

How Do You Enter a Credit Memo?

Tammy Mason - 2017-09-15 - in Customer

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In Billing/Bill Only/Credit Memo, click Add. (Use shift-F9 and search if you are unable to find the menu option). Enter the customer that you are doing the credit memo for. Enter the customers P.O. number if you are sending them the credit memo and the original invoice had a P.O. number. In the repeat order number field enter the original order number for the invoice you are crediting. If the original invoice has not been paid, enter the invoice number in the invoice to apply to. If the customer previously paid the invoice then leave that field blank. Click Add.

If you are crediting freight and the freight was originally entered in the freight window, enter the freight amount as a negative. Click OK. If a screen pops up asking history or customer, select history.

In the line item screen, select all for a full credit or select the lines you are doing the credit memo for.

On the options tab, click the button for order totals. The total should show as a negative and either match the original invoice, if doing a full credit, or should be the amount you are crediting to the customer. If the amount is correct save the credit memo and it is now ready to print. If the totals aren't correct then make the necessary changes and check the totals screen again until the total is correct. Save and print the credit memo in the print invoices option.