# Create a Credit Request for Correcting Sales Tax

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If a Customer invoice was created using the incorrect Tax Group (user error or preference), you may use the Sales Tax Correction option with Credit Requests. Using this method, you would select the Invoice, and on the Credit Request form, you would select a new Tax Group to use and create a new Invoice using the tax rules of the desired Tax Group. Once the Credit Request is approved, a Credit Memo will be created for the original invoice, and a new Invoice will be created using the same Item Codes/Parts and apply the sales tax based on the new Tax Group selected on the Credit Request. You may apply the Credit Memo to the old invoice or to the new invoice created.

**Note: Only invoices where no payments or credits have been applied may be used for this Credit Request method.**

There are three ways to begin the new Credit Request; all options are listed below.

1. Begin The Credit Request:

    - Navigate to the Main Application Tree and select Accounts Receivable/Credit Request option, then click the *New* button located at the lower right of the Credit Request List.
    - Navigate to a Customer Explorer record; select Credit Requests from the customer tree; right-click and select the *New Credit Request* option.
    - Navigate to a Customer Explorer record; within the Active Pane, highlight an open invoice then right-click and select the *New Credit Request* option.