

Credit Memo

Last Modified on 01/09/2023 4:52 pm EST

Credit Memo Form Definitions

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 on the following pages.

The screenshot displays the 'Credit Memo' form with the following details:

- Customer ID:** 2002
- Category:** SV-T&M
- Credit Account:** 240210
- Tax Group:** OH-Cuyahoga County
- Credit Memo Header:**
 - Customer:** Juliette Hale, 2123 Main Street, Canton, MI 48187
 - Site Address:** Faith Hancock, 43 Rene Court, Cleveland, OH 44110
 - Credit Date:** 5/19/2022
 - Credit Number:** 720514
 - Branch:** Release Testing Forte
 - Warehouse:** (Empty)
 - Credit Type:** Service
 - Credit Request:** (Empty)
 - P.O. Number:** (Empty)
 - Salesperson:** N/A
 - Ticket #:** 6533
 - Posting Date:** 5/19/2022
- Summary:** Items \$115.00 | Parts \$281.01
- Item List Table:**

Item	Description	Exempt	Qty	Rate	Amount	Memo
SVC Call	Minimum Service Call Charge	<input type="checkbox"/>	1	115.00	115.00	
*		<input type="checkbox"/>				
- Footer:**
 - Description:** Service Call
 - Credit Reason:** Invoiced in Error
 - Memo:** (Empty text box)
 - Future Auto Apply:**
 - Summary Totals:**
 - Sub Total: 396.01
 - Tax: 32.67
 - Total: 428.68
 - Credit Due: 428.68
 - Buttons:** Save, Close