Credit Invoices

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Used for customer credit or return items, Credit Invoices update inventory and the Customer's account balance.

Credit Invoices

At the *Select an Invoice* screen found at A/R / *Invoice*, there are two selections related to credit situations: **Credit** and **Reverse**. More on reversing Invoices can be found here.

This is used when product is returned or a billing error is made and voiding is not appropriate (such as an Invoice generated in a prior month). Select **Credit** and fill out the screen like a regular Invoice using POSITIVE quantities.

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As this new Invoice is saved, the quantities are negated.

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Invoices created by selecting Credit are displayed in blue in the Select an Invoice window.

Note: The Credit Invoice document displays *Credit Memo* at the top and bottom of the printout, signifying a balance is not due. Additionally, Invoices created using the *Credit* option display in blue on the *Select an Invoice* window.



Reconcile Credit Invoices

This function at A/R / Reconcile Credit Invoices allows Credit Invoices and/or Unapplied Cash to easily be applied against open Invoices. It can be run at any time during the month and multiple times if desired. It is recommended to use this utility prior to assessing Finance Charges and printing Customer Statements.

🖳 Reconcile Cre	edit Invoices	- • ×
Se	elect Customers All Select	Classification
Select Cust	omer Locations All Select	
Date	11/10/2023 Group Custome	ers By Location
Payment Method	Adjustment V Use U/A Cash	ents
Description	Reconcile Credit Invoices	
		/
Reconcile Cre	edit Invoices Prescan Report	
O Print	Print Report	
Preview		
Load Set S	Save Set Post	Cancel

Any Customer with Credit Invoices and/or Unapplied Cash (if selected) as well as open regular Invoices is automatically selected or specific Customers may be selected by using **Select** or **Classification**.

If the *Preview Payments* option is checked when **Post** is selected, the first Customer is displayed for review. If this option is not selected, zero dollar payments are automatically posted for applicable Customers without further review. All credits are applied (oldest to newest) to open Invoices from the top down in the payment grid (just as

Auto Apply does at the regular Payment on Accounts screen).

If the option to *Use U/A Cash* was selected, then it is applied in addition to the Credit Invoices. The grid loads in *Standard* order - credits first, finance charges second, then other charges by due date. The *Group Customers By Location* option orders the Customers by Location ID first then Customer ID as the payments are processed. With this option unchecked, payments are ordered by Customer ID.

A Reconcile Credit Invoices Prescan report is available to *Preview* or *Print*. This report includes *Unapplied Cash*, the *Customer ID*, *Customer Name*, *Invoice Number*, *Invoice Date*, *Due Date*, and *Unpaid Balance*, and is grouped and sorted in the same manner as when previewing payments.

🖳 Pay	/men	t on A	ccount	s											×
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	Apply	/	Untag	All	Pr	int Form			T	Totals		0.00		-2875.00	
								Print on Save	Issue	Check			Cancel	Save	Skip

Save creates a zero-dollar payment applying the credits to open Invoices. **Skip** does no posting and displays the next applicable Customer.

Apply a Credit Invoice to an AR Balance

When the Customer has a credit Regular balance, that credit may be applied to the Customer's open charge. There are multiple scenarios for how a credit Invoice may be applied. The credit may be applied at *Accounting / A/R / Payments* or by selecting the **Payment on Account(s)** shortcut icon.

Add a Payment for the Customer. Tag any Invoices in the grid that should be paid by the credit, including the credit Invoice and set the *Pay Method* to *Adjustment*. For all scenarios listed below, no *Payment Amount* should be entered in the top portion of the *Payment* screen.

Scenario 1: The credit Invoice is for the same amount as the Invoice(s). Select Save to complete the Payment.

💀 Payment on A	ccounts								×
Date	05/05/2025	Payment Numbe	er 120478				_		
<customer id=""></customer>	AndBa	Barry Anderso	n		Defere	Regular	Prepay	U/A Cash	Budget
Payment Amount		Regular	~	1	After	0.00	20000.00	0.00	0.00
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Date	Invoice	# Due	Gross Unpa	id Amt Disc Date	<discount></discount>	Payment	Invoice Terms	Control #	
1 🕨 🗹 05/05	/2025 1201085	06/15/2025	-350.00 -	350.00 Expired	0.00	-350.00	N15		
2 2 05/05	/2025 1201087	06/15/2025	350.00	350.00 Expired	0.00	350.00	N15		
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Apply	Untag All	Print Form			Totals		0.00	0.00	
Email This Show Email Addre	sses		Print	on Save 🗌 Is	sue Check			Save	Cancel

Scenario 2: The credit Invoice is for more than the Invoice(s) being paid. Edit the amount of the *Payment* amount on the credit line to offset the amounts being paid. Click **Apply** then **Save**.

Date 05/05/2025		Date	05/05/	2025	Payment Number	er 12047	7			Regular	Prepay	II/A Cash	Budget
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	Total (Credit	_	0.00	Control #		_			Sort Invoice	s by Standar	d	~
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2		Date 05/05	/2025	V Invoice# 1201085	Due 06/15/2025 06/15/2025	Gross -350.00 102.13	Unpaid Amt -350.00 102.13	Disc Date Expired Expired	Oiscount	Payment -102.13 102.13	Invoice Terms N15 N15	Control #	
2 c 1) 2		Date 05/05 05/05	/2025 /2025	V Invoice# 1201085 1201086	Due 06/15/2025 06/15/2025	Gross -350.00 102.13	Unpaid Amt -350.00 102.13	Disc Date Expired Expired	<discount 0.00 0.00</discount 	Payment -102.13 102.13	Invoice Terms N15 N15	Control #	
2		Date 05/05 05/05	/2025 /2025	V Invoice# 1201085 1201086	Due 06/15/2025 06/15/2025	Gross -350.00 102.13	Unpaid Amt -350.00 102.13	Disc Date Expired Expired	Discount 0.00 0.00	Payment -102.13 102.13	Invoice Terms N15 N15	Control #	
		Date 05/05 05/05	/2025 /2025	V Invoice# 1201085 1201086	Due 06/15/2025 06/15/2025	Gross -350.00 102.13	Unpaid Amt -350.00 102.13	Disc Date Expired Expired	<discount- 0.00 0.00</discount- 	Payment -102.13 102.13	Invoice Terms N15 N15	Control #	View Invoic

Scenario 3: If the credit Invoice is less than the selected Invoice(s), edit the amount of the selected Invoice(s) to offset the amount of the credit, or select **Auto Apply** to allow Agvance to edit the amounts automatically. Click **Apply** (if not auto applied) then **Save**.

		Date	05/05/	2025 👖	Payment Numb	er 120477	,						
<0	ustom	er ID>	AndB	8	Barry Anders	on				Regular	Prepay	U/A Cash	Budget
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		05/05	/2025	120108	6 06/15/2025	102.13	102.13	Expired	0.00	102.13	V15		
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2		05/05										>	View Invoice

Once saved, the selected Invoice(s) will be marked as paid and the Customer balance reduced.