

Ascente

Creating Credit Memos

Service Dispatch & Job Cost

March 19, 2015

Ascente Service Dispatch and Job Cost Creating Credit Memos

<u>Overview</u>

This document will detail the steps required to produce accounts receivable credit memos for both the Ascente Service Dispatch and Job Cost modules. Ascente interfaces with the Traverse accounting system. The invoices created in the service and job cost modules will end up in the Traverse accounting system once processed in Ascente. Credit memos need to be created in Ascente just as the invoices were. The process is very similar.

Occasionally we see operators try and bypass Ascente and just enter the credit memo directly in the Traverse – Accounts Receivable module. That would fix the accounts receivable for the customer, but would not update back to Ascente. The Ascente sales analysis, job cost and sales tax reports do not reflect credit memos generated directly from Traverse. The general ledger postings would probably also be incorrect.

In situations where service orders are invoiced using the incorrect invoice date, you need to do the following:

- 1. Use the process detailed below to create a credit memo using the same incorrect date as the original invoice(s) to reverse the postings and history records.
- 2. Create a new service order and process it exactly as the original one was done, but use the correct invoice date this time.

The bottom line is that you must generate the credit memos through Ascente using the same method as the invoice being credited was. This will assure that everything in both Ascente and Traverse will both correctly reflect the credit memo.

Assumptions

This document assumes that you are familiar with invoice processing in the Ascente Service Dispatch and Job Cost modules and that the credit memo being created is for invoices that were generated through Ascente.

Ascente Invoicing Programs

- Service Dispatch Billing
- Job Cost Job Contract Billing
- Job Cost Job Time and Material Bill

Each of these methods will be reviewed and a detailed explanation of how to create credit memo will be provided.



Service Dispatch - Credit Memo Creation

Step #1:

Run the Ascente / Service Dispatch / Inquiry / Service Order History and select the service order history record to create a credit memo for.

2002102101 221112	
Lookup By	Invoice
Jobsite	
Invoice	CA000106
	<u> </u>
	12/19/2014 11:46 AM
	mula a Anglen I l'atamu du audmu

Figure 1: Service Order History - Inquiry

Step #2:

Click on the **[Copy To]** button to create a credit memo – service order based on the service order history record that was selected.

😂 Service Order History Inquiry for Jobsite 28 Centerpointe Dr. 👘	Click on the Conv Tol button and
	a new service order will be created.
Service Order History CA000106 Call Take	en By: sa 🛛 🚽 Date 2/18/2014 🚽 Time 04:30 PM 🕂
General Billing Invoice Tech Log	
Trouble	Service Order
Trouble No Heat Type Heating	Comments
Problem The heater is not giving off hot air.	<u> </u>
<u></u>	Ad MarketConsult Terms COD
Jobsite	Price Level Regular Tax Group ID LA
Jobsite 28 Centerpointe Dr.	Branch California Dept Service
Name White, Aaron	Maint Billable PO
Address 1 28 Centerpointe Dr.	Own/Rent Age
Address 2	Invoice CA000106 Type Invoice
City Walnut Region CA	Scheduling
Postal Code 91789 🔍 🚬 Country USA UNIT 💌	Technician Billy B.
Email awhite@yahoo.com	Status Closed

Figure 2: Service Order History record.

The new service order will be a copy of the original with the following exceptions:

- The new service order will be the same as the old one except that the characters '-CM' will be appended to it.
- The 'Type' field will be set to 'Credit Memo'.



🗐 Call Taking	
	> • • > 2 B + • > 2 B •
Service Order CA000106-CM Q A Call	P te 12/19/2014 ▼ Time 11:50 AM
General Billing Invoice Tech Log Scheduling CA0	e original service order number was 000106. This credit memo - service
Trouble orde	er number is CA000106-CM.
I rouble No Heat Type Heating	
Problem The heater is not giving off hot air.	
	Ad MarketConsult Terms COD COD Du
Jobsite	Price Level Regular 💌 Tax Group ID LA La County 💌
Jobsite 28 Centerpointe Dr.	Branch California 💌 Dept Service 💌
Name White, Aaron	Maint Billable PO
Address 1 28 Centerpointe Dr.	Own/Rent Age
Address 2	Invoice CA000106-CM Type Credit Memo
Q City Walnut Region CA	Scheduling
Postal Code 91789 Q	Technician Billy B. 🔍 Status Open 🔽
Email awhite@vahoo.com	Priority Regular
	Zone Los Angeles The 'Type' is set to 'Credit Memo'
Primary (909) 555-1826 Aaron	Est. Hours 1.50 Sch. Hours: 0.00
	Prom Date 12/19/2014 -
Castach	Prom Time Anytime
Call First Primary Caller Aaron	Scheduled:

Figure 3: Newly created service order as a credit memo by clicking on the [Copy To] button.

Step #3:

You now will have to enter the detail to be credited on the work order associated for this service order. You may need to add the work order record if it does not exist.

Work Order Entry – General Tab

Work Orders	
	1
Work Order 0010001CM Service Order 0010001	
Work Order Subtotal: 0.00 Credit Memo Subtotal::	0.00 123 Main St
Main Service Order Detail Invoice Amounts	<u>Recalc Pricing</u> Recalc Ta <u>x</u> es
Work Order	
Description This is a credit memo of \$100 of labor sales per James.	
Status Closed	
Date 1/23/2008	
Technician John Fig	
Location ID CA0001 OAK	
Component (None)	
New Record	1/23/2008 4:14 PM



Work Order Entry – Detail Tab	The unit price is the amount being credited. Note that no negative amounts are entered here or in the quantity field. Because the service order is flagged as a credit memo, the negative amounts are assumed.
Main Service Order Detail Invoice Amounts Item ID Description	Additional Descriptio
Labor	
Location ID Bill Type Tax Class Component CA0001 OAF Labor 0 Co (None)	t Qty Shipped GL Accts
No cost is entered here because you are not recovering your original costs.	Cost Unit Price Extended Price Lomm 0.00 100.0000 100.00 P0 Info
Line Item ID Description Location ID	Bill Type Qty Shipped Unit Price Extended Price
Labor Labor CAUUU1	Labor 1.0000 100.0000 100.000
<pre></pre>	
	1/23/2008 4:19 PM

Figure 5: Enter the detail to be credited. Do not enter any negative amounts.

Work Order Entry Involce / Intolne Tab			
🗐 Work Orders			_ 🗆 ×
			P 🎯 🕒 🔸
Work Order 0010001CM Service Order 0010001CM			
Work Order Subtotal: 100.00 Credit Memo Subtotal: 1	00.00 123 Main S	; 	
Main Service Order Detail Invoice Amounts		Recalc Pricing	Recalc Ta <u>x</u> es
Payments Invoi	ice Totals		
Method ID Reference Amount	Subtotal:	100.00	
	Sales Tax:	6.00	
	Total:	106.00	
	Invoice Amount	106.00	
	Variance:	0.00	
	Due Amount:	106.00	
	Use Tax:	0.00	
		F6 Maint 1/23/2008	4:27 PM
Figure 6: Verify that the tax and total are correct.			

Work Order Entry - Invoice Amounts Tab

Step #4:

Now you will need to process this using the *Service Dispatch / Journals / Prebill* process just as you do for normal invoicing.

Step #5:

The batch created in Traverse from the previous step will need to be verified and posted. You will need to run the *Traverse / Accounts Receivable / Transaction Journals / Miscellaneous Credits Journal* to verify the batch totals.

Step #6:

You will need to run the *Traverse / Accounts Receivable / Transaction Journals / Post Transactions* to post the batch just as you would for a batch of service invoices.

You have completed the process of creating a service credit memo.



Job Cost- Credit Memo Creation Using Job Contract Billing

Step #1:

Assuming that the job that you want to issue a credit memo against still exists, run the *Ascente / Job Cost Transactions / Job Contract Billing* program and enter the job number to be credited. In this example you can see that the job OR403 for \$10,000 has been billed for 50% which is \$5,000. Lets assume that we want to create a credit memo for the \$5,000.

Job Contract Bil	ling							
🗐 Job Contract Billing E	ntry							
4 I I I I I I I I I I I I I I I I I I I	🕨 🗟 🖉 😰	🗍 🕥 🢡						
Job OR403	্	🔍 Dacula Tow	ers					Invoice
Phase	7	Total Dollars:	10,000.00	% Con	nplete: 50,00	Dolla	rs Complete:	5,000.00
Customer BillsPropM	A Bill's P	roperty Manageme	ent					
Description	Subtotal	Total Dollars	% Last Period	% Complete [Dollars Complete	Contract Date	Contract Type	Bill Distrit
Install Cooler Unit		10,000.00	50.00	50.00	5,000.00	1/1/2008	Contract	Mechani
	Note that this job of \$5,000.	is 50% billed f	or a total					
New Becord							1/23/200	18 5:01 PM
Hom Hoodra							17207200	0.01110

Figure 7: Original invoiced for \$5,000

Job Contract Billing

🗐 Job Contract Billing Entry								_ 🗆 🗵
4 I I I I I I I I I I I I I I I I I I I	0	0 🕥 💡						
Job OR403	্	🔍 Dacula Tow	iers					Invoice
Phase	7	Total Dollars:	10,000.00	% Com	plete: 50.00	Dolla	ars Complete:	5,000.00
Invoice Customer BillsPropM	🔍 Bill's Pr	operty Manageme	ent					
Description	Subtotal	Total Dollars	% Last Period	% Complete) ollars Complete	Contract Date	Contract Type	Bill Distrit
Install Cooler Unit		10,000.00	50.00	0.00	0.00	1/1/2008	Contract	Mechani
			To crea reduce credit n Compl	ate the credit the % Comp nemo will be a ete is reduce	memo for the lete or Dollar created for th d by.	\$5,000 you rs Complete e amount the	just need to e values. A at the Dollar s	5
								•
Changed: sa 172372008 5:02:00 PM							17237200	8 5-02 PM

Figure 8: Reduce the '% Complete' or 'Dollars Complete' for the amount to be credited.



Step #2:

From this point, the credit memo is processed just as invoices are. You need to print the invoice by clicking on the [Invoice] button and then update it by clicking on the [Update] button from the invoice printing form.

Step #3:

The batch created in Traverse from the previous step will need to be verified and posted. You will need to run the *Traverse / Accounts Receivable / Transaction Journals / Miscellaneous Credits Journal* to verify the batch totals.

Step #4:

You will need to run the *Traverse / Accounts Receivable / Transaction Journals / Post Transactions* to post the batch just as you would for a batch of service invoices.

You have completed the process of creating a job cost credit memo through the Job Contract Billing program.



Job Cost- Credit Memo Creation Using Job Time and Material Bill Program

Step #1:

Assuming that the job that you want to issue a credit memo against still exists, run the *Ascente / Job Cost Transactions / Job Time and Material Bill* program and enter the job number to be credited. The most important thing to remember here is just to set the 'Type' field in the header to be 'Credit Memo'. From this point forward, this credit memo is processed just as any regular invoice is through this program.

Job Time and Mate	erial Billing Entry			
I	▶ ▶ 🗟 🖉 🖸 💱 💡			
Job	OR404 Q Dacula Towers			Invoice
Phase		Subtotal:	0.00	<u>R</u> ecalc Pricing
Invoice Number	(New) I Pre Credit Memo	Sales Tax: Total:	0.00 0.00	Recalc Ta <u>x</u> es
<u>Main</u> <u>D</u> etail <u>T</u> otals				
- Job Invoice Date Customer	1/24/2008 • BillsPropM	The 'Tyme' field must	he get to (Cro	adit.
- Invoice	went	Memo'		
Terms	Net30 0% Disc, Net 30			
Tax Group ID	CA California State	be used for this credit		
Dist Code	D001 Domestic Customer 💌 memo in the 'In	voice Date' field.		
Cust Level	Test Altos Servers Company 💌			
Price ID	R1 Desc1			
Currency ID	DOLLAR US Dollar Verify that this is the conditional abandon it if a	customer to be		
Bill Distribution	Mechanical	lecessary.		
Invoice Report Name	Job Time & Material Invoice - D			v
New Record			1/24	1/2008 8:39 AM

Job Time and Material Billing Entry – Main Tab

Figure 9: Enter the job number and set the 'Type' to be 'Credit Memo'. All other values will default from how the job was setup. You can change any of them if necessary.



JOD TIME and Material Billing Entry – Detail Ta	Job	Time a	and Mat	erial Billin	a Entry –	Detail Tal	b
---	-----	--------	---------	--------------	-----------	------------	---

Job Time and Material	Billing Entry					_ 🗆 ×
	▶ ★ 🔞 🕗 🗈 👽 💡 104 Cancel Changes (Ctrl+F12)	Plea Dacula To	ase note that used because	negative quant e they are assu	ities are med on a	Invoice
Phase Phase Invoice Number OCC	עד דעספ איז דעספ	e Credit Memo		Subtotal: Sales Tax: Total:	500.00 30.00 530.00	<u>R</u> ecalc Pricing Recalc Ta <u>x</u> es
Date Loc 1/24/2008 V CA0001	Item Descri Clabor ation Unit Tax Class OAKI HR O Co	ption	Labor is being y G/L Account OGS Labor	Additional Descri credited per James Bill	ption Distribution cal	► <u>OK</u> <u>U</u> ndo
Cost Code	Cost Distribution Update JC	Quantity U 5.0000	Init Cost Ext 0.0000	ended Cost 0.00	Unit Price 100.0000	Extended Price 500.00
Line Item 1 Labor	Item Description Labor	Quantity 5.0000	Unit Cost E 0.0000 Plance	ease note that r	Unit Price 100.0000 Degative quan they are assi	Extended Price Co 500.00 10 tities are umed on a
Created: 1/24/2008 8:50:14 AM	4 Changed: sa 1/24/2008 8:50:13 AM				112	24/2008 8:55 AM

Figure 10: Enter the line items to be credited.

Step #2:

From this point, the credit memo is processed just as invoices are. You need to click on the [Invoice] button and then print and review the register by clicking on the [Register] button. Print the credit memo by clicking on the [Invoice] button and then update it by clicking on the [Update] button from the Job Time and Material Billing Invoice & Update form.

Job Time and Material Billing Invoice & Update Form

f	Job Time and Mat	erial Billing Invoice & Update	×
	- Select Report Values-		Register
l	Job:	OR404	
	Phase:		Print Invoice
l	Invoice:	0C010002	<u>U</u> pdate
	Customer:	BillsPropM	
l	Invoice Date:	1/24/2008	<u> </u>
	Register Report Name	Job Time & Material Register	
l	Invoice Report Name	Job Time & Material Invoice - De 💌	
I			2472008 9:04 AM

Figure 11: This is available when the [Invoice] button is clicked. This is where the register and credit memo are printed and then updated.



Step #3:

The batch created in Traverse from the previous step will need to be verified and posted. You will need to run the *Traverse / Accounts Receivable / Transaction Journals / Miscellaneous Credits Journal* to verify the batch totals.

Step #4:

You will need to run the *Traverse / Accounts Receivable / Transaction Journals / Post Transactions* to post the batch just as you would for a batch of service or job cost invoices.

You have completed the process of creating a job cost credit memo through the Job Time and Material Billing Entry program.

