Credit Memo - BAR3700

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Accounts Receivable > Maintenance > Credit Memo

This page is used to apply credit memos to existing printed invoices with a zero or unpaid balance. If an invoice already has a negative balance (i.e., overpayment), you cannot select the invoice to create a credit memo.

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. The Directory includes all invoices with and without credit memos.

Field	Description
Invoice Number	Type a 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 a credit memo number. Leading zeros are not required. If left blank, a new credit memo for the associated invoice can be created. The credit memo field must be blank to add a new credit memo. The credit memo number is auto-assigned when the credit memo data is saved. Once the credit memo is saved, the record cannot be edited. If you need to make additional changes to the same invoice, delete any numbers that are displayed in the **Credit Memo Number** field and click **Retrieve** to create a new credit memo.

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.

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.

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 amount of previously applied credit memos 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. The total amount of the credit memo for all lines cannot exceed the invoice total.
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:

Retrieve	The **Retrieve** button is also used to retrieve information from the last save. If you click **Retrieve**, any unsaved changes are lost.


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