

Agency Invoices – Credit and Recreate

Owner of this document is: Scott Wiacek – swiacek@feedingamerica.org

Purpose of this document

This document describes how to financially Credit and recreate a Posted Agency Order to make fee changes, and then invoice the order again.

Copyright © Feeding America 2014, All Rights Reserved.

This document may be printed and reproduced only by Feeding America and member organizations.

Table of Contents

PURPOSE	3
SETUP.....	3
REOPEN THE POSTED AGENCY INVOICE	4
RELATED TOPICS:	7

Purpose

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 4.00.00 is required for the functionality described in this document.

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

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

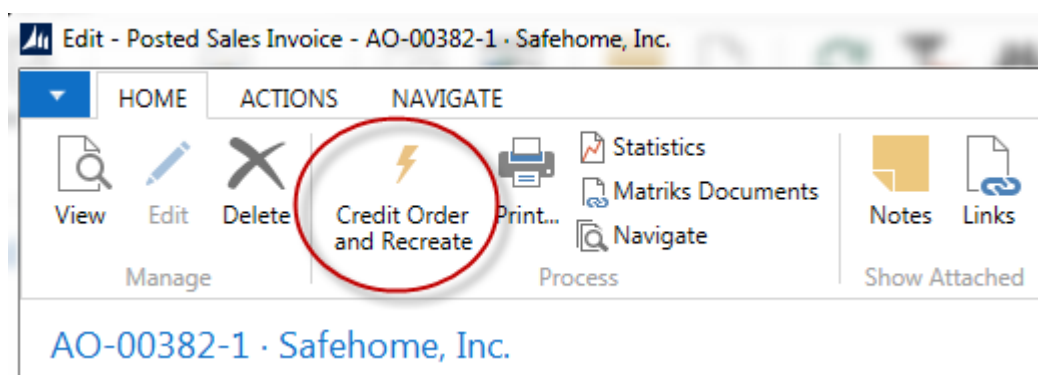
User Setup ▾

User ID	Allow Posting From	Allow Posting To	Register Time	Allow Credit/Recreate Order	Override Credit Limit Warning	Modify Credit Limit
DCC			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESP			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
JAL			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KJK			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
LCG			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ODL			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RJB	7/1/2000	6/30/2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RXF			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SLL			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SSY			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
WWH	7/1/2000	6/30/2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

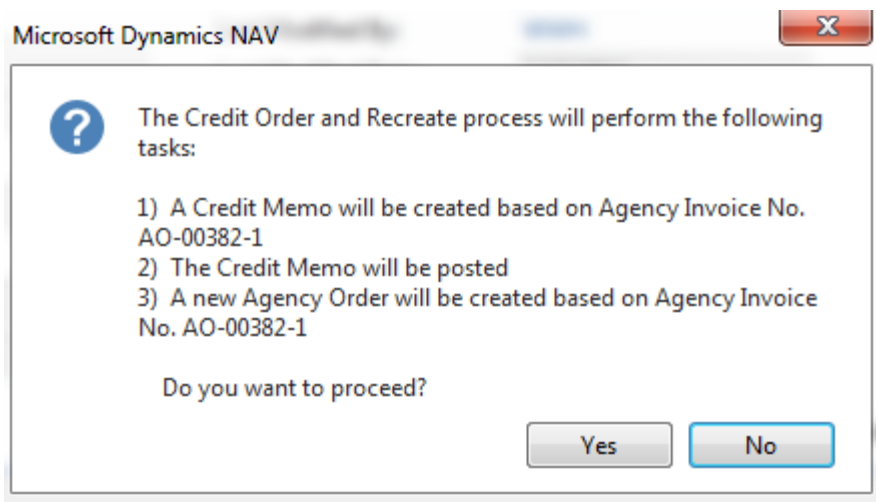
Crediting and Recreating the Agency Invoice

No.	Sell-to Agency No.	Sell-to Agency Name	Amount	Amount Including Tax	Posting Date	Location Code	No. Printed
AO-00352-1	C1422	Mirror Inc	12.00	12.00	10/14/2013	KAN	0
AO-00356-1	CSFP15	LULAC	5.20	5.20	10/17/2013	KAN	0
AO-00357-1	CSFP15	LULAC	25.72	25.72	10/17/2013	KAN	0
AO-00358-1	B0310	Newhouse, Inc.	0.00	0.00	10/17/2013	KAN	0
AO-00359-1	B0310	Newhouse, Inc.	10.00	10.00	10/17/2013	KAN	0
AO-00360-1	CSFP41	Good Samaritan Center	96.72	96.72	11/11/2013	KAN	0
AO-00361-1	CSFP41	Good Samaritan Center	191.72	191.72	11/11/2013	KAN	0

1. To initiate this process for a posted Agency Invoice, browse to Departments → Agencies & Receivables → Archive → Posted Agency Invoices and locate the invoice you want to credit and recreate. Once you have located the invoice, double click it to open.
2. Click Home → Process → Credit Order and Recreate.



3. 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.



4. The process will create a Credit Memo and at the same time create a new Agency Order. The new order will have a reference to the original invoice.

AO-00392 · Safehome, Inc.

No.:	AO-00392	Location Code:	KAN
Sell-to Agency No.:	B0129	Zone Code:	
Parent Agency No.:	1090	External Document No.:	
Sell-to Contact No.:		Assigned User ID:	
Sell-to Agency Name:	Safehome, Inc.	Appointment Time:	
Sell-to Address:	Do Not Disclose	Shopper:	AGSHOPPER-0000000003
Sell-to Address 2:		Shopper Name:	Rick Ferreira
Sell-to City:		Your Reference:	
Sell-to State:	KS	Order Modifications:	
Sell-to ZIP Code:		Order Version:	0
Sell-to Contact:	Necole Foreman	Status:	Open
Sell-to Contact Phone:	503-608-3631	Fund No.:	UR
Sell-to Contact Phone Ext.:	574	Mobile Pantry:	<input type="checkbox"/>
Posting Date:	2/14/2014	Send to Voxware:	<input type="checkbox"/>
Order Date:	2/14/2014	Outstanding Picks:	0
Shipment Date:	2/14/2014	Posted Shipments:	0

^ Show fewer fields

No.	Available Quantity	Description	Location Code	Pallet No.	Lot No.	Quan...	Unit Fees	Line Amou Excl. T
10018	0	Chocolate Syrup	KAN	1203-03793	LOT-45...	10	1.80	18.

5. 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.

Lines									
Line Functions Order Find Filter Clear Filter									
Type	No.	Available Quantity	Description	Location Code	Pallet No.	Lot No.	Quan...	Unit Fees	Line
0 Invoice No. AO-00382-1:									
Item	10018	0	Chocolate Sryup	KAN	1203-03793	LOT-45...	10	1.80	
Item	10040	0	Napkins	KAN	1305-00062	LOT-02...	5	9.98734	
/L Account	572500	0	Freight	KAN			1	50.00	

- Once all changes are completed, Release the new order and Post it. No picks will be created since quantities remain unchanged.
- The new Posted Agency Invoice will have a reference to the original invoice.

AO-00392-1 · Safehome, Inc.

General	
No.:	AO-00392-1
Parent Agency No.:	1090
Sell-to Agency No.:	B0129
Sell-to Contact No.:	
Sell-to Agency Name:	Safehome, Inc.
Sell-to Address:	Do Not Disclose
Sell-to City:	
Sell-to State:	KS
Sell-to ZIP Code:	
Sell-to Contact:	Necole Foreman
Agency PO No.:	
Document Date:	2/14/2014
Order No.:	AO-00392
User ID:	WWH
Last Modified By:	WWH
Last Modified Date:	8/19/2014
Responsible Person Code:	
Shopper Name:	Rick Ferreira
Mobile Pantry:	<input type="checkbox"/>
Reason Code:	RTS
No. Printed:	0
Show more fields	

Lines						
Line Find Filter Clear Filter						
Type	No.	Description	Location Code	Bin Code	Pallet No.	Lot No.
Invoice No. AO-00382-1:						
Item	10018	Chocolate Sryup	KAN	10-123-A	1203-03793	LOT-455043

Related Topics:

1. [Agency Credit Memos](#)
2. [Agency Order Overview](#)
3. [Agency Orders with Grants](#)
4. [Agency Return Orders](#)
5. [Delivery Zones and Fees](#)