



## Credit Memo - BAR3700



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# Credit Memos

## Accounts Receivable > Maintenance > Credit Memos

This page is used to apply credit memos to existing printed invoices with unpaid balances.

**Note:** If the credit memo causes a negative balance, an overpayment record is created. For example, if a customer has a \$100 invoice and pays \$75, and then has a credit memo of \$50, the remaining invoice balance is -25, which will require an overpayment record. If the invoice balance is zero or positive, the overpayment record is not created.

### Retrieve an invoice:

Use the following fields to retrieve an existing invoice. If the invoice number is not known, click [Directory](#).

Field	Description
<b>Invoice Number</b>	Type the specific invoice number to be retrieved. If you type a partial invoice number (from one to five digits) and tab out of the field, the field is zero-filled to six digits. If alphanumeric values are entered, the field is not zero-filled. The field can be six characters.
<b>Credit Memo Number</b>	Type an alphanumeric credit memo number, hyphens are allowed. Leading zeros are not required. However, if the credit memo number is alphanumeric, the field is not zero-filled.

Click **Retrieve**. The following invoice details are displayed.


- **Requested By**
- **Customer Nbr**
- **Customer PO #**
- **Customer Name**
- **Reference**
- **Print Invoices**
- **Date Requested**
- **Invoice Status**
- **Due Date**
- **Attention**
- **Street Address**
- **City**
- **State/Zip**
- **Phone Number**

### Apply a credit memo:

Under **Products**, a list of the services/products included in the invoice is displayed.

<b>Product Type</b>	The service or product type is displayed.
<b>Description</b>	The service or product description is displayed.
<b>Quantity</b>	The quantity of the ordered item is displayed.
<b>Unit of Issue</b>	The basic unit of issue.
<b>Unit Price</b>	The price per unit of issue for the item being requested is displayed.
<b>Item Total</b>	The item total amount is displayed. It is calculated by multiplying the quantity by the unit price.
<b>Invoice Total</b>	The invoice total is displayed. It is calculated by adding the item totals.

Under **Budget Accounts**, a list of the invoice account codes to which a credit memo can be credited is displayed.

<b>Account Code</b>	The account code which is to receive the funds from the credit memo is displayed.
<b>Account Description</b>	The account code description from the Chart of Accounts is displayed.
<b>Original Amt</b>	The original amount of account code line item deduction is displayed.
<b>Credit Memo Total</b>	The total credit memo amount is displayed.
<b>Payment Amt</b>	The amount of any previously applied payments is displayed.
<b>Overpayment Crd</b>	The amount of any previously applied overpayment credits is displayed.
<b>Balance</b>	The remaining balance for the line item is displayed.
<b>Credit Memo Amt</b>	Type the amount of the credit memo to be applied. The amount must be a negative (-) number.
<b>Transaction Date</b>	Type the transaction date in the MMDDYYYY format. Or, select a date from the calendar.
<b>Adj Reason</b>	Type the district-defined reason adjustment reason code for creating the credit memo. Or, click  to select a code from the Adjustment Reasons lookup. The adjustment reason codes are maintained on the <a href="#">Accounts Receivable &gt; Tables &gt; Adjustment Reasons</a> page. This field is required.

Click **Save**. A credit memo number is automatically created for the transaction and will be associated with the invoice number.

**Other functions and features:**

<b>Retrieve</b>	The <b>Retrieve</b> button is also used to retrieve information from the last save. If you click <b>Retrieve</b> , any unsaved changes are lost.
<b>Print</b>	Click to print the Customer Copy and District Copy of the credit memo transaction.