## **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.

Credit *** C Customer ID 2000	redits Applied -	Accounting D Category a Jobs Cor	ata Locked *** n	Credit Acc <u>o</u> 240210	unt	Ta <u>x</u> Group MI-Wayne	County	
Credit Memo T&J Autobody 16 Jencks Street Canton, MI 48188 Site Address: T&J Autobody 16 Jencks Street Canton, MI 48188					Credit Date 11/28/2023 Branch MI Warehouse Credit Type Job Codit Data unst	<b>_</b>	Credit <u>N</u> ur 681256 <u>P</u> .O. Num 6543223 <u>Salesperse</u> Matt.Mill Job <u>#</u> 515	nber ber on er I 🏷
Items \$5,40	0.00 <u>P</u> arts \$0	S Credit App Date 11/28/2023	Applied To	Invoice/Refere	nce	Amount 5791.50	Reversed	X User Code
Description Credit Reason Memo	De   LCOM Jot   LCOM Jot   Installation Se   final bill	٢					Reverse	> 
						Credit List	<u>S</u> ave	<u>C</u> lose

Click Yes on the prompt.



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