



## Agency Credit Order and Recreate

### **Purpose of this document**

Prior to Ceres 2009 object release 03.02.09, Ceres did not provide 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 order that was posted incorrectly – for example missing Delivery Fees or a Grant application. This new function will create and post an Agency Credit Memo (which is applied to the Posted Invoice) and then create a replacement Agency Order.

Since this functionality does not involve any warehouse or Inventory returns, it should **only** be used in cases where a Unit fee adjustment or other financial adjustment is needed. For any inventory related issues, please review the Agency Return Order and Agency Credit Memo documentation.

*Ceres Object release 5.00.00 is required for the functionality described in this document.*

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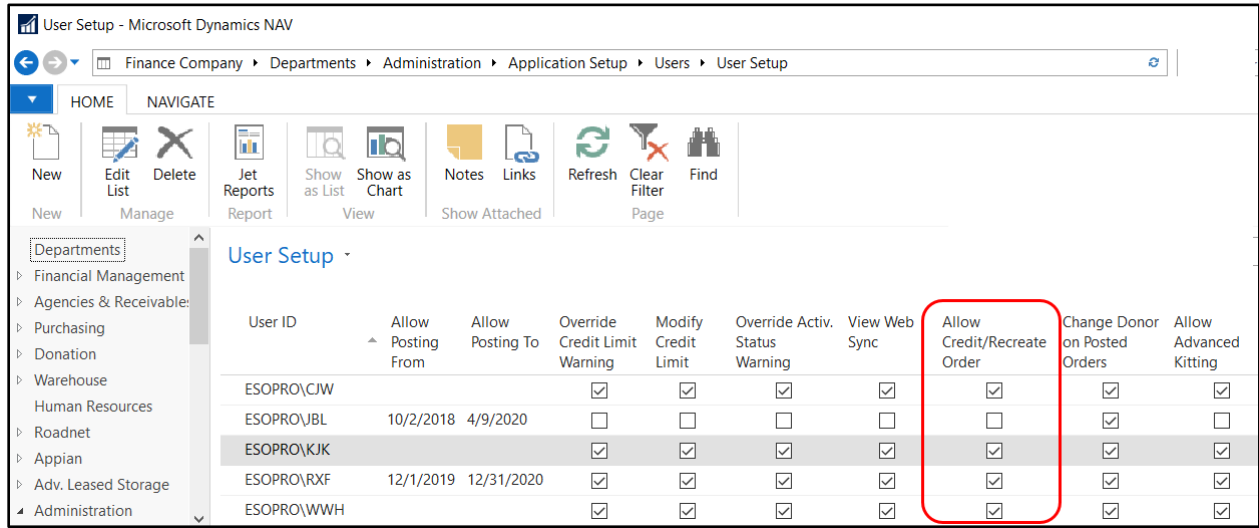
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## Initial Setup

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 Setup - Microsoft Dynamics NAV

Finance Company > Departments > Administration > Application Setup > Users > User Setup

HOME NAVIGATE

New Edit List Delete Jet Reports Show as List Show as Chart Notes Links Refresh Clear Filter Find

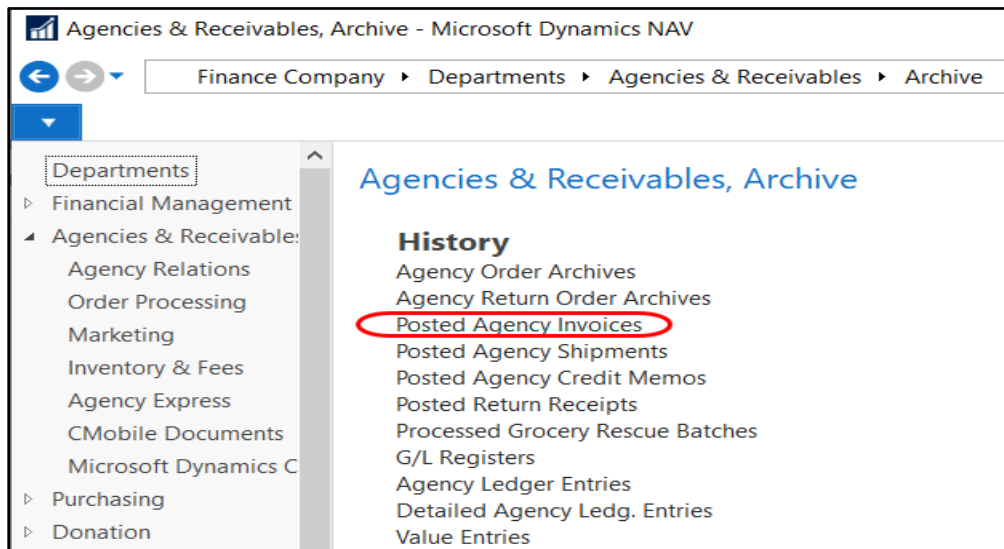
Departments

User Setup

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"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ESOPRO\JBL	10/2/2018	4/9/2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ESOPRO\KJK			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ESOPRO\RXF	12/1/2019	12/31/2020	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ESOPRO\WWH			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<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.



Agencies & Receivables, Archive - Microsoft Dynamics NAV

Finance Company > Departments > Agencies & Receivables > Archive

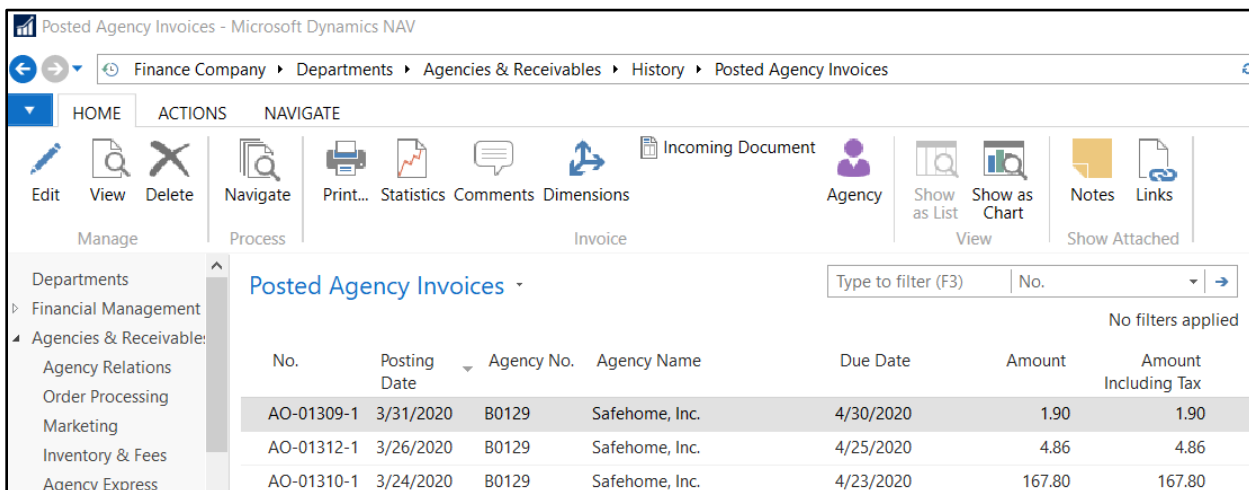
Departments

Agencies & Receivables, Archive

History

- Agency Order Archives
- Agency Return Order Archives
- Posted Agency Invoices**
- Posted Agency Shipments
- Posted Agency Credit Memos
- Posted Return Receipts
- Processed Grocery Rescue Batches
- G/L Registers
- Agency Ledger Entries
- Detailed Agency Ledg. Entries
- Value Entries

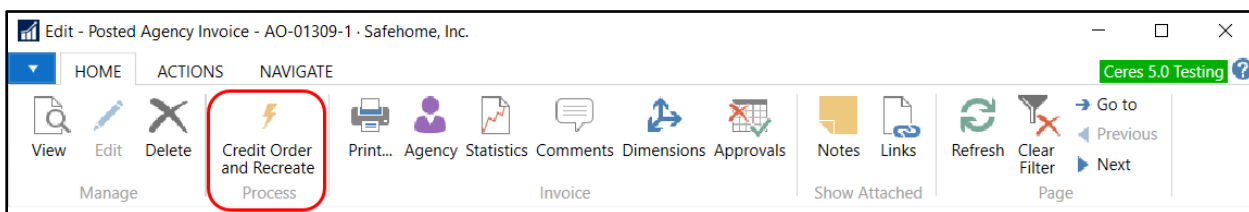
2. Locate the invoice you want to credit and recreate. Once you have located the invoice, double click it to open.



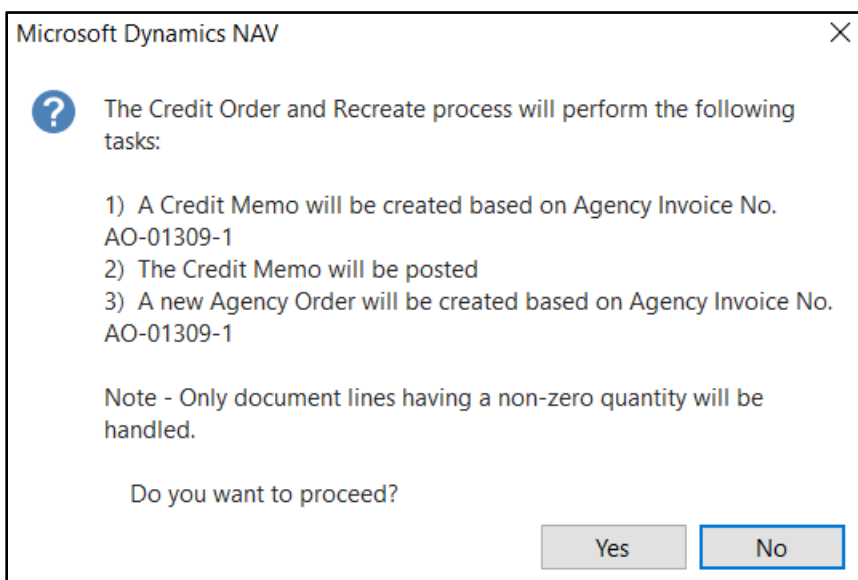
The screenshot shows the 'Posted Agency Invoices' window in Microsoft Dynamics NAV. The breadcrumb trail is 'Finance Company > Departments > Agencies & Receivables > History > Posted Agency Invoices'. The ribbon has tabs for HOME, ACTIONS, and NAVIGATE. The ACTIONS tab is active, showing icons for Edit, View, Delete, Navigate, Print..., Statistics, Comments, Dimensions, Incoming Document, Agency, Show as List, Show as Chart, Notes, and Links. The main area displays a table of invoices for 'Safehome, Inc.' with columns for No., Posting Date, Agency No., Agency Name, Due Date, Amount, and Amount Including Tax. Three invoices are listed: AO-01309-1 (3/31/2020, 1.90), AO-01312-1 (3/26/2020, 4.86), and AO-01310-1 (3/24/2020, 167.80).

No.	Posting Date	Agency No.	Agency Name	Due Date	Amount	Amount Including Tax
AO-01309-1	3/31/2020	B0129	Safehome, Inc.	4/30/2020	1.90	1.90
AO-01312-1	3/26/2020	B0129	Safehome, Inc.	4/25/2020	4.86	4.86
AO-01310-1	3/24/2020	B0129	Safehome, Inc.	4/23/2020	167.80	167.80

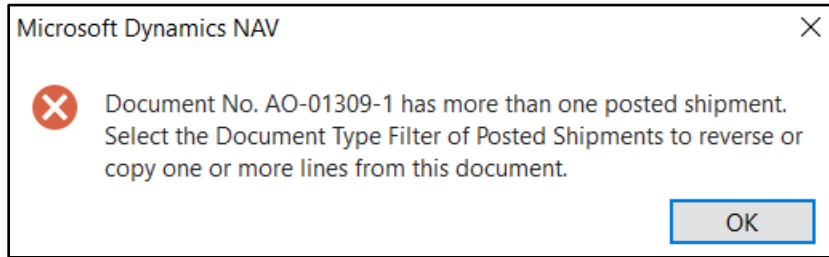
3. Click on the Home Tab of the Ribbon and then select Credit Order and Recreate.



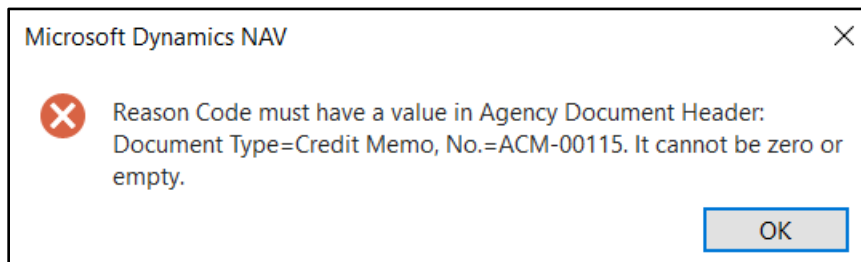
4. Ceres will automatically create a credit memo, referencing the original invoice and at the same time create a new Agency Order. A pop-up window will alert the user what is about to happen. Click Yes if you want to proceed or No to cancel.



5. If the agency invoice you selected to credit and recreate has multiple shipments associated with it, the below message will display. Click OK to abort the process.



6. If the agency invoice you selected was posted with out a Reason Code, and a Reason Code is not required to post agency document, the below message will appear. Click OK to abort the process. Update the Reason Code field on the posted agency Invoice, and then re-run the process by clicking Credit Order and Recreate.



A screenshot of the Microsoft Dynamics NAV 'General' tab for document AO-01287-1, titled "AO-01287-1 · Rose Brooks Center". The form is divided into two columns. The left column contains fields for No. (AO-01287-1), Parent Agency No. (358), Agency (Rose Brooks Center), Contact (Johnnie Prince), Agency PO No. (empty), Fund No. (UR), and Due Date (3/17/2020). The right column contains fields for Order No. (AO-01287), User ID (ESOPRO\KJK), Last Modified By (ESOPRO\KJK), Last Modified Date (3/13/2020), Shopper Name (PROGRAM), Mobile Pantry (checkbox), Reason Code (DAM, highlighted with a red circle), and Closed (No).

7. The process will create a 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.

Edit - Agency Order - AO-01316 · Rose Brooks Center

HOME ACTIONS NAVIGATE REPORT

View Manage Process Report Posting Show Attached Page

Process E-mail Release Ceres Picking List By Order Order Pick Ticket Post and New... Post... Post and Send... Notes Links Refresh Clear Filter Go to Previous Next

AO-01316 · Rose Brooks Center

General 3/17/2020 3/13/2020 3/17/2020 Open

Lines

Line Order Find Filter Clear Filter

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

8. 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 cannot change the item quantities
  - d. You cannot add any additional item lines to the order.

AO-01316 · Rose Brooks Center

General 3/17/2020 3/13/2020 3/17/2020 Open

Lines

Line Order Find Filter Clear Filter

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			

9. 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.

10. 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

AO-01316-1 · Rose Brooks Center

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