# How to Reverse Credit Memo Applied to Wrong Item or GL Account

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This document will go over how to fix a credit memo that has been applied to an invoice and the wrong GL account or item code was used. The steps are done in SedonaOffice version 6.2.0.16.

# Overview

The steps below assume the user has the proper permissions to perform the needed steps.

## Steps:

#### A. Un-Apply Credit Memo

- 1. Open Invoice that was credited off with wrong credit memo
- 2. Click on the View Payments button by Balance Due
- 3. In the Payment History window Highlight the Credit Memo to be Un-Applied Click on Un-Apply button



## 4. Click Yes to complete the process



5. After unapplied, the Balance Due will show amount left to pay and will be able to see the Reversed Credit Memo in the Payment History window

S *** Invoice Payments Received -	Accounting Data L	ocked ***								00	8
Cystomer ID	Category	A/R Acc	ogunt	Tag Group							
6614	"Monitoring	[LAD LA	n	11 Art March Count	a		_				
Invelse # 662000		Payment Hist	tory			- 0	×		Invoice Date	Aging Date	
11100102 # 002990		[ nut		le funni	1	and human	_		6/21/2024	6/21/2024	
Hillstead Museum 35 Mountain Road		6/21/2024	FET	Reference	Attount Res	ersed User Code			Branch	E.O. Number	
Detroit, MI 48201		6/21/2024	Credit Memo	662991	\$125.00	Y RSHAWLEY			MI		
		6/21/2024	Credit Memo	662991	(\$125.00)	N RSHAWLEY			Warehouse	Ierm	
Site Hillstead Museum										Due On Receipt	•
Aboress: Detroit, MI 48201									Invoice Type		
									Miscellaneous		
									Salesperson		
									Matt.Miler		
Items \$175.00 Parts \$0.00						•					
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Memo									Balance Due	150.00	0.0
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Add to Final Queue No email addr	ess defined)								Invoice List BFT	Save Gos	se
a construction for the second second											

# B. Apply New Credit Memo

1. In Open Invoices – the invoice should now show as open – Right click on the invoice – At this point you may choose to Credit Off Invoice or Create Credit From.

6614 Hillstead Museum								-		
Hitted Nozum Content Information Poyment Options Bit To Bit To Bit To Bit Hitted Nusum Contacts Ses G (2122) Nillsted Nusum Bit Contacts G Systems Fig. Contacts	Hittestad Museum     Babe       35 Montzin Road     Latet       25 Montzin Road     Todat       (S86) 677-4787     Coto       Gata     Coto       Sale     Sale       atom     Latet       Salet     Coto       Salet     Latet			Balance Due: Last Statement Date: Total Active RMR : Total Active RAR : Customer Type: Customer Type: Customer Since: Salesperson: Last Payment Rec'd: # of Disp Last 1 Days	225.00 225.00 2045 22(20.9) 3045 35.2(20.9) 3047 404 35.3(10 404					
Credit Memos Documents Inspections	Bill Contacts Title Open Invoices	Contact \$150.00			Phone	Ext	E-Mail			
🕀 🧈 Jobs	Invoice #	Site Name			Description	Date	Amount	Net Due	Late Fee	
A Notes Securing History Service Group Tickets Monitoring Suc	Open Credits Credit # 662991 Open Tickets	\$125.00 Site Name Histead Museum	New Invoic Edit Invoice Export Invo Credit Off I	e ice Detail	Credit Type CREDIT	0/21/2024 Date 6/21/2024	4mount \$125.00	Balance \$125.00	\$0.00	
-CS Log	Ticket #	Problem Code	Create Cred	lit From	Date	City, State	Status			
Transmitters Zone List Activity Ledger Collections Collections	Open Jobs Job #	Туре	Create Cycl Make EFT P	e Invoice Now ayment	Status	Units	Install	RMR		
- Credit Memos			Neitsii							

2. If you choose credit off invoice and there are no other payments on the invoice, the invoice will now be credited. If you selected to create credit from you will have to save the credit, and then the invoice will be credited. If you selected Credit Off Invoice and there was a partial payment on the invoice then the Credit off Invoice Balance Window will appear. In this window fill in all information – The GL Account needs to be what will be credited – Fill in Category Code and Memo – Click OK

Credit Off Invoice Ba	lance			×
i Customer Number Name	6614 Hillstead Museum			
<u>D</u> ate <u>G</u> L Account	7/1/2024 40410 Revenue, Finance Charges			
Cate <u>go</u> ry Code <u>M</u> emo	G&A	•		
Invoice Date ✓ 662990 6/21/202	Description 14 FC	Amount 175.00	Net Due	_
			QK <u>C</u> anc	el

3. Click Yes when ready to credit off the invoice balance

Credit Off Invoices	×
Are you ready to credit off the selected invoice	;) for this customer?
Yes	No

- 4. Click Cancel button to close out the window
- 5. The Invoice balance will now be credited off and the invoice will no longer show as being open

0						
Bill Contacts						
Title	Contact	Phone	Ext	E-Mail		
Open Invoices	\$0.00					
Invoice #	Site Name	Description	Date	with	Net Due	Late Fee

# C. Zero Out Wrong Credit Memo

\*\* Since the wrong credit memo has already been applied it cannot be deleted or removed, instead it will need to be applied to a Misc GL Account".

- 1. In Open Credits, the wrong credit memo will show as being open
- 2. Right click on the open memo Click Apply

Open Credits	\$125.00					
Credit #	Site Name		Credit Type	Date	Amount	Balance
662991	Hillstead Museum		EDIT	6/21/2024	\$125.00	\$125.00
		Apply				
Open Tickets		Refund to CC/ACH				
Ticket #	Problem Code	Refatila to COPACIT	te	City, State	Status	
		Refresh				
Open Jobs		Refresh				
Job #	Туре		Status	Units	Install	RMR

3. Click on the Other Tab to apply the memo to a Misc GL account – Fill in the information for the GL Account to be used – Fill in Memo – Click on Save

Apply Customer Credit 6614		
Hilstead Museum 35 Mountain Road Detroit, MI 48201	Credit Amount and Balani Credit Amount Balance	125.00 0.00
Credit Memo	Credit Date Apply <u>D</u> ate	6/21/2024 7/1/2024
nvoices Other	Advance Deposit	
GL Account 40410	Ĵop ∟	
Category Code G & A Amount 125.00	Amount 0.	00
Refund Check	Unapplied Cash	
Amount 0.00 Pay To	Amount	0.00
Mann		
CLEARING WRONG CREDIT MEMO	$\sim$	Save Close

4. Once saved the account no longer will show the open credit memo or the invoice that was to be wrote off

Hilstead Museum 35 Mountain Road Detrott, MI 48201 (586) 677-4787			Balance Due: Total Active RMR : Total Active RMR : Customer Type: Customer Since: Salesperson: Last Payment Rerd: # of Disp Last 1 Days		\$0.00 \$53.10 \$637.20 Commerci 1/27/1998 Matt Miller \$25.00 (6/ 0	\$0.00 \$53.10 \$637.20 Commercial 1/27/1998 Matt Miller \$25.00 (6/21/2024) 0		
Bill Contacts Title	Contact	Phone		Ext	E-Mail			
Open Invoices Invoice #	\$0.00 Site Name	Description		Date	Amount	Net Due	Late Fee	
Open Credits Credit #	\$0.00 Site Name	Credit Type		Date	Amount	Balance		
Open Tickets Ticket #	Problem Code	Date		City, State	Status			•
Open Jobs Job #	Туре	Status		Units	Install	RMR		