A/R - Credit & Debit Memo Overview
AV Ref # 545

This document will explain:

- Functionality of Credit & Debit Memos
- How to Post Credit & Debit Memos

There is also a video showing how to perform this function:
How to Perform This Function (3:51) – AV Ref# 448

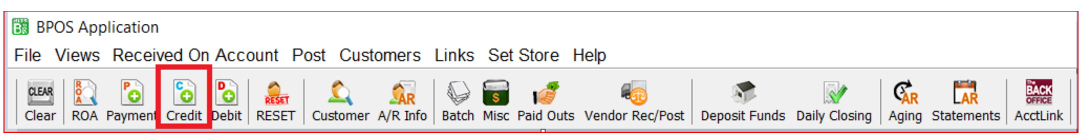
About:

Credits and debit memos are used to increase or decrease a customer's A/R balance **when no actual money has exchanged hands**. Generally, they are used to credit off a balance, add a balance or to correct a prior mistake. Posting credits or debits will not affect your cash/check or credit card totals for the day. Please note, you would **NOT** use this procedure for reversing a payment posted in error. For more information about reversing payments, see AV #449.

How To Post a Credit Memo (remove part/all of balance):

1. Click on **Views → Bookkeeping**.

2. Click on the **Credit** icon on the toolbar:



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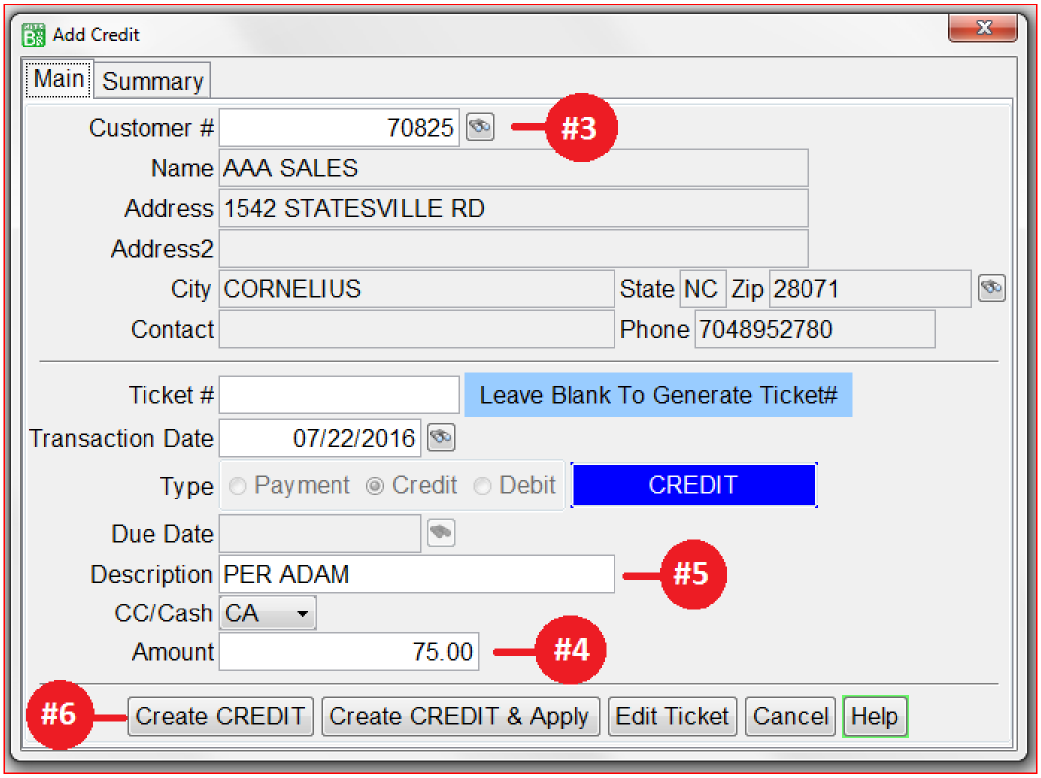
3. On the **Add Credit** screen (shown below), if the correct customer isn't displaying, click on the binoculars beside the **Customer #** field to find the correct customer and then double-click on them to make them the Active customer.

4. Type in the Credit **Amount.**

5. Edit the Credit **Description** as necessary.

6. Click on **Create Credit** Button at the bottom:



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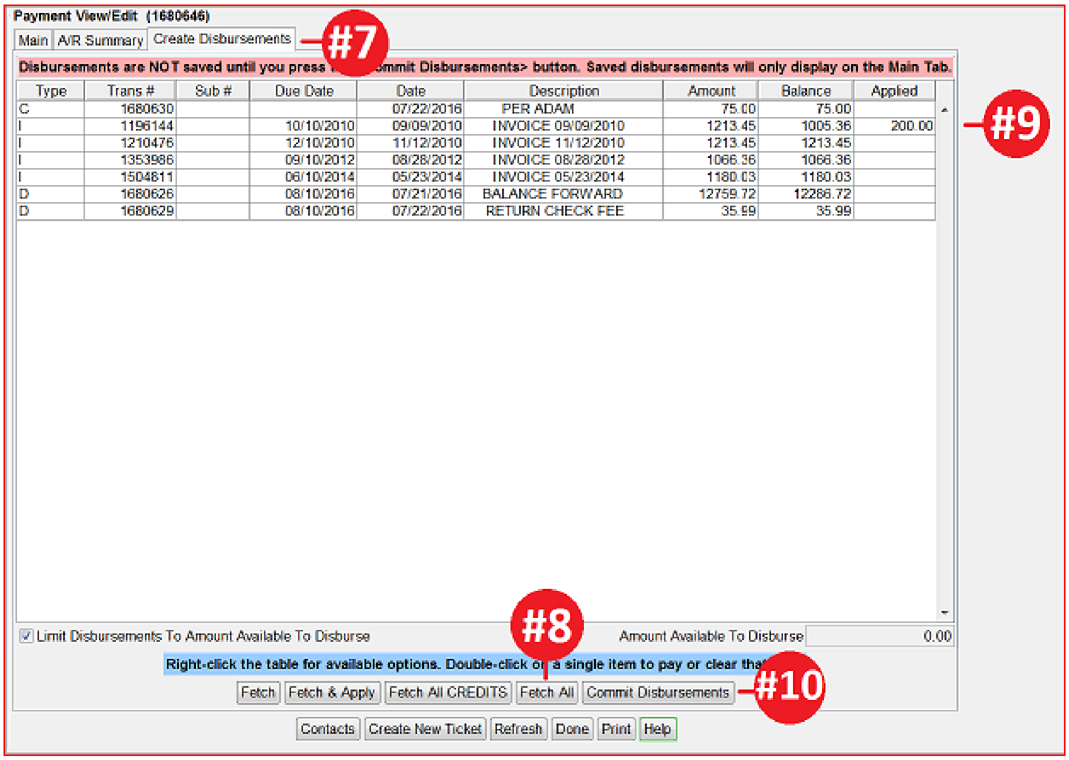
7. On the **Payment View/Edit** screen (shown below), click on the **Create Disbursement** Tab.

8. Click the **Fetch All** button at the bottom of the screen.

9. Find the transaction you wish to credit off & double-click to apply the credit.

10. Click on **Commit Disbursements** button at the bottom of the screen:



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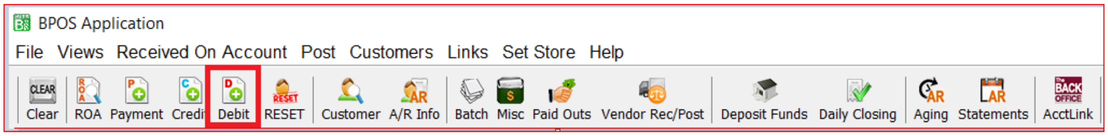
To Post a Debit Memo (Add a balance):

1. Click on **Views → Bookkeeping.**

2. Click on the **Debit** icon on the toolbar:



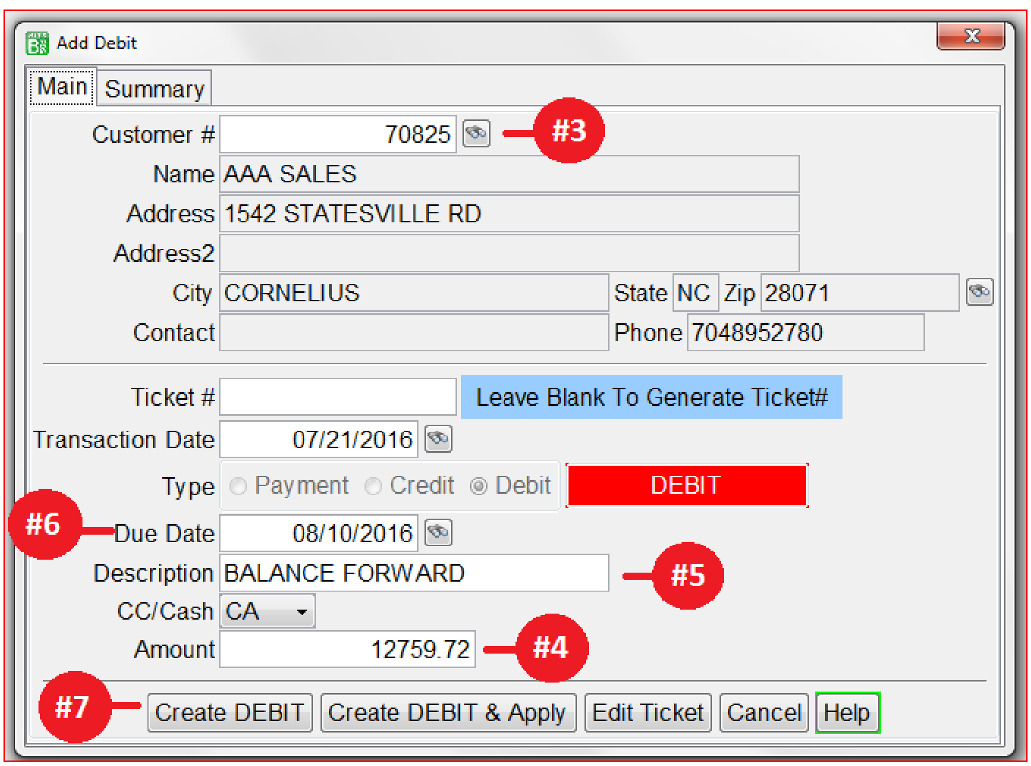
3. On the **Add Debit** screen (shown below), if the correct customer isn't displaying, click on the binoculars beside the **Customer #** field to find the correct customer and then double-click on them to make them the Active customer.

4. Type in the Debit **Amount.**

5. Edit the Debit **Description** as necessary.

6. Edit the **Due Date** if necessary.

7. Click on **Create Debit** Button at the bottom:



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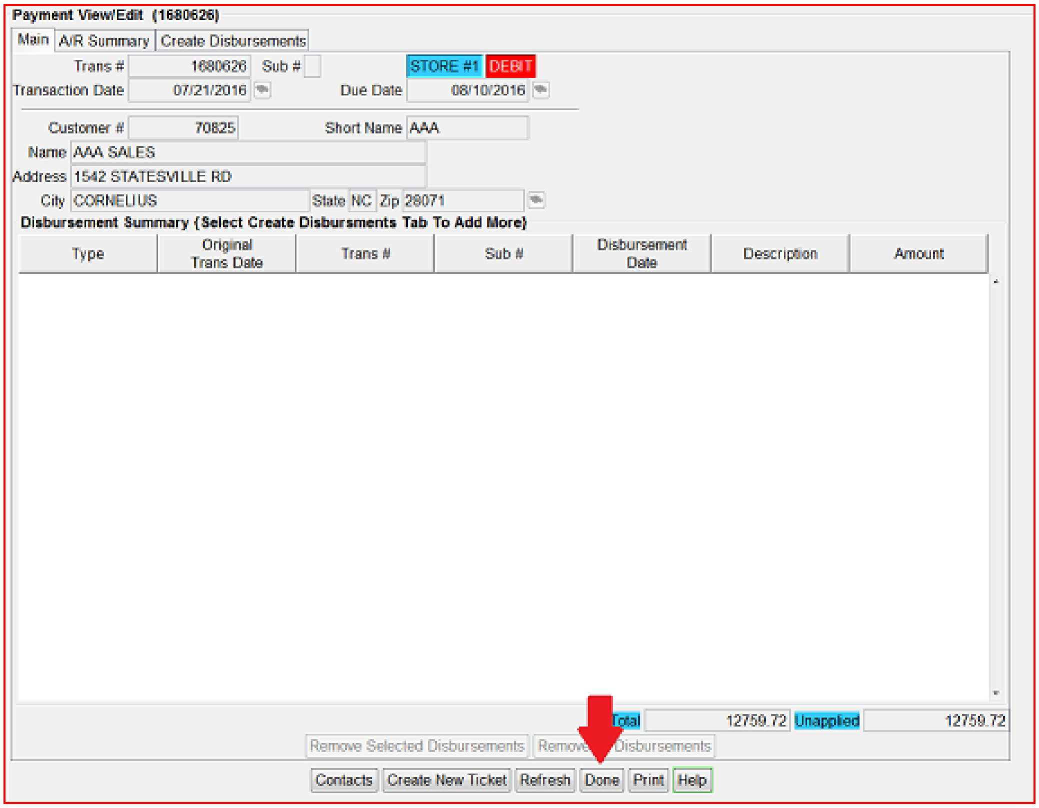
8. Click the **Done** button at the bottom:



Option Settings:

Note – Users must have password permission to add Credit and Debit memos (P17M, P85). If you need to give a user permission to have the permission setting, please have the owner/store manager contact your system administrator.