# Credit Memo Form Definitions

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The Credit Memo Form is divided into three parts:
Credit Memo Header – contains information regarding customer number, credit date, branch, category, tax group, warehouse, credit type, etc.
Credit Memo Body – The body consists of two tabs (Items and Parts) – this is the detail area where Invoice Items or Inventory Parts are selected along with quantities and individual item rates for which the customer is being given a credit.
Credit Memo Footer – In this section the User will select the credit memo description, credit reason, and enter optional information into the memo field.
A User may credit the customer for Items only, Parts only or a combination of Items and Parts. If your company is using stock tracking and Parts are listed on the credit memo, the Part(s) will be returned to the Warehouse selected in the header of the credit memo.
Each section of the Credit Memo form and the fields and information contained therein will be discussed below.

**Credit Memo Header**

Customer ID – Enter the customer number for whom the Credit Memo is being created or press the binocular icon to the right of the field to look up the customer number. If the customer has multiple sites, select the correct site from the customer lookup.
Bill To – The Bill To name and address will default to the primary Bill To for the customer. If the customer has more than one Bill To record, press the Bill To button to display a list of the customer Bill To addresses from which to select.
Site Address – If the customer has only one site this will automatically default. If the customer has multiple sites, the User may press the Site Address button to display a list of sites from which to select.
Category – Depending on the settings of your system this may or may not be a required field. Select the appropriate Category from the drop-down list.
A/R Account – The A/R account number automatically defaults to the A/R account number setup in SedonaSetup G/L Account defaults. Consult upper management prior to making a change to this selection.
Tax Group – Once the customer has been selected, this field will automatically populate with the Tax Group assigned to the site for which the Credit Memo is being created. The Tax Group may be overridden if necessary.
Credit Date – The credit date will default to the date you are creating the Credit Memo, however the User may this change to any date that is in an open accounting period.
Branch – The branch will automatically default to the branch associated with the site.
PO Number – This field is typically not used unless the PO for the invoice to which the Credit Memo is being applied needs to be referenced.
Warehouse – If generating a Credit Memo for Parts, the User must select a Warehouse to which the Parts will be returned.
Credit Type - Miscellaneous is the default for this field. For credit memos that are for recurring services or service ticket charges, select either Cycle Bill or Service as the Credit Type.
Salesperson – Once the customer has been selected, this field will automatically default to the Salesperson assigned to the Customer. This field may be overridden if necessary.

**Credit Memo Body**

The Credit Memo Body is divided into two tabs; Items and Parts.  On the Items tab, the User selects from the drop-down list the desired Items and fill in the quantity and rate for the Item selected.  If the quantity is set to greater than 1, the application will automatically fill in the Amount field with the calculation of Qty x Rate.
If the Item selected is for a recurring type of service, a form will be displayed where the User must enter the date range and monthly amount for which the credit line is being generated.

If Parts are being credited, click on the Parts tab (a warehouse must first be selected in the invoice header) position the mouse on the white line beneath the word Part.  If the exact Part Number is know, it may be manually typed in or press the "..." button located in the right of the Part field to lookup the Part Number.  Once the part has been selected, the Unit Rate will automatically fill in based on the default Sales Price of the Part setup however, this amount may be overridden.  Enter the Quantity; the Amount field will automatically fill in with the Quantity x the Unit Rate.  Continue adding more Parts by advancing to the next line.

An optional invoice item Memo field is available on each invoice line.  This is an internal memo and may be printed on the credit memo.  To enter a credit item memo, press the "..." button to the right of the Memo field to open the Item Memo form.  The User may enter up to 2,000 characters in this memo field.

**Credit Memo Footer**

Once all items and/or parts have been selected in the body of the Credit Memo form, proceed to the footer section to fill in the required information.

Description – Select the appropriate Description from the drop-down list.  This is a required field which is a general description of the type of charges on the Credit Memo.
Credit Reason – Select the appropriate Credit Reason from the drop-down list. Depending on your system setup this field may or may not be required.
Memo – Type in additional information that will print on the credit memo.  This field will allow the entry of up to 255 characters.

Future Auto Apply – This selection is optional.  If you want the credit memo being generated to automatically apply to the next invoice created for one or more invoice types, select this option checkbox.  When selecting the Future Auto Apply checkbox, the Setup Auto Credit form is displayed.  On this form the User may select one, multiple or all invoice types.