



Agency Credit Order and Recreate

Purpose of this document

This process provides an easy method to reverse a Posted Agency Invoice and replace it with an open Agency Order. This process is normally needed to reverse an Agency Order that was posted incorrectly – for example missing Delivery Fees or a Grant application. This new function will create and post an Agency Return Order/Credit Memo (which is applied to the Posted Invoice) and then create a replacement Agency Order.

Ceres Object release 5.00.00 & 5.00.54 are required for the functionality described in this document.

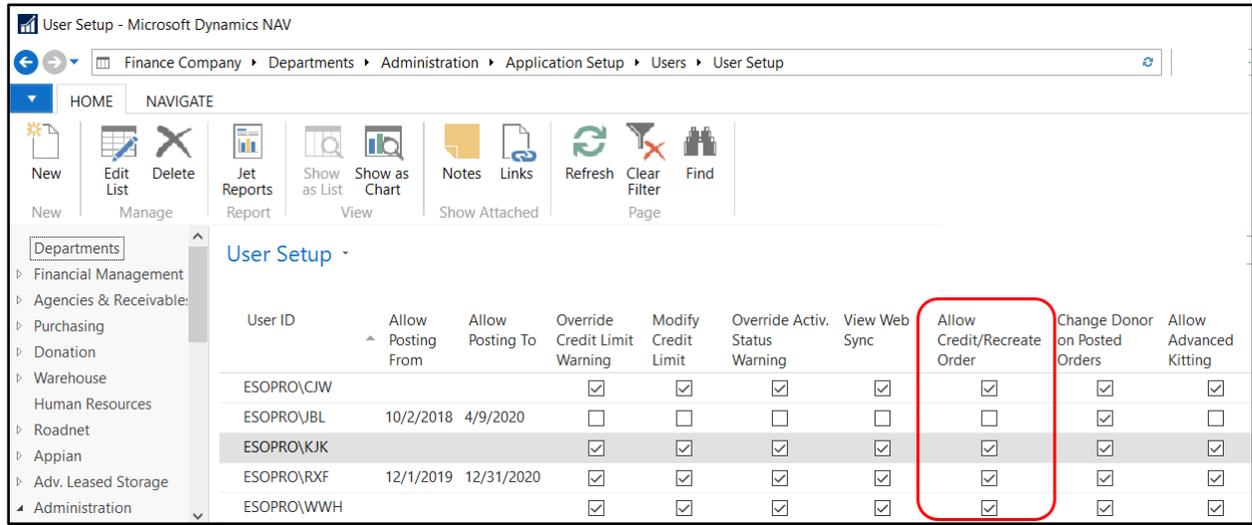
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Initial Setup

The ability to credit a Posted Agency Invoice and recreate a new order is controlled on a per user basis. To allow users to use this functionality, go to Departments → Administration → Application Setup → Users → User Setup

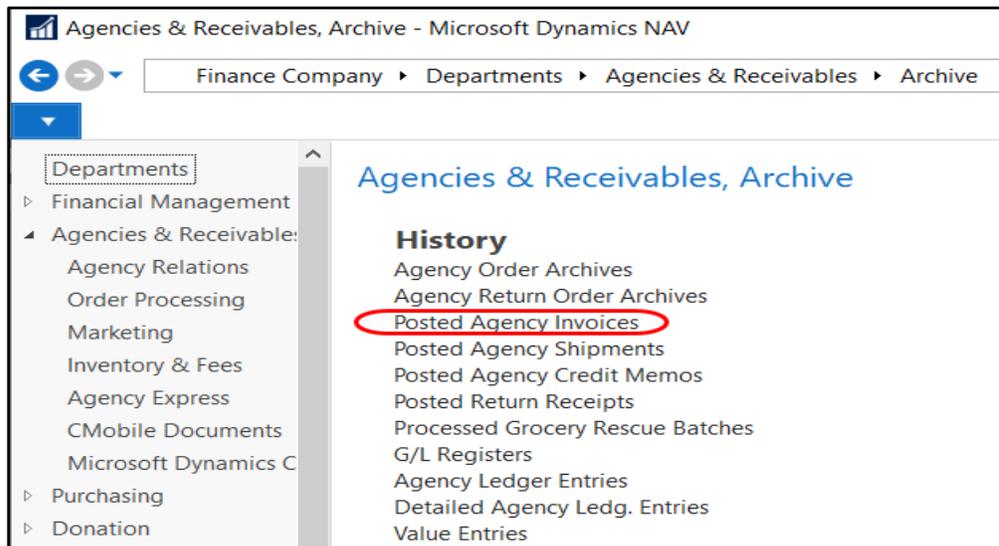
1. Place a checkmark in Allow Credit/Recreate Order field for each user who should have this ability.



User ID	Allow Posting From	Allow Posting To	Override Credit Limit Warning	Modify Credit Limit	Override Activ. Status Warning	View Web Sync	Allow Credit/Recreate Order	Change Donor on Posted Orders	Allow Advanced Kitting
ESOPRO\CJW			<input checked="" type="checkbox"/>						
ESOPRO\JBL	10/2/2018	4/9/2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
ESOPRO\KJK			<input checked="" type="checkbox"/>						
ESOPRO\RXF	12/1/2019	12/31/2020	<input checked="" type="checkbox"/>						
ESOPRO\WWH			<input checked="" type="checkbox"/>						

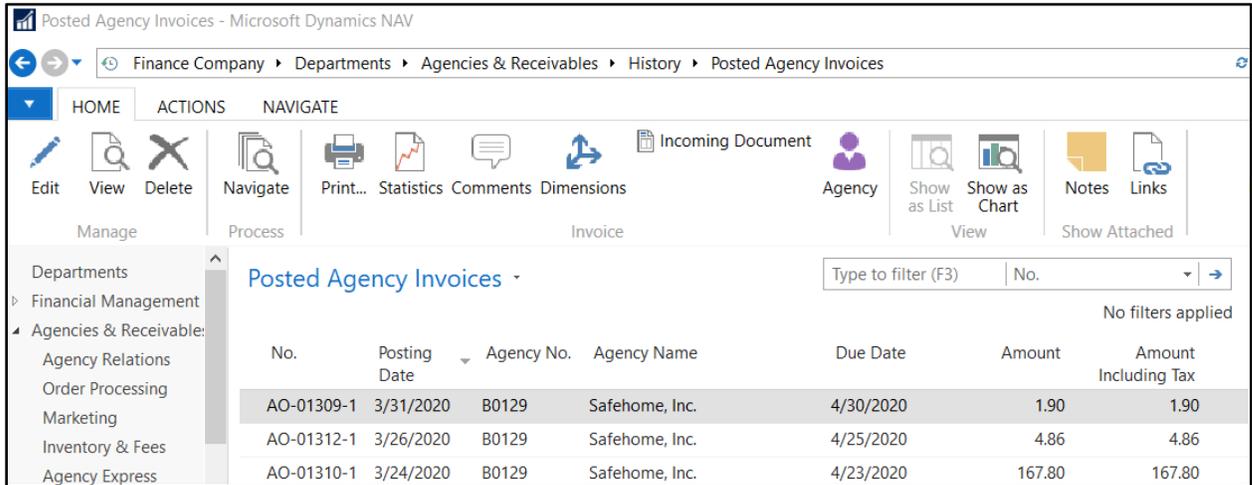
Crediting and Recreating the Agency Invoice

1. To initiate this process for a posted Agency Invoice, go to to Departments → Agencies & Receivables → Archive → Posted Agency Invoices.

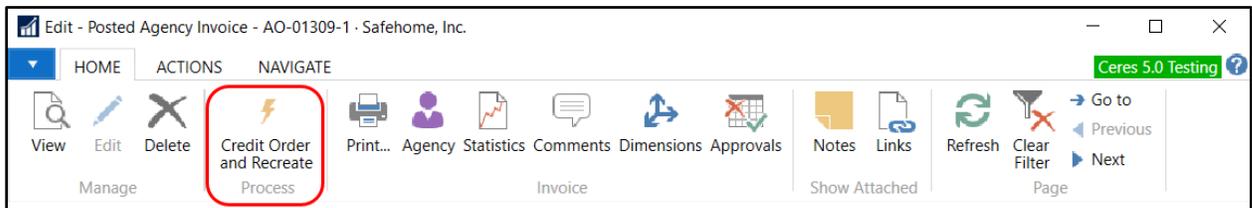


Departments	Agencies & Receivables, Archive
Financial Management	History
Agencies & Receivable:	Agency Order Archives
Agency Relations	Agency Return Order Archives
Order Processing	Posted Agency Invoices
Marketing	Posted Agency Shipments
Inventory & Fees	Posted Agency Credit Memos
Agency Express	Posted Return Receipts
CMobile Documents	Processed Grocery Rescue Batches
Microsoft Dynamics C	G/L Registers
Purchasing	Agency Ledger Entries
Donation	Detailed Agency Ledg. Entries
	Value Entries

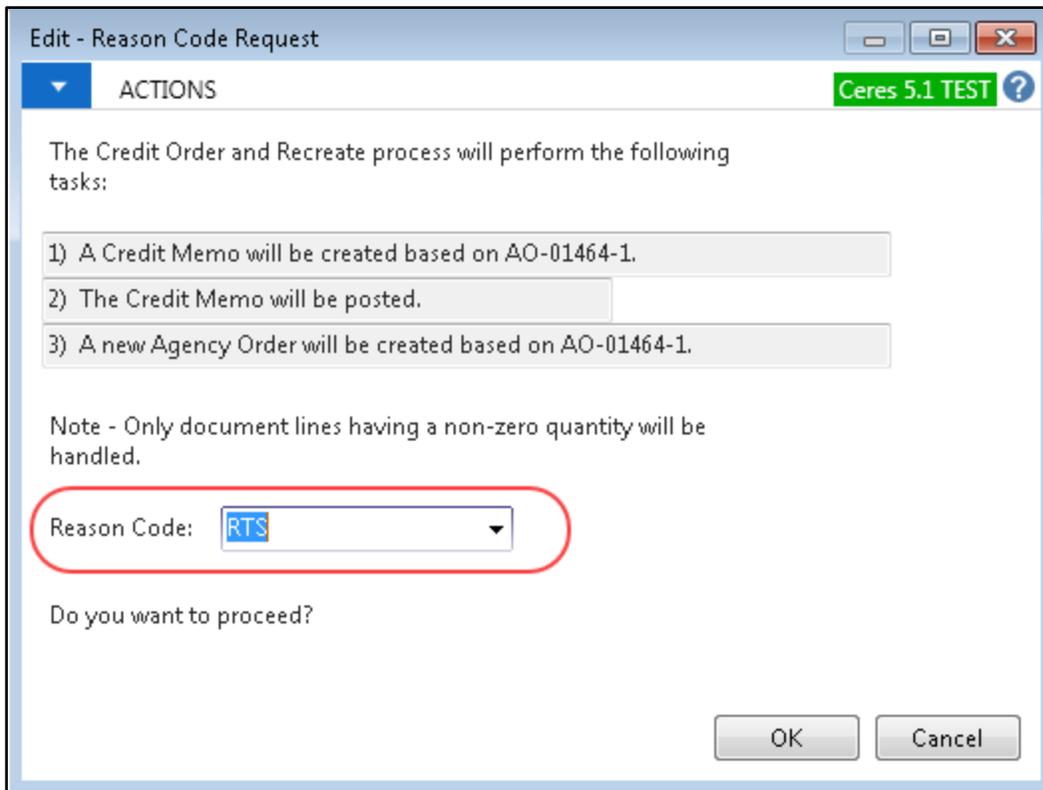
2. Locate the Invoice you want to credit and recreate. Once you have located the Invoice, double click it to open.



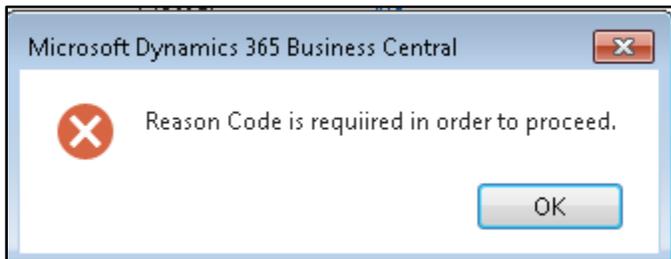
3. Click on the Home Tab of the Ribbon and then select Credit Order and Recreate.



4. Ceres will automatically create a return order/credit memo, referencing the original invoice and at the same time create a new Agency Order. A pop-up window will alert the user what is about to happen. You will be required to enter a valid reason code for the return order/credit memo. After entering the reason code, click OK if you want to proceed. If you wish to cancel the process simply click Cancel.



5. If you fail to enter a valid reason code this error message will be displayed.



6. The process will create a Return Order/Credit Memo and post it. At the same time a new Agency Order will be created. The new Agency Order will have a reference to the original invoice.

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Type	No.	Description	Location Code	Pallet No.	Zone Code	Lot No.
Invoice No. AO-01287-1:						
Item	10018R	Raspberry Syrup	TOP	1305-05263	DRY	LOT-04278

7. Proceed to make the necessary changes. The following rules apply to what can be changed.
 - a. You can change or update the Unit Fee on the lines
 - b. You can add a new line with the Line Type of G/L Account or Charge (Item) only. This is if you want to add Delivery Fees to the Order or apply a Grant.
 - c. You can change existing Item quantities.
 - d. You can remove existing Item lines from the Order
 - e. You can add additional Item lines to the Order.
 - f. You can delete the replacement Order.

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Type	No.	Description	Location Code	Pallet No.	Zone Code	Lot No.
Invoice No. AO-01287-1:						
Item	10018R	Raspberry Syrup	TOP	1305-05263	DRY	LOT-04278
G/L Account	572500	Freight	TOP			

8. Once all changes are completed, release the new order and post it. If picks are required, a new pick need to be created first before you can post the order. Process the pick like you normally would.

9. The new posted Agency Invoice will have a reference to the original invoice.

Edit - Posted Agency Invoice

HOME ACTIONS NAVIGATE

View Edit Delete Credit Order and Recreate Print... Agency Statistics Comments Dimensions Approvals Notes Links

Manage Process Invoice Show Attached

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General AO-01316-1 Rose Brooks Center 3/17/2020 AO-01316 No

Lines

Line Find Filter Clear Filter

Type	No.	Description	Location Code	Bin Code	Pallet No.	Lot No.
		Invoice No. AO-01287-1:				
Item	10018R	Raspberry Syrup	TOP	100-101-A	1305-05263	LOT-0427
G/L Account	572500	Freight	TOP			

Related Topics

1. Agency Credit Memos
2. Agency Order Overview
3. Agency Orders with Grants
4. Agency Return Orders
5. Delivery Zones and Fees