



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 |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Invoice Number | 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. |
| Credit Memo Number | 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.

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

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| Account Code | The account code which is to receive the funds from the credit memo is displayed. |
| Account Description | The account code description from the Chart of Accounts is displayed. |
| Original Amt | The original amount of account code line item deduction is displayed. |
| Credit Memo Total | The total credit memo amount is displayed. |
| Payment Amt | The amount of any previously applied payments is displayed. |
| Overpayment Crd | The amount of any previously applied overpayment credits is displayed. |
| Balance | The remaining balance for the line item is displayed. |
| Credit Memo Amt | Type the amount of the credit memo to be applied. The amount must be a negative (-) number. |
| Transaction Date | Type the transaction date in the MMDDYYYY format. Or, select a date from the calendar. |
| Adj Reason | 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 Accounts Receivable > Tables > Adjustment Reasons 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:

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