

Credit Invoices

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Overview

At the *Select an Invoice* screen found at *A/R / Invoice*, there are two selections related to credit situations: **Credit** and **Reverse**.

- **Credit** – 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. As this new Invoice is saved, the quantities are negated. Invoices created by selecting **Credit** are displayed in blue in the *Select an Invoice* window.
- **Reverse** – Reverse an existing Invoice by selecting it (even if it is in a previous month) and choosing **Reverse**. A new Invoice displays with the same products, quantities, and prices as the original. As this new Invoice is saved, the quantities are negated. This reversed Invoice and the original Invoice are displayed in red in the *Select an Invoice* window. Neither can be voided or reversed again. In the Accounting Preferences, there's an option to mark reversing Invoices as *Paid*. If this option is selected, both the original Invoice and the reversing Invoice are marked as *Paid* at the save of the reversal. If this option is not selected, both the original and the reversing Invoices remain with an *Open* status.

Credit Invoice Process

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

1. Navigate to *Accounting / A/R / Invoice* and select **Credit**.
2. Double-click the *Customer Name* column heading or the *By Field* area to select the customer.

3. The *Credit Invoice* window displays. Select the products to credit by double-clicking the *Product Name* column heading. Choose the products, enter a positive *Quantity*, and select **Done**.
4. Edit the information as necessary and choose **Save**. The Invoice quantities are negated.
5. The *Print Invoice Document* screen will appear. Print any necessary documents or select **Cancel** to close this 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.