

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

This document will explain:

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

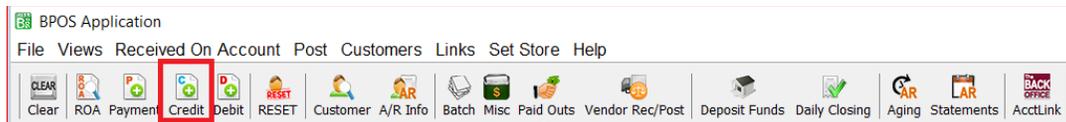
There is also a video showing how to perform this function:
How to Perform This Function (3:51) – AV Ref# 448

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:

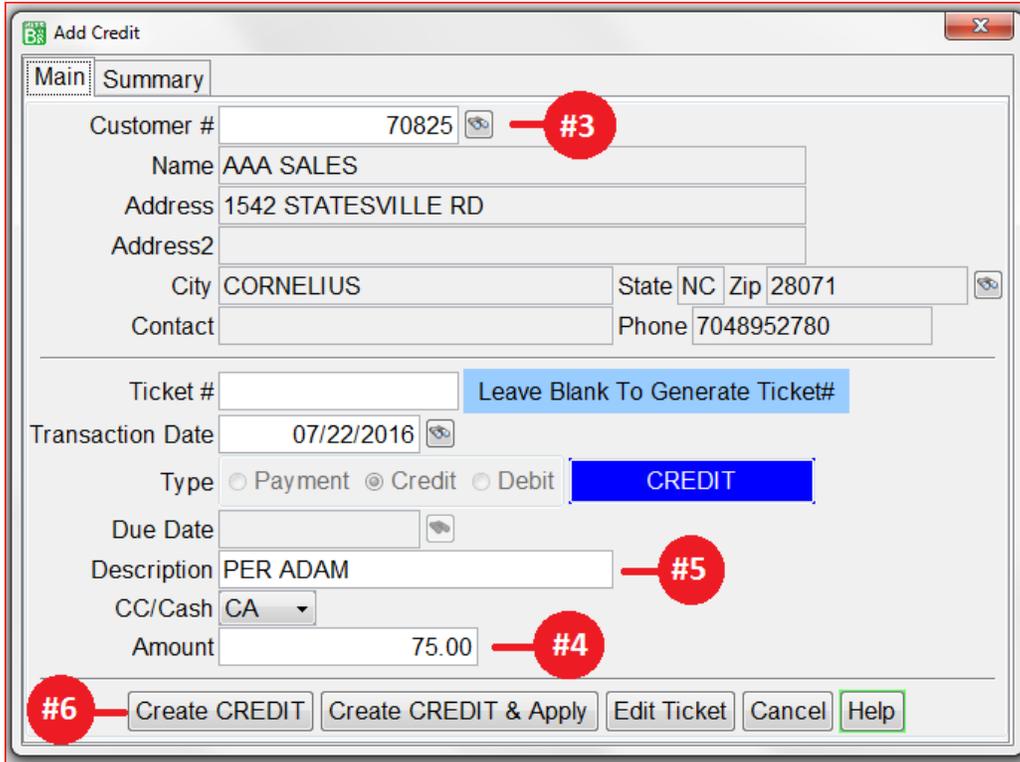


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Note: For after-hours emergency support - Use the 24/7 number provided with your software

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:



The screenshot shows the 'Add Credit' window with the following fields and callouts:

- #3**: Binoculars icon next to the Customer # field (70825).
- #4**: The Amount field containing 75.00.
- #5**: The Description field containing PER ADAM.
- #6**: The 'Create CREDIT' button at the bottom left.

Other visible fields include: Name (AAA SALES), Address (1542 STATESVILLE RD), City (CORNELIUS), State (NC), Zip (28071), Phone (7048952780), Transaction Date (07/22/2016), and Type (Credit selected).

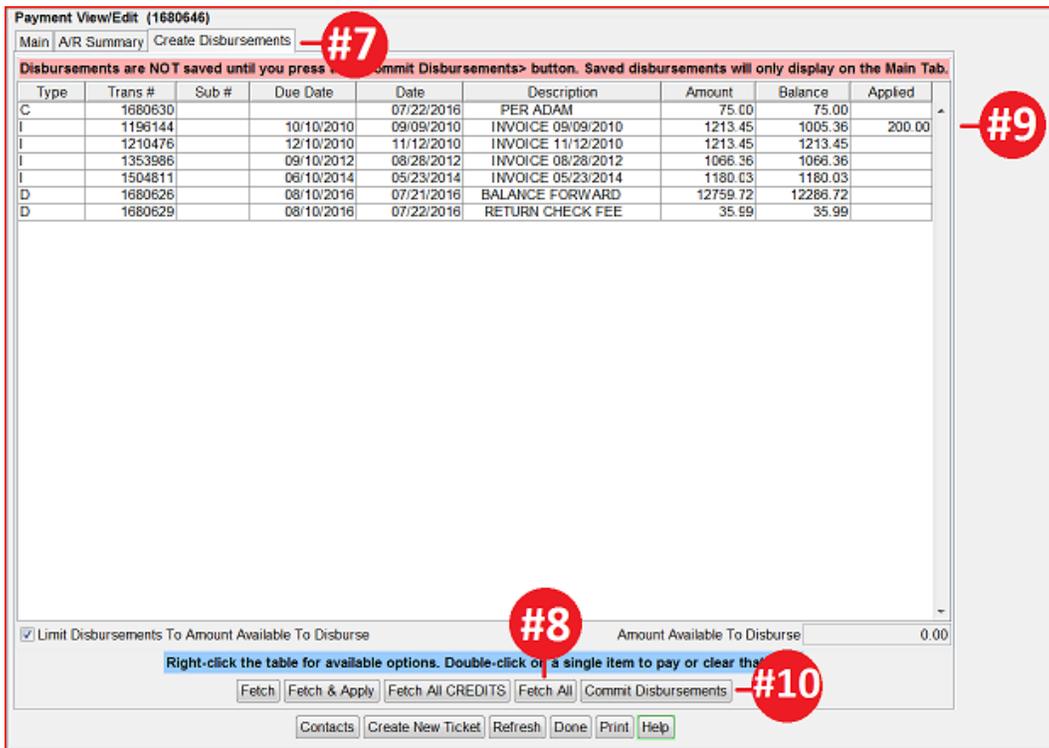
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7. On the **Payment View/Edit** screen (shown below), click on the **Create Disbursement** Tab.
8. Click the **Fetch All** button at the bottom of the screen.
9. Find the transaction you wish to credit off & double-click to apply the credit.
10. Click on **Commit Disbursements** button at the bottom of the screen:



Payment View/Edit (1680646)

Main | A/R Summary | Create Disbursements **#7**

Disbursements are NOT saved until you press **Commit Disbursements** button. Saved disbursements will only display on the Main Tab.

| Type | Trans # | Sub # | Due Date | Date | Description | Amount | Balance | Applied |
|------|---------|-------|------------|------------|--------------------|----------|----------|---------|
| C | 1680630 | | | 07/22/2016 | PER ADAM | 75.00 | 75.00 | |
| I | 1196144 | | 10/10/2010 | 09/09/2010 | INVOICE 09/09/2010 | 1213.45 | 1005.36 | 200.00 |
| I | 1210476 | | 12/10/2010 | 11/12/2010 | INVOICE 11/12/2010 | 1213.45 | 1213.45 | |
| I | 1353986 | | 09/10/2012 | 08/28/2012 | INVOICE 08/28/2012 | 1066.36 | 1066.36 | |
| I | 1504811 | | 06/10/2014 | 05/23/2014 | INVOICE 05/23/2014 | 1180.03 | 1180.03 | |
| D | 1680626 | | 08/10/2016 | 07/21/2016 | BALANCE FORWARD | 12759.72 | 12286.72 | |
| D | 1680629 | | 08/10/2016 | 07/22/2016 | RETURN CHECK FEE | 35.99 | 35.99 | |

#9

Limit Disbursements To Amount Available To Disburse **#8** Amount Available To Disburse 0.00

Right-click the table for available options. Double-click on a single item to pay or clear that item.

Fetch Fetch & Apply Fetch All CREDITS **#10** Fetch All Commit Disbursements

Contacts Create New Ticket Refresh Done Print Help

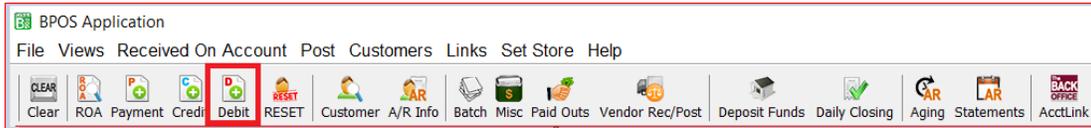
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To Post a Debit Memo (Add a balance):

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:

The image shows the 'Add Debit' form with several fields and buttons. Red circles with numbers #3 through #7 point to specific elements: #3 points to the binoculars icon next to the Customer # field; #4 points to the Amount field; #5 points to the Description field; #6 points to the Due Date field; and #7 points to the 'Create DEBIT' button. The form contains the following data: Customer # 70825, Name AAA SALES, Address 1542 STATESVILLE RD, City CORNELIUS, State NC, Zip 28071, Phone 7048952780, Transaction Date 07/21/2016, Due Date 08/10/2016, Description BALANCE FORWARD, CC/Cash CA, Amount 12759.72. The 'Type' is set to 'Debit' and the 'DEBIT' label is highlighted in red. The 'Create DEBIT' button is highlighted with a green box.

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

Payment View/Edit (1680626)

Main | A/R Summary | Create Disbursements

Trans # 1680626 Sub # STORE #1 DEBIT

Transaction Date 07/21/2016 Due Date 08/10/2016

Customer # 70825 Short Name AAA

Name AAA SALES

Address 1542 STATESVILLE RD

City CORNELIUS State NC Zip 28071

Disbursement Summary (Select Create Disbursements Tab To Add More)

| Type | Original Trans Date | Trans # | Sub # | Disbursement Date | Description | Amount |
|------------------|---------------------|---------|-------|-------------------|-------------|----------|
| Total | | | | | | 12759.72 |
| Unapplied | | | | | | 12759.72 |

Remove Selected Disbursements Remove Disbursements

Contacts Create New Ticket Refresh **Done** Print Help

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.