



Ascente

Creating Credit Memos
Service Dispatch & Job Cost

March 19, 2015

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Service Dispatch and Job Cost
Creating Credit Memos

Overview

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.

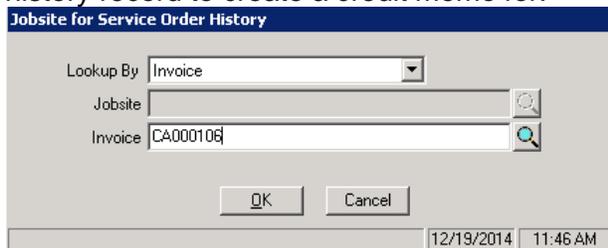


Figure 1: Service Order History - Inquiry

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.

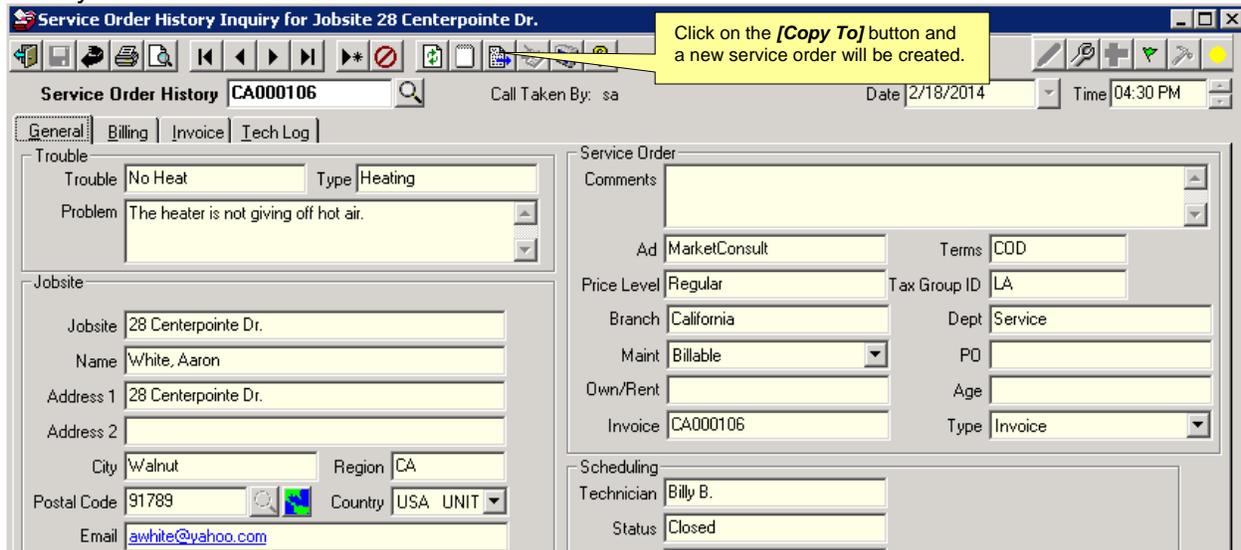


Figure 2: Service Order History record.

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'.

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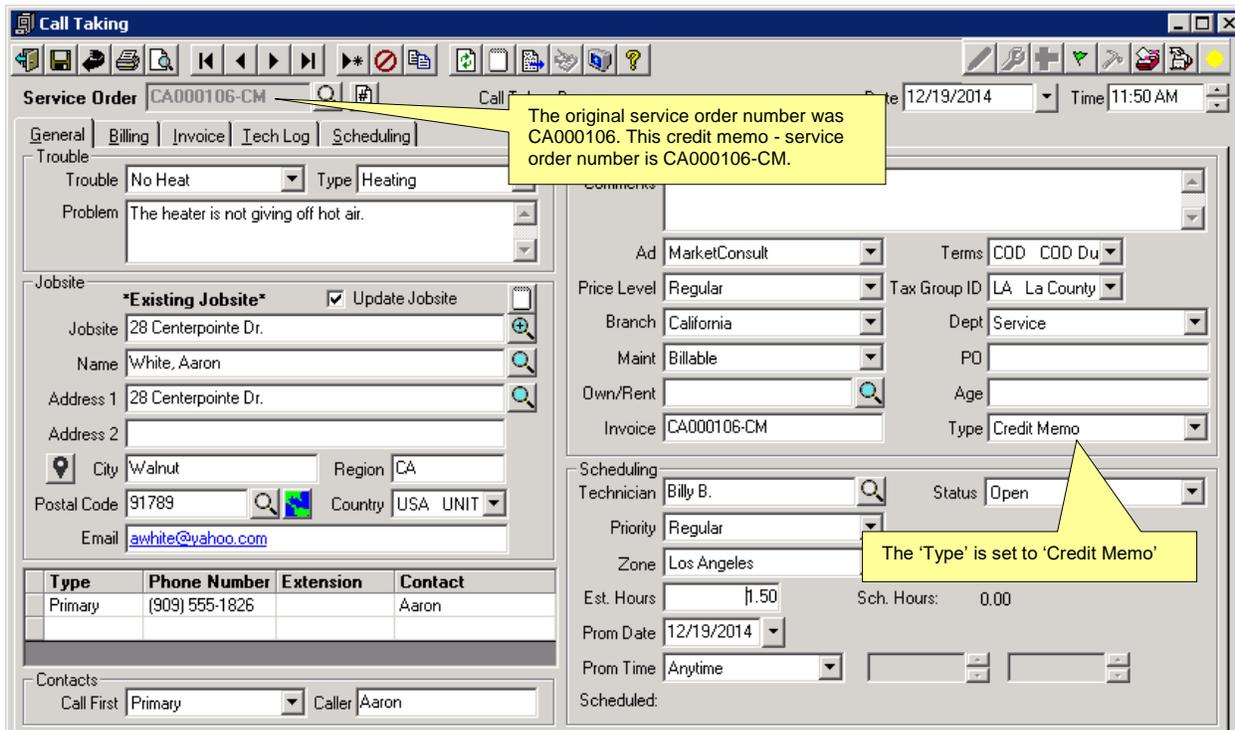


Figure 3: Newly created service order as a credit memo by clicking on the [Copy To] button.

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

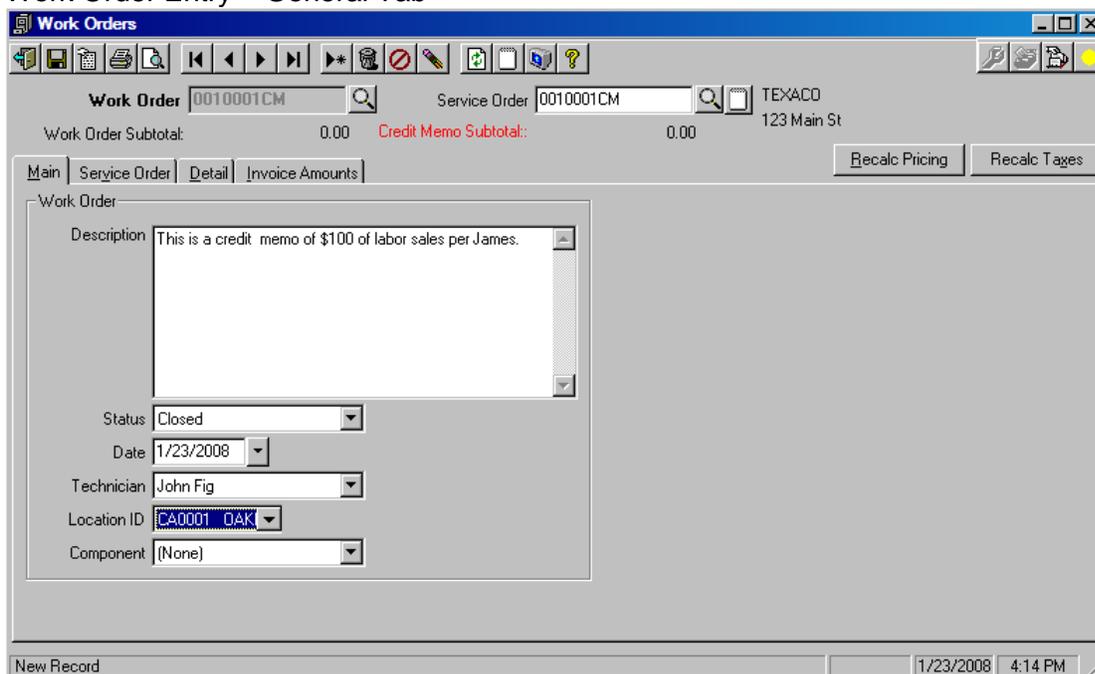


Figure 4: Work Orders [General] tab

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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.

No cost is entered here because you are not recovering your original costs.

Line	Item ID	Description	Location ID	Bill Type	Qty Shipped	Unit Price	Extended Price
1	Labor	Labor	CA0001	Labor	1.0000	100.0000	100.00

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

Work Order Entry – Invoice Amounts Tab

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

Figure 6: Verify that the tax and total are correct.

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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.

Ascente Job Cost Creating Credit Memos

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 Billing

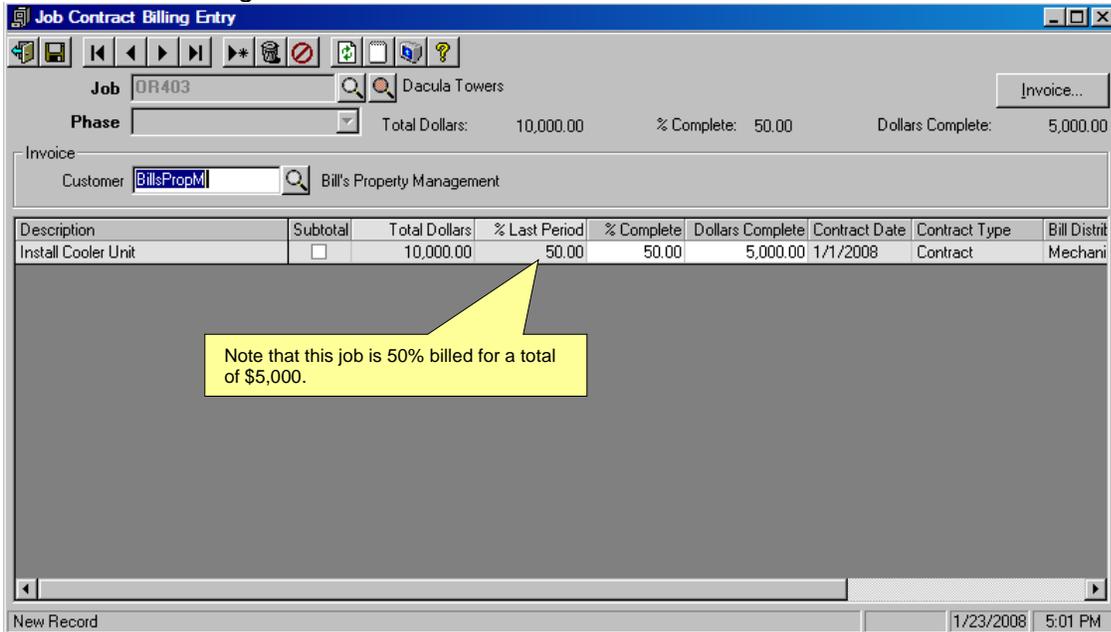


Figure 7: Original invoiced for \$5,000

Job Contract Billing

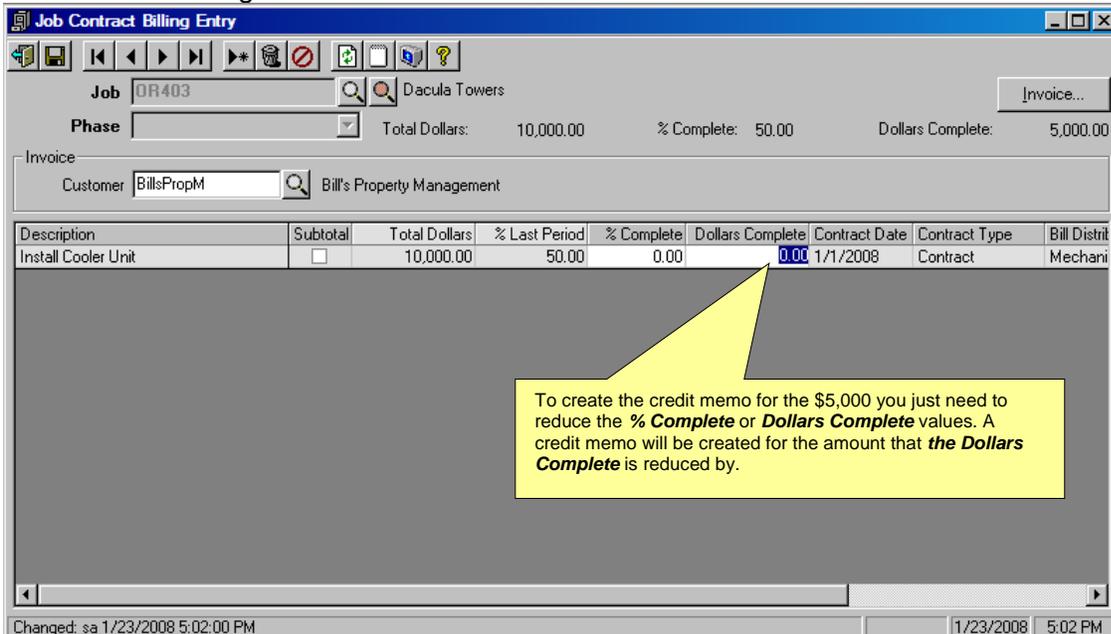


Figure 8: Reduce the '% Complete' or 'Dollars Complete' for the amount to be credited.

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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.

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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 Material Billing Entry – Main Tab

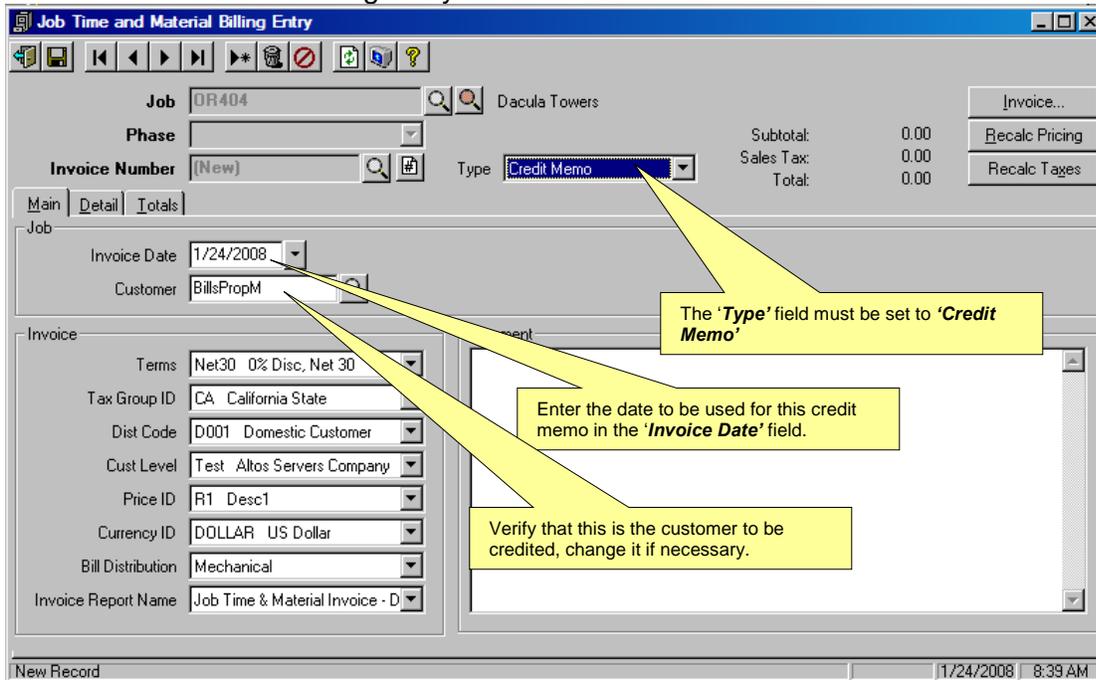


Figure 9: Enter the job number and set the 'Type' to be 'Credit Memo'. All other values will default from how the job was setup. You can change any of them if necessary.

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Job Time and Material Billing Entry – Detail Tab

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

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

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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.