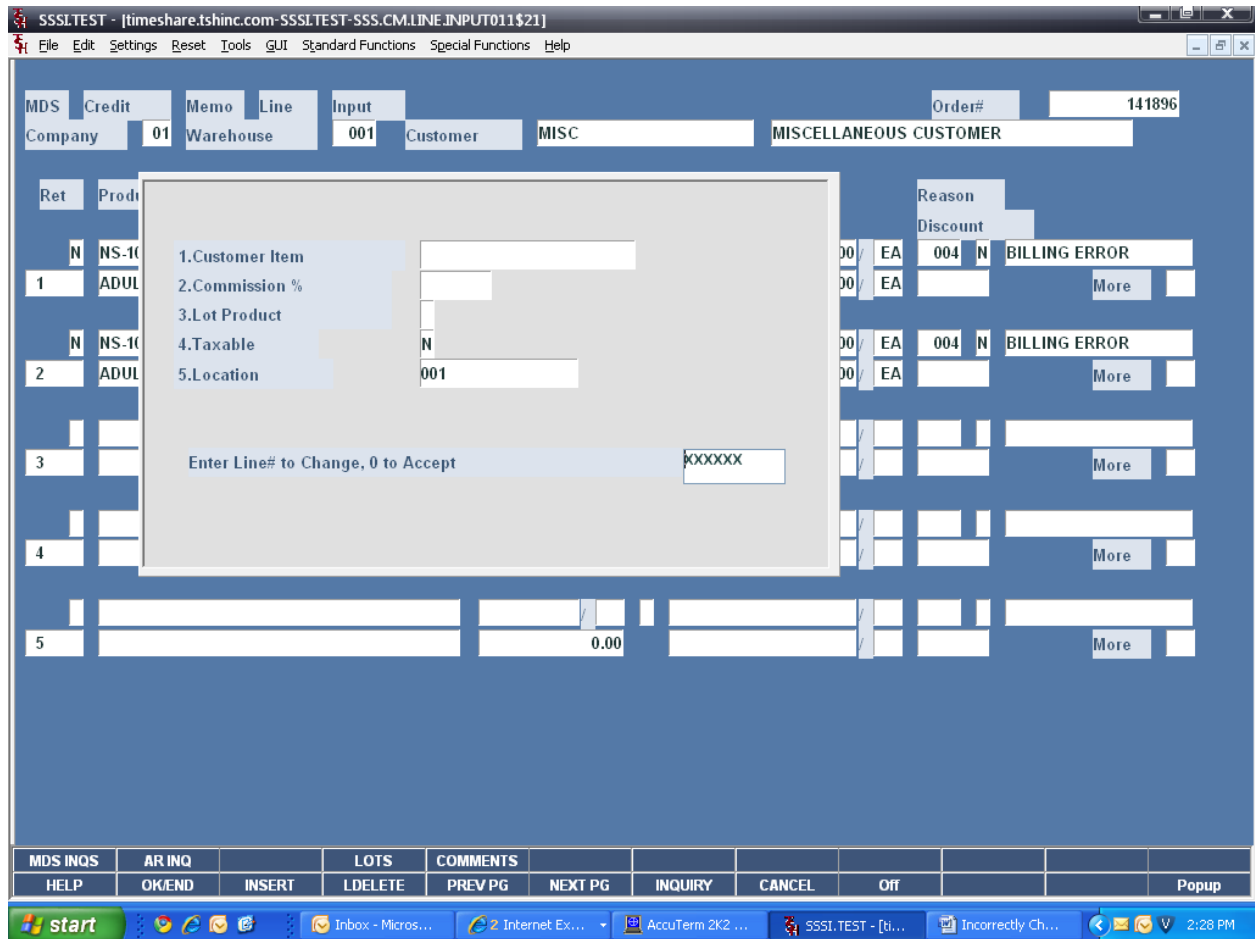


We need to change line 4, Taxable, from a ‘Y’ to ‘N’.

Both click on the field, or type 4 and hit <ENTER> to access the field.

Next type ‘N’ and hit <ENTER>.

The field should now look like:



Now, type '0' and hit <ENTER> to accept your changes.

You will be at this screen, sitting on line # 3:

SSSITEST - [timeshare.tshinc.com-SSSITEST-SSS.CM.LINE.INPUT011\$1]

File Edit Settings Reset Tools GUI Standard Functions Special Functions Help

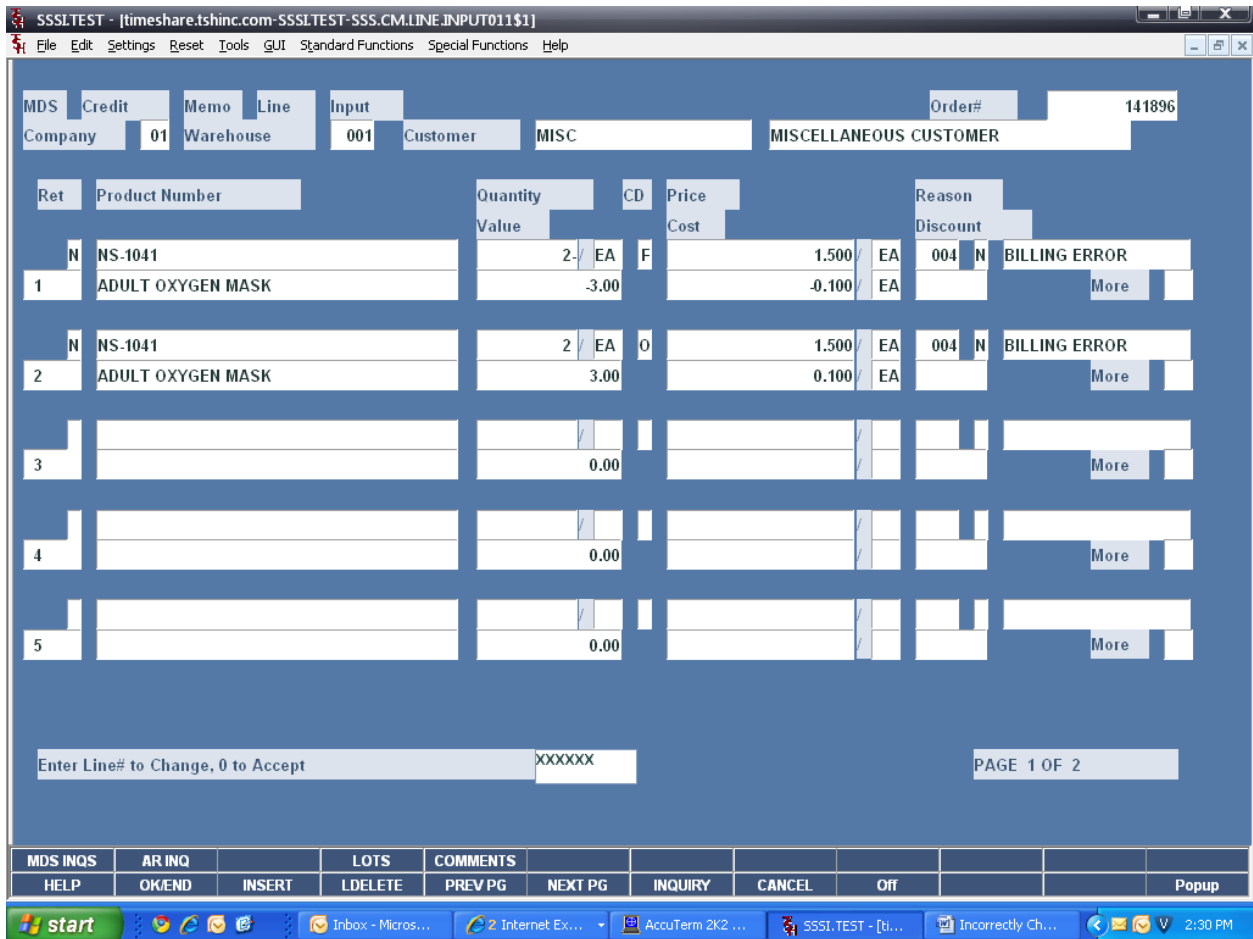
MDS Credit Memo Line Input Order# 141896
 Company 01 Warehouse 001 Customer MISC MISCELLANEOUS CUSTOMER

Ret	Product Number	Quantity	CD	Price	Reason
		Value		Cost	Discount
N	NS-1041	2 / EA	F	1.500 / EA	004 N BILLING ERROR
1	ADULT OXYGEN MASK	3.00		-0.100 / EA	More
N	NS-1041	2 / EA	0	1.500 / EA	004 N BILLING ERROR
2	ADULT OXYGEN MASK	3.00		0.100 / EA	More
					NNN
3		0.00			More
4		0.00			More
5		0.00			More

MDS INQS	AR INQ	LOTS	COMMENTS						
HELP	OK/END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	CANCEL	Off	Popup

start | Inboxes - Micros... | 2 Internet Ex... | AccuTerm 2K2 ... | SSSI.TEST - [ti... | Incorrectly Ch... | 2:29 PM

Click on the CANCEL button one time.



At the prompt:

Enter Line# to Change, 0 to Accept:

Type '0' and hit <ENTER>.

You will now be on the Total screen.

SSSITEST - [timeshare.tshinc.com-SSSITEST-SSS.CM.TOT.INPUT010\$1]

File Edit Settings Reset Tools GUI Standard Functions Special Functions Help

CO 01 Whse 001 Customer MISC MISCELLANEOUS CUSTOMER

Order# 141896

Lines	Ship Qty	Dollars
2		0.00

Order Date 01/14/11

1. Trade Disc% 0.00 0.00

2. Ship Via 01 UPS

3. Ship Zone 001

4. Freight 8.65

5. Tax Juris 1 AUSTIN, TX

Tax % 8.250 On .1165 0.96

6. Misc Charges 0.00

7. Cash Disc% 0.00 0.00

Total 9.61

8. Salesman 001 SY FERTIG Commission % 0.00

Enter Line# to Change, or 0 to Accept Credit Memo kXXXXX

MDS INQ.	AR INQ	DETAIL	CANCEL							
HELP	OK/END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	CANCEL	Off		Popup

start | Inboxes - Micros... | 2 Internet Ex... | AccuTerm 2K2 ... | SSSI.TEST - [t... | Incorrectly Ch... | 2:31 PM

Remember to enter your freight amount, since that tax code charges freight.

At the prompt:

Enter Line# to Change, or 0 to Accept Credit Memo:

Type '0' and hit <ENTER>.

Your credit memo will either print directly to the printer, or to Report Capture. Remember to click on "VIEW" to access it.

Remember to change your customer back to non-taxable, if you originally changed it.