

Reverse Applied Credit on Invoice

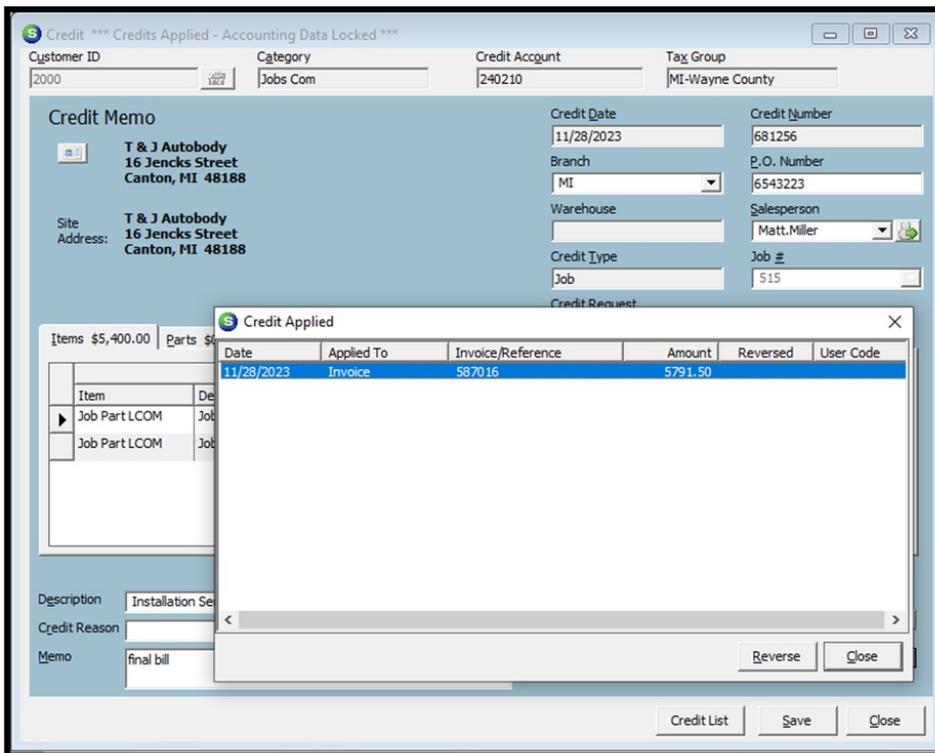
Last Modified on 09/12/2024 6:06 pm EDT

Issue:

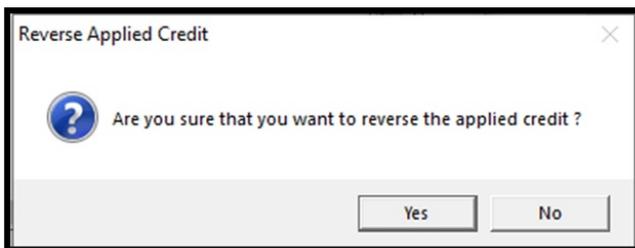
When a customer tries to use the un-Apply button on the invoice in the Payment History screen, it will not remove the credit.

Resolution:

If the applied credit amount cannot be removed using the un-Apply button on the invoice you can try using the Reverse button on the Credit Memo.



Click Yes on the prompt.



This will enter a reversing entry to Un-Apply the amount from the invoice.

