Create a Credit Request-Credit Template

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When creating a Credit Request using a Credit Template, the User may select any Invoice Item and/or Parts. The User Group security controls the amounts for which the User will be able to sign-off. The Credit Template assigns the next invoice number available to the Credit Request, but an actual Credit Memo is not posted to the general ledger until a User with the appropriate permissions approves and presses the Save button to generate the Credit Memo.

1. To begin a new Credit Request, navigate to the main module tree and select Accounts Receivable/Credit Request or navigate to a Customer Explorer record; select Credit Requests from the customer tree; right-click and select New Credit Request.
2. Select the Customer - Once the Credit Request form is displayed, the User will select the customer for the request. If the Credit Request was started from the Customer Explorer, the customer number will automatically be populated.

3. General Info tab - Fill in the required and optional fields on the General Info tab of the Credit Request form.
Requested Amount – This amount will automatically fill in with the total amount of charges enter on the Credit Template form. This field may not be modified manually.
Reason – This is a required field; select the Credit Reason from the drop-down list in this field.
Memo – You may enter a note in the Memo field to describe why the invoice balance is being requested for a credited-off. This field is optional. If the Credit Memo is to be printed and sent to the Customer, this information will be printed.
Assigned To – This may automatically fill with the next User who is responsible for signing-off on the Credit Request. If this field does not auto fill, you must select a name from the drop-down list to which the Credit Request will be assigned for further processing. If the User creating the Credit Request has the appropriate permissions, the credit memo may be generated by clicking the Save button located at the lower right of the form.
When finished, click the Create Credit Template button located at the lower right of the form.

4. Create the Credit Template - The blank Credit Template form will be displayed. Fill in the form with the desired selections, then click the Save button when finished.
While in the credit template form, you have the option of marking the Credit Request for future invoice type application. If the Credit Request is approved and a Credit Memo is created, the credit will automatically be applied to the next invoice type posted for the selected invoice type(s) on the Future Auto Apply form. The ability to use the Future Auto Apply option is controlled by User Group security. If the User working on the Credit Request template does not have this permission granted, this checkbox will be grayed-out and unavailable for use.

5. Credit Request Sign-Offs - The User will click the Sign Off 1 button on the Credit Request then the Save button located at the lower right of the form to complete the Credit Request. If the User creating the Credit Request has the appropriate permissions to generate credit memos and that User's credit memo limit is equal to or less than the total amount of the Credit Request, clicking the Save button will prompt the User with a message asking if they are ready to create the Credit Memo. If the User's credit memo limit is less than the requested amount, the Credit Request will remain in the Credit Request List until a User with the appropriate credit memo limit opens the Credit Request and clicks the Save button to create the Credit Memo.
6. Generating the Credit Memo - The Credit Request will be displayed in the Credit Request List if the credit memo was not generated by the User in Step 5. If this is true, the User assigned to the Credit Request will be responsible for

monitoring the list and moving the Credit Request on through the sign-off process. Once all sign-offs have been completed (according to your company policies), the Credit Memo may be created and posted to the customer's account.

The User who will generate the credit memo will open the Credit Request and click the Save button located at the lower right of the Credit Request form. A message is displayed asking the User if they are ready to create the credit; click the Yes button to accept. Once the Yes button is selected, the application creates and posts the Credit Memo which is now available on the Customer Explorer record to apply to an invoice.

Below is the Credit Memo which was generated by a Credit Request. When using Credit Requests, a field is displayed in the header of the Credit Memo showing the Credit Request number and the Credit Request final approval amount.