Credit Requests

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Document Overview

The *Credit Request* function allows your company to control the process of when and what amount a Credit Memo is generated to a customer account. When this feature is enabled, your company will develop a sign-off process so that a senior member of your staff may review requests for credits and then have the option of approving the request and generating the Credit Memo, declining the request or modifying the requested amount and generating the Credit Memo. This functionality provides greater control over the number and amount of Credit Memos granted to your customers. A sign-off process is not required to use Credit Requests.

Once the Credit Requests functionality is activated, Users will no longer have the ability to manually create a Credit Memo or be able to use the right-click credit functions (on the invoice), to credit off the balance of an invoice or create a credit from an invoice. All Credit Memos <u>must</u> go through the Credit Request process. There are four types of *Credit Requests*:

1. Credit Template - The User creates a Credit Template selecting which Invoice Items and amounts are to be used for the Credit Memo.
2. Credit for a specific Invoice.
3. Credit for a specific Invoice and create an Invoice for another Customer - Select an invoice on the customer's account for which the Credit Memo will be generated *and* automatically create an invoice on another customer's account using the same Invoice Items that were used on the originating customer's Invoice being credited off. This feature would be used if the incorrect customer was invoiced.
4. Credit-off a Partially Paid Invoice.
5. Sales Tax Correction - Credit off a specific invoice and create a new invoice using a different tax group.
6. Job Invoice Credits - The process is almost identical to that of item number 2 above; the only difference is where the User begins the Credit Request. This method is used if a Job has <u>not</u> yet been closed. If the Job has been closed, use the Credit Template (#1) method.

Note: If SedonaOffice staff converted any customer invoices as a part of migrating to SedonaOffice, if any of the "converted invoices" need to be credited off, you must use the Credit Template (#1) method above.

There is some setup required to begin using the Credit Request functionality, which will be described under the heading of Credit Requests Setup. Please first read the topic of ***Credit Request Planning*** (contained in this document) prior to using the Credit Requests function.

If your company does not want to activate the Credit Request functionality, Credit Memos are created manually or created by using the Invoice right-click functions for credits.

A new field was recently added to the Credit Memo form labeled *Credit Reason*. The *Credit Reason*s selectable from the Credit Memo form is maintained in a new setup table located within SedonaSetup. This table is a list of reasons that describe why a Credit Memo is being generated. The Credit Reason is automatically set to be a required field when activating the use of the Credit Request functionality.