

## To Record Sales Returns (Returns In)

1. Click **Customers > Create adjustment notes/refunds**.

Customer: Job [ ] Template [ ] Print Preview [ ]  
Custom Adjustment... [ ]  
Date: 04/01/2008 Credit No.: 1  
Customer [ ] P.O. No. [ ]  
Item Description Qty U/M Rate Tax TAX Amt Amount  
Customer Message [ ] Total Taxes: 0.00  
Total: 0.00  
Remaining Credit: 0.00  
To be printed  To be emailed  Amounts include tax   
Customer Tax Code [ ]  
Memo [ ] Save & Close Save & New Clear

2. Click **To be Printed** to remove the tick.
3. Use the drop-down lists for the customer name and item returned to complete the document. Adjust the date.
4. Click **Save & Close**.

## To Record Purchases Returns (Returns Out)

1. Click **Suppliers > Receive items and enter bill**.

Enter Bills Type a help question Ask How Do I? [ ] [ ] [ ]  
Previous Next Find History Journal  
Credit  
Sup... Date: 04/01/2008  
Ref. No.:  
Credit Amount: 0.00  
Memo:  
Expenses \$0.00 Items \$0.00  
Item Descri... Q U/M Cost Tax Net Amt T... Custo... Billa...  
Select PO Receive All Show PO  
Supplier Tax Code [ ] Total Taxes: 0.00  
Amounts include tax   
Clear Sp... Recalculate Save & Close Save & New Clear

2. Click **Credit** to change the document from an invoice to a credit note.
3. Complete the document. Click **Save & Close**.

## To Record Bad Debts

1. From the **Customers** menu, select **Receive Payments**.
2. Enter the date.
3. Use the drop down list to select the customer from whom you incurred the bad debt.
4. Leave the amount field at 0.00
5. Click **Discounts & Credits**
6. If an account for Bad Debts has not already been opened, go to **Lists > Chart of Accounts > Account > New** to open this account. Use the pull down list in the **Discount Account** field and select the Bad Debts account.
7. Enter the amount of the bad debt in the **Amount of Discount** field
8. Click **Done** in the **Discount & Credits** window.
9. In the Receive Payments window, click **Save & Close**.

## To Open an Account For a New Customer

1. Click on the menu bar at the top of the screen **Customers > Customer Centre**.
2. At the top of the box, click **New Customer & Job > New Customer**.

3. Complete the boxes with the information relating to the new customer (with no opening balance).  

(The last name of the customer should be entered in the box **Customer Name** at the top of the box. This is then recorded on the list of customers. The details completed in the other fields are required so that they can be shown on the documents when the name of the customer is accessed from the drop-down list.) In the **Bill to** box, press **Enter** at the end of each line to move to the new line of address.
4. Click **OK**.

## To Record A New Stock Line

1. Click **Lists > Item list** from the menu bar at the top of the screen.
2. At the bottom of the box, click **Item > New**.

The screenshot shows a software dialog box for creating a new stock line. The 'Type' dropdown is set to 'Inventory Part'. The 'Purchase Information' section is populated with 'Cost of Goods Sold' for the COGS Account. The 'Sales Information' section has 'Income Account' set to 'Sales'. The 'Inventory Information' section shows 'On Hand' and 'Total Value' as 0.00, and the 'As of' date as 04/01/2008.

3. Select **Inventory part** from the list of types of items.
4. Type the details of the new stock item.
5. Select **Sales** from the drop-down list of income accounts.
6. Select **NCG** for Purchase tax code and **GST** for sales tax code.
7. Click **OK**.