

Create Credit Note with Refund Process



1

Navigate to <https://staging.hoponticket.com/index.php?mainmenu=home&leftmenu=home>

2

Click on "Billing | Payment" in the header menu

A screenshot of the Hopon Ticketing System dashboard. The top navigation bar is dark red with white text and icons. The 'Billing | Payment' menu item is highlighted with a red circle. Below the navigation bar is a search bar and a sidebar menu with 'My Dashboard' and 'Users & Groups'. The main content area displays four summary cards: 'PROJECTS' (Open 0, Open tasks 0), 'ORDERS' (Open 0), 'VENDOR INVOICES' (To pay 0), and 'CONTRACTS' (Services to activate 0, Services running 0). At the bottom, there is a 'Products: stock alert' section with the message 'No products are under the low stock limit'.

3 Click "List" in the sidebar, under the Customer invoices menu.

The screenshot shows the 'Billing and payment area' of the software. The sidebar on the left contains a search bar and two main sections: 'Customer invoices' and 'Vendor invoices'. Under 'Customer invoices', the 'List' option is highlighted with an orange circle. The main content area displays a bar chart titled 'Number of open invoices - Customer invoice'. The chart shows a single bar representing the number of open invoices, with a legend indicating categories: Late (> 30 days), Late (15 to 30 days), Late (< 15 days), To be collected (< 15 days), To be collected (15 to 30 days), and To be collected (> 30 days). Below the chart, there is a section for 'Number of open invoices - Vendor invoice'.

4 Click on the invoice or receipt to which you want to add the credit note

The screenshot shows the 'Customer invoices (12)' list. The sidebar on the left has the 'List' option under 'Customer invoices' highlighted with an orange circle. The main content area displays a list of invoices with columns for Ref., Invoice date, Due date, Project ref., and Third-party. The invoice FA2405-0002 is highlighted. A detailed view of this invoice is shown below the list, including the status 'Invoice Paid', reference number, date, and amounts (excl. tax, VAT, and inc. tax). The detailed view also shows the invoice is linked to a particular user contact.

Ref.	Invoice date	Due date	Project ref.	Third-party
FA2405-0002	2024/05/27	2024/05/28		General Customer
FA2405-0002	2024/05/27	2024/05/28		John Smith
FA2405-0002	2024/03/14	2024/03/14		Általános Vevő / C
FA2405-0002	2024/03/14	2024/03/14		Általános Vevő / C
FA2405-0002	2024/03/12	2024/03/12		Általános Vevő / C
(PROV40134)	2024/03/12	2024/03/12		Általános vevő / C
(PROV40133)	2024/03/12	2024/03/12		Általános Vevő / C

5 Click "CREATE CREDIT NOTE"

VAT	U.P. (net)	U.P (net) (currency)	Qty	Disc.	Total (excl.)
27% (27)	2.3622	2.3622	1		771.12

Buttons: SEND TO NTAK, RE-OPEN, SEND EMAIL, **CREATE CREDIT NOTE**, CREATE RECEIPT CREDIT NOTE, CHANGE

Actions on invoice

GENERATE

Ref.	By	Type	Title
79870	Test	Automatically ...	Invoice FA2405-0002 changed
70860	Test	Automatically	Invoice FA2405-0002 validated

6 Click "Now" or fill the date.

Receipt

Deposit invoice

Replacement invoice for invoice No replaceable invoices

Credit note to correct invoice FA2405-0002 (Paid)

Create Credit Note with lines from the origin invoice

Create Credit Note with remaining unpaid of origin invoice

Template invoice

Discounts or credits available

This customer has no relative discount by default. (Edit relative discount)

This customer has no discount credit available. (Edit absolute discounts)

Invoice date Now

Payment Terms Due Upon Receipt

Payment method Credit card

Bank account Gránit_EUR

Project

Customer ZIP

Customer Country Code

Customer is foreigner

9 Click "Yes" to validate the process.

Amount (inc. tax)

Date	Type	Bank acc
	Already paid (without	
	Remaining unpaid (ne	
	Remaining unpaid, original currency (ne	

Validate invoice [X]

Are you sure you want to validate this invoice with reference AV2405-0001?

No automatic email notifications are planned for this event type and company

Yes No

10 Click "ENTER REFUND"

U.P. (net)	U.P (net) (currency)	Qty	Disc.	Total (excl.)	Total (excl. in currency)
-2.3622	-2.3622	1		-771.12	-2

MODIFY **SEND EMAIL** **ENTER REFUND** **MARK AS CREDIT AVAILABLE** **DELETE**

Actions on invoice +

Ref.	By	Type	Title	Date
79872	Test	Automatically ...	Invoice AV2405-0001 validated	2024/05/27 13:57

11 Fill the date of creation or click "Now"

RP Projects Comm... Billing ... Banks ... HRM Agenda Tickets Tools NTAK Simple... Group ... Storage BBus Financ...

Make payment due to customer

Company: General Customer EUR

Date: Now - Invoice date

Payment method: Credit card

Account to debit: Gránit_EUR

Number (Cheque/Transfer N°):

Sender (Check/Transfer sender):

Bank (Bank of Cheque):

Comments:

12 Enter the reason of making credit note.

Company: General Customer EUR

Date: 2024/05/d Now - Invoice date

Payment method: Credit card

Account to debit: Gránit_EUR

Number (Cheque/Transfer N°):

Sender (Check/Transfer sender):

Bank (Bank of Cheque):

Comments:

Credit notes	Date	Payment due on	Currency	Amount (inc. of tax), original currency	MulticurrencyPaidBack	Multicurrency
AV2405-0001	2024/05/27	2024/05/27	EUR	3	0	

13 Click the small arrow to autofill the input field.

MulticurrencyRemainderToPayBack	Payment amount, original currency	Amount (inc. tax)	Paid back	Remaining amount to refund	Payment amount
3	↳	1,157	0	1,157	↳

Classify automatically all credit notes as "Paid" when refund is done entirely.

PAY BACK

14 Click "PAY BACK" button.

Amount (inc. of tax), original currency	MulticurrencyPaidBack	MulticurrencyRemainderToPayBack	Payment amount, original currency	Amount (inc. tax)
3	0	3	↳	1,15

Classify automatically all credit notes as "Paid" when refund is done entirely.

PAY BACK

15 Type the reason of the credit note process into "Comments" section

List

- Draft
- Not paid
- Paid
- Abandoned
- List of templates
- Payments
- Reporting
- Statistics

Vendor invoices

- New invoice
- List
- List of templates
- Payments
- Statistics

Billable orders

Date 2024/05/d Now - Invoice date

Payment method Credit card

Account to debit Gránit_EUR

Number (Cheque/Transfer N°)

Sender (Check/Transfer sender)

Bank (Bank of Cheque)

Comments XY reason (fe.: the bus was full)

Credit notes	Date	Payment due on	Currency	Amount (inc. of tax), original currency	Multic
AV2405-0001	2024/05/27	2024/05/27	EUR		3

16 Click "VALIDATE" button.

AgencyRemainderToPayBack	Payment amount, original currency	Amount (inc. tax)	Paid back	Remaining amount to refund	Payment amount
3	<input type="text"/>	1,157	0	1,157	<input type="text"/> 1157

Yes

17

Here you can see now, that the payback and credit note process result "0 €"

Amount (inc. tax)				-1,157 Ft
Refunds	Date	Type	Bank account	Amount
 PAY2405-0002	2024/05/27	Credit card	 graniteur	1,157
Already paid (without credit notes and deposits)				-1,157
Billed				-1,157
Remaining unpaid				0
Remaining unpaid, original currency				0 €