

Credit Off a Partially Paid Invoice

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A User with the proper security permissions may Credit Off a partially paid invoice. When performing this function, the User is required to select a G/L Account Number to use in generating the credit memo for the invoice. Once the Credit-Off is completed, the transaction may be viewed in the Customer Explorer Journal Detail and in the Activity Ledger.

Note: This option is typically used when writing off the balance of an invoice to bad debt. If you want to credit off the balance of a partially paid invoice for goodwill purposes, you may want to create a manual Credit Memo so that you may select the appropriate items and have the appropriate amount of sales tax credited.

To credit off the balance of a partially paid invoice follow the steps below.

1. Open the Customer Explorer for the customer for which the the balance of an invoice will be Credited Off. In the Active Pane under the heading of *Open Invoices*, highlight the Invoice with a balance to be credited off; right-click and select the *Credit Off Invoice* option.
2. The Credit Off Invoice Balance form will be displayed. Select a date in an open accounting period for the transaction date (today's date will default). Select the G/L Account Number which will be used for crediting off the invoice balance. Select a Category Code from the drop-down list. You may enter an optional note into the Memo field. When finished, click the OK button located at the lower right of the form.
3. A confirmation message will be displayed; click the Yes button to proceed with the credit.

The screenshot shows a software window titled "Credit Off Invoice Balance". It contains the following fields and controls:

- Customer Number: 1004
- Name: Precision Tune Auto Care
- Date: 1/21/2015
- GL Account: (empty dropdown)
- Category Code: (empty dropdown)
- Memo: (empty text area)

At the bottom, there is a table with the following data:

Invoice ...	Date	Description	Amount	Net Due
<input checked="" type="checkbox"/> 1086	1/21/2015	Service Call	678.03	200.00

Buttons for "OK" and "Cancel" are located at the bottom right of the window.

