

How Do You Correct a Credit Memo Entered Incorrectly?

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In the event a credit memo is generated incorrectly, determine where the error occurred.

1. Enter another credit memo applied to the original invoice number. Enter the incorrect entries the reverse of the original entries. The subtotal, shipping and tax should be the same but opposite (positive or negative).
2. Enter another credit memo correctly. Remember that the quantity is always negative and the price and cost are positive.