# TROUBLESHOOTER: Credit for an Invoice originally created in Navision

## Introduction

This document outlines how to credit in NAXT an invoice previously created in Navision.

Dated: 15 April 2015

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[Credit for an Invoice originally created in Navision 2](#_Toc416866680)

## STEPS

|  |  |
| --- | --- |
| Credit for an Invoice originally created in Navision | |
|  | Create a Sales Order (SO) |
|  | In the Customer Reference Field provide the full reference of the original NAV invoice with a “C” at the end (Standard Labelling) eg: PSI000125C |
|  | Ensure you enter the negative quantity – this must match the amount on the original Nav invoice.  Check the discounts and that the net amount is negative; and again that the line(s) match to the amounts on the original Navision invoice.  C:\Users\wendyb\AppData\Local\Temp\SNAGHTML1098c5c.PNG |
|  | Do an arrival journal following SOP PRT\_6.2 Process Customer Return – arrival journal (option B) Steps 31 to 43 then continue to end of the SOP in normal manner using either:  **Steps 45 – 52** for a Credit Customer or  **Steps 53 – 61** for a Cash Sales Customer |