

Apply a Credit Memo to Invoices

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1. Navigate to the Main Application Menu and select the Accounts Receivable / Unapplied Cash/Credits option. The Customer Cash/Credit List will be displayed. This listing displays all customers with unapplied items; Unapplied Cash, Unapplied Credit Memos or Unapplied Advance Deposits. Each unapplied item is listed separately for each customer.
2. Select the Unapplied Credit Memo – Either highlight the Item and click the Apply button located at the lower right of the form, or double-click on the Unapplied Credit Memo.

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The Apply Customer Credit form will be displayed. All Invoices with an open balance will be listed in the grid area of the form.

3. Apply Date – The Apply Customer Credit form will be displayed. In the Header area, the Apply Date will automatically default to today's date; you may override this to any date that is in an open accounting period, but not prior to the date the Credit Memo was created.
 4. Apply to Invoices – In the Payment column type in the amount of the unapplied credit memo to apply to the invoice(s), or you may click the Auto button at the lower right of the form; this will apply to the lowest invoice numbers first until all of the unapplied credit memo has been used. If the original unapplied amount exceeds the amount of all the invoices, the balance will remain on the customer's account to apply at another time.
- When finished, click the Save button located at the lower right of the form. If the entire amount of the unapplied credit memo was used, that line item will be removed from the list when you are returned to the Customer Cash/Credit List.

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