

Apply a Credit Memo to Invoices-AR

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An unapplied Credit Memo may be applied to any invoice with an open balance. To apply a Credit Memo to one or more invoices, follow the steps below.

1. Open the Customer Explorer of the customer where a Credit Memo will be applied to an invoice.
2. In the Active Pane under the heading of Open Credits, highlight the Credit Memo that will be applied to one or more invoices; right-click and select the Apply option.
3. The Apply Customer Credit form will be displayed. In the upper right corner of this form, the original amount of the credit will be displayed along with the balance remaining on the Credit Memo that may be applied to invoices. In the center section of this form will be a list of all invoices with an open balance. There are two options for applying the Credit Memo to invoices:
Auto – by pressing the Auto button, the Credit Memo will be applied to the oldest invoices first.
Manual – to manually apply the Credit Memo to certain invoices, in the payment column, type in the amount to be applied to each invoice. You may apply the Credit Memo to as many invoices as desired as long as the total available amount to apply of the Credit Memo is not exceeded.
4. Once the Credit Memo applications have been completed, click the Save button located at the lower right of the form.

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