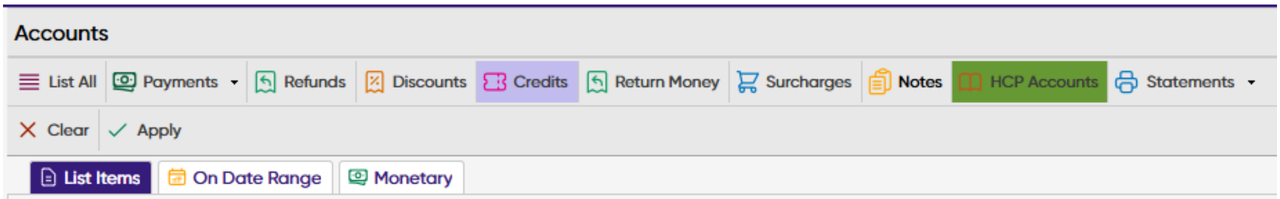
Credits

10/08/2026 8:25 am BST

The Credits screen allows you to credit money back to a client account when returning items or quantities incorrectly sold out.

Details

To apply a credit to an account, enter the Accounts Screen and select the 'Credits' button. The Credit Screen consists of three tabs: 'List Items', 'On Date Range' and 'Monetary'.

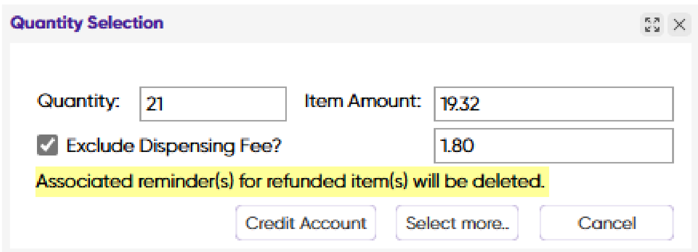


List Items Tab

This tab allows you to Credit selected items to reduce the client's balance, often when items are no longer needed or were added incorrectly.

Credit an Item

1. Select the tick box in the 'Select' column for the item you wish to credit.
2. A prompt will appear, enter the 'Quantity' being returned.



Note: *If crediting more than one item, select the 'Select More' button and select another item/s.*

3. Tick or untick 'Exclude Dispensing Fee

4. Select 'Credit Account' after the selection of all items.

5. A prompt will appear, this will prompt if the items selected should be returned to stock or not. Select 'Yes' or 'No'.

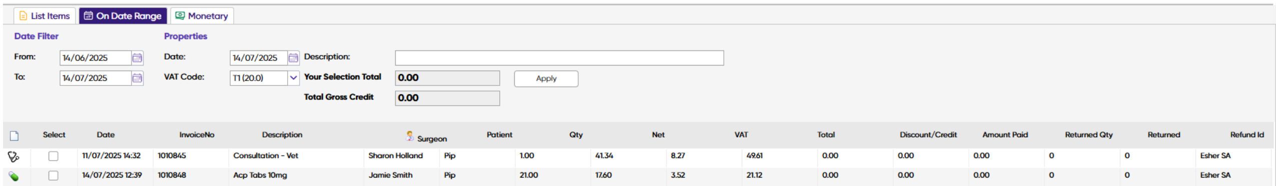
6. If selecting 'Yes', select the Stock Centre you are returning stock to and select 'OK'.

7. The Credit transaction will appear on the Accounts Screen.

On Date Range Tab

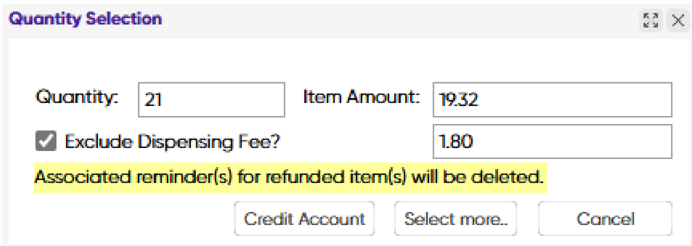
This tab allows you to Credit items within a selected date range to reduce the client's balance, often when items are no longer needed or were added incorrectly.

To start crediting select the From and To date fields to limit how many items you can see.



Crediting by Date Range

1. Select Dates From and To.
2. Select the item/s you wish to credit by placing a tick in the 'Select' column.
3. A prompt will appear, enter the Quantity being returned.



Note: *If crediting more than one item, select the 'Select More' button and select another item/s.*

4. Select 'Credit Account' after the selection of all items.

5. A prompt will appear, this will prompt if the items selected should be returned to stock or not. Select 'Yes' or 'No'.

6. If selecting 'Yes', select the Stock Centre you are returning stock to and select 'OK'.

7. The Credit transaction will appear on the Accounts Screen.

Monetary Credit Tab

This tab allows you to credit items by a user-defined value. Credits can be applied by a manual value entered by the user or by a pre-defined value. Pre-defined credits can be configured by system administrators within the Accounting library.

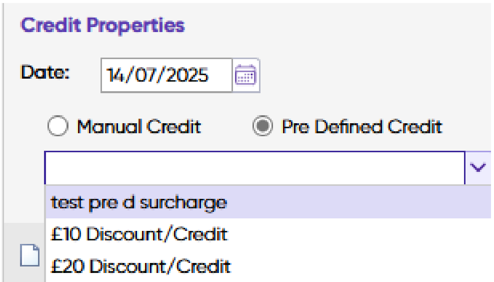
Monetary Crediting

1. Enter a Date, a Description and Credit Amount.
2. Select the items you wish to allocate the credit against.
   Note:

3. *Not selecting items will allocate the discount against the oldest outstanding invoices.*
4. Select the 'Apply' button.
5. The discounts will be added to the Clients Account.

Pre-defined Credit

These are set up within the Accounting libraries and the amounts are set and cannot be changed/modified at the time of applying them.

1. Select the 'Pre-Defined Credit' option
2. Select a pre-defined credit from the drop-down list.
3. Select the items you wish to allocate the credit against
4. 

   Note: Not selecting items will allocate the credit against the oldest outstanding invoices.
5. Select the 'Apply' button.
6. The credits will be added to the Clients Account.