Create a Credit Memo-AR Menu

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Credit Memos may be created from the Accounts Receivable menu or from a Customer Explorer record.
Begin a Credit Memo From Accounts Receivable
To begin a Credit Memo from the Accounts Receivable main menu, click on the Credit Memo option within the Accounts Receivable menu. A blank Credit Memo form will be displayed. Enter or search for the desired Customer Number. If the Customer has more than one Site record, a list will be displayed from which the User must make a selection. Fill in the appropriate fields on the form; click the Save button when finished. For individual field definitions of the Credit Memo form, refer to the topic Credit Memo Form Definitions for more information.

Begin a Credit Memo From the Customer Explorer
To begin a Credit Memo from a Customer Explorer record, click on the Credit Memo option within the Customer Tree, right-click then select the New Credit Memo option. If the Customer has more than one Site, the User will be prompted to select the desire Site. Alternately, if the Customer has more than one Site, navigate to the options within the Site tree and begin the Credit Memo at the Site level.
Note: If the customer has any previously created credit memos on their account, when highlighting Credit Memos from the Customer Tree at either the Customer level or Site level, you may highlight a credit memo in the Active Pane, right-click and select New Credit Memo.

Begin Credit Memo at the Customer Level

Begin Credit Memo at the Site Level

You 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 invoice, the inventory will be returned to the warehouse specified in the header of the credit memo.
1. Fill in the Credit Memo Header – Fill in the necessary fields of the credit memo header as described inCredit Memo Form Definitions.
2. Credit Memo Body - Select Items and/or Parts – If crediting the customer for Items, select the item and enter the quantity and rate. If the Item selected is for a recurring type of service, a form will be displayed to enter the period of time for which the Item is being credited along with the monthly rate. Continue to the next Item line for additional Items being credited.
If crediting the customer for Parts, navigate to the Parts tab and either type in the exact part number or press the part search button located to the right of the Part field. Enter the quantities and rates. Continue to the next Part line for additional Parts being credited.
3. Credit Memo Footer – Select the Credit Memo Description from the drop-down list. Select a Credit Reason from the drop-down list. Depending on your company setup, this may be a required field. In the Memo field the User may type up to 255 characters of information that will print on the customer credit memo.
4. Future Auto Apply – This selection is optional. If the User wants 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.

5. Save the Credit Memo – When finished filling in all required information, press the Save button located at the lower right of the credit memo form. Pressing the Save button will post the credit memo to the general ledger and appear on the credit memo list within the Customer Explorer of the customer for which the credit memo was generated.