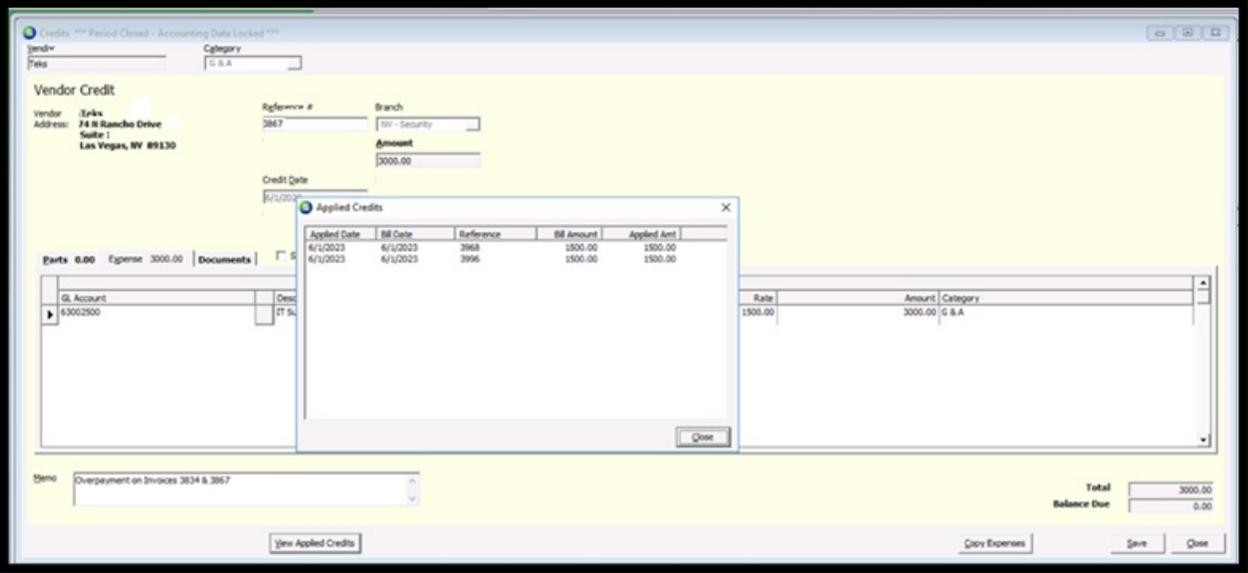


# How to Undo an Incorrectly Applied Vendor Credit

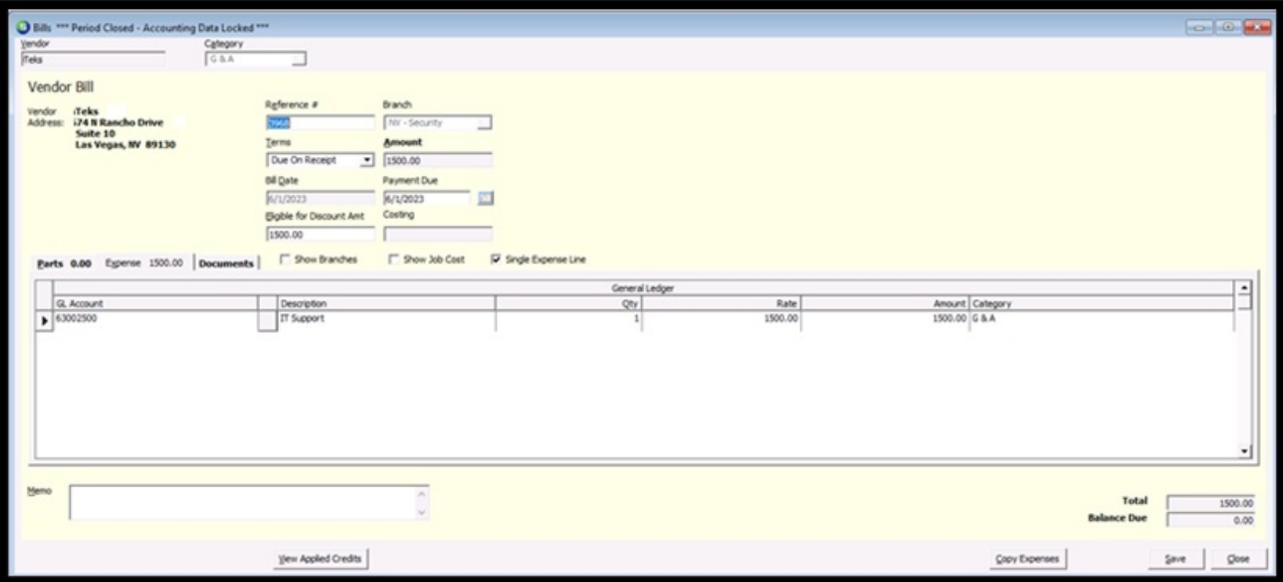
Last Modified on 03/03/2026 3:24 pm EST

If vendor credits get posted incorrectly, the steps listed below show how to reverse those and add them back correctly. This process was completed in SedonaOffice version 6.2.0.14.

- 1. Open the Vendor Credit to verify how the transaction was applied and where applied.



- 2. In the example, there are two different bills that were paid using the \$3000 credit. Copy how each one was applied to re-create the bills:



Bills \*\*\* Period Closed - Accounting Data Locked \*\*\*

Vendor: iTeKa Category: G & A

Vendor Bill

Vendor: iTeKa  
Address: 174 W Rancho Drive  
Suite 10  
Las Vegas, NV 89130

Reference #: 3968 Branch: NV - Security

Terms: Due On Receipt Amount: 1500.00

Bill Date: 6/1/2023 Payment Due: 6/1/2023

Eligible for Discount Amt: 1500.00 Costing: Costing

Parts: 0.00 Expense: 1500.00 Documents:  Show Branches  Show Job Cost  Single Expense Line

General Ledger						
GL Account	Description	Qty	Rate	Amount	Category	
63002900	IT Support	1	1500.00	1500.00	G & A	

Item:

Total: 1500.00  
Balance Due: 0.00

3. After you copy the information, recreate both invoices to put them back on the vendor account using the same information.

Bills

Vendor: iTeKa Category: G & A

Vendor Bill

Vendor: iTeKa  
Address: 174 W Rancho Drive  
Suite 10  
Las Vegas, NV 89130

Reference #: 3968-1 Branch: NV - Security

Terms: Due On Receipt Amount: 1500.00

Bill Date: 10/1/2023 Payment Due: 10/1/2023

Eligible for Discount Amt: 1500.00 Costing: Costing

Parts: 0.00 Expense: 1500.00 Documents:  Show Branches  Show Job Cost  Single Expense Line

General Ledger						
GL Account	Description	Qty	Rate	Amount	Category	
63002900	IT Support	1	1500.00	1500.00	G & A	

Item: Recreated bill 3968 due to vendor credit applied incorrectly, 06/01/2023

Total: 1500.00  
Balance Due: 1500.00

**Bills**

Vendor: iTeles  
Address: 174 N Rancho Drive Suite 10 Las Vegas, NV 89130

Category: G & A

Reference #: 3996-1 Branch: NV - Security

Terms: Due On Receipt Amount: 1500.00

Bill Date: 10/1/2023 Payment Due: 10/1/2023

Eligible for Discount Amt: 1500.00 Costing: [ ]

Parts: 0.00 Expense: 1500.00 Documents: [ ] Show Branches: [ ] Show Job Cost: [ ] Single Expense Line: [x]

GL Account	Description	Qty	Rate	Amount	Category
63002500	IT Support	1	1500.00	1500.00	G & A

Memo: Recreated bill 3996 due to vendor credit applied incorrectly, 06/01/2023

Total: 1500.00  
Balance Due: 1500.00

Copy Expenses Apply Save Close

4. Recreate the credit amount; in the example, the re-created amount for \$3000 was applied wrong to added back onto the account:

**Credit**

Vendor: iTeles  
Address: 174 N Rancho Drive Suite 10 Las Vegas, NV 89130

Category: G & A

Reference #: 3968-3996 Branch: NV - Security

Amount: 3000.00

Credit Date: 10/1/2023

Costing: [ ]

Parts: 0.00 Expense: 3000.00 Documents: [ ] Show Branches: [ ] Show Job Cost: [ ] Single Expense Line: [x]

GL Account	Description	Qty	Rate	Amount	Category
63002500	IT Support	1	3000.00	3000.00	G & A

Memo: Recreated create for 3834-3867 due to being applied incorrectly to 3968 & 3996 bills, 06/01/2023

Total: 3000.00  
Balance Due: 3000.00

Copy Expenses Apply Save Close

5. Open the vendor. The Open Credits will now show the re-added credit so it can be used correctly:

<b>Open Bills</b>		<b>\$10,440.01</b>		
<b>Invoice #</b>	<b>Date</b>	<b>Due</b>	<b>Amount</b>	<b>Net Due</b>
4026	7/1/2023	7/1/2023	86.69	86.69
4095	8/1/2023	8/16/2023	1500.00	1353.32
4210	9/11/2023	9/11/2023	1500.00	1500.00
4211	9/11/2023	9/26/2023	1500.00	1500.00
4226	10/1/2023	10/1/2023	1500.00	1500.00
4252	10/1/2023	10/1/2023	1500.00	1500.00
3968-1	10/1/2023	10/1/2023	1500.00	1500.00
3996-1	10/1/2023	10/1/2023	1500.00	1500.00
<b>Open Credits</b>		<b>\$9,000.00</b>		
<b>Credit #</b>	<b>Date</b>	<b>Amount</b>	<b>Balance</b>	
3720-3789-38...	7/1/2023	6000.00	6000.00	
3968-3996	10/1/2023	3000.00	3000.00	
<b>Open POs</b>		<b>\$0.00</b>		
<b>PO #</b>	<b>Order Date</b>	<b>Due Date</b>	<b>Total Cost</b>	<b>Rcvd Cost</b>
<b>Open Receipts</b>		<b>\$0.00</b>		
<b>Reference</b>	<b>Date</b>	<b>Cost</b>		