## **Credit Memo**

Credit memo is issued by a seller in order to reduce the amount that a customer owes from a previously issued sales invoice. Below actions are available from "Credit Memo":

← Create new credit memo; update, delete, view and search for credit memo details

? Account:	< Select All >		~	Representative	< Select All >			~	Search	2
										-
Year:	Year 2016	~	~	Branch	< Select All >			~		
Date 🔺	Document # Re	eference # Account	t# Account N	lame	Representative	Currency	Grand Total	Sta	atus	四 ~
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Credit Memo ×							
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Document Date Document Number		Reference Number		Branch			-
18/08/2016 <ul> <li>AUTO-GENERATED-&gt;</li> </ul>				HQ - Head Office	e		~
Partner Account	Currency	Payment Term		Representative			
	<ul> <li>Contency</li> </ul>	Payment Term	~	Representative			~
Partner Location Partner Contact		Description	•				-
✓	~	Description					
Invoice Date							
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Account Entries Postings Notes / Attachments							_
Account Entries Postings Notes / Attachments						🖸 🦑 -	
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Account Entry type		Description	Amo		Note	Tax Amount	E ~
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		Total [	Amount: <b>S\$0.00</b> + T	ax: S\$0.00] = Gra	nd Total:		5
Generate Documents 🔹 Confirm Credit Memo(s)		(	Create New	Save ) (	Bevert	Delete	$\supset$
Credit Memo List Credit Memo							_

Field Name	Description	Mandatory Information
Document Date	Date of the credit memo	Y
Document Number	Document number for the credit memo	Υ

Reference code for easy search	Ν
Company's branch	Y
Select the partner to issue the credit memo. (Once user select a partner, the partner's info: location, partner contact, payment term, currency and representative will automatically fill up)	Y
Place of partner	Υ
Contact of the partner's person in charge	Ν
Payment term for the partner	Υ
Company's internal representative who handle the partner's account	Ν
Description	Ν
Select the account for the credit memo	Υ
Entity Type group in Analytical Groups	Y
Description for the account entry	Ν
	Y
	Company's branch Select the partner to issue the credit memo. (Once user select a partner, the partner's info: location, partner contact, payment term, currency and representative will automatically fill up) Place of partner Contact of the partner's person in charge Payment term for the partner Company's internal representative who handle the partner's account Description Select the account for the credit memo Entity Type group in Analytical Groups

### Create New Credit Memo

 Click on "Create New" at the top right of screen of "Credit Memo List" tab, it will open "Credit Memo" tab with empty form

	redit Memo ×								
Accou	nt: < Select All >			✓ Representativ	ve: < Select All >			✓ Search	
Year:	Year 2015	•	♥	✓ Branch	< Select All >			← 🚺 Create	e New
C	ate ≜ Document #	Reference #	Account #	Account Name	Representative	Currency	Grand Total	S <mark>tatus</mark>	8 < (

2. Fill up credit memo's information on top half of screen

3. On *"Account Entries"* tab select an account from *"Account"* drop-down list, fill up account entry's information, and click button

4. Click on "Notes / Attachments" tab at the middle

of screen to add notes or files attachment for the credit  $\operatorname{memo}$ 

5. Click on "Save" button at the bottom of screen to save

6. Click on "Confirm Credit Memo(s)" button at the bottom of screen to confirm the credit memo

# Account	Entity Type	Description	Amount Tax Rate	Tax Amount	(₽
# Account 1 1210 - On Invoice - Rebates	Commercial Confirm Document?		Amount Tax Rate \$\$200.00	Tax Amount	<b>B</b> < (
Generate Documents	onfirm Credit Memo(s)	Total (Amount: <b>\$\$2</b> )	00.00 + Tax: S\$0.00] = Grand Total w Save Reve		

7. Click on "Post Credit Memo(s)" button at the bottom of screen to post the credit memo. Journal entries will be automatically created under "Postings" tab

	# Account	Entity lype	Description	Amount Tax Rate	lax Amount
	1 1210 - On Invoice - Rebates	Commercial	Rebate	S\$200.00	^
			Incument? X Do you really wish to Post the selected Credit Memo(s)? Yes No		( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( )
New No.	Generate Documents	Post Credit Memo(s)	Total [/	Amount: S\$200.00 + Tax: S\$0.00] = Grand Total: Create New Save Bevert	SS200.00 Relete

8. Click the arrow on Generate Documents button on "Credit Memo" tab at the bottom left side of screen and select "Create Similar Credit Memo" to create new copy of the credit memo.

		Currency	Payment Term	Represen	ntative		
6002.001/LO001 - L'Oreal !	Singapore	✓ SGD	60D-EOM - 60 Days End Of Month	<ul> <li>Image: A state of the state of</li></ul>			*
Partner Location	Partner Contact		Description				
Winsland House	Create Similar Invoice	~	×				
Account Entries Postin	Create a similar Non Trade Invoice i Generates the Non Trade Invoice from a account entries.	selected document with the same	e set of				
Account chines Prostin	Document Number	Document Date				S 🖑	4
1210 - On Invoice - Ret		18/08/2016		\$\$200.00	~		٦
# Account				Amount	Tax Rate	Tax Amount	Ĩ
1 1210 - On Invoice - Reb	Reference Number	Document Status Drafted		\$\$200.00			
	Solution of the new Non Trade Invoice Docu	inter .					
		(	QK <u>Cancel</u>				
		(	QK <u>Cancel</u>				
		(	QK <u>Cancel</u>				
		(	QK <u>Cancel</u>				
		(		5\$200.00 + Tax: S\$0.0	0] = Grand Total:	5520	0.0
Generate Documents Create Similar Credit Mer	Generate Report	)	Total [Amount	55200.00 + Tax: 550.0 te <u>New</u> Save	0] = Grand Total:	S\$20 Relete	

### Update Credit Memo Details

1. Click on "Credit Memo List" tab at the bottom of screen

2. Double click on credit memo to be updated, it will bring up the details on "Credit Memo" tab for the selected memo. If a memo's status is "Confirmed" or "Posted", right click on the memo and reopen / undo posting of the memo first

1 1210 - On Invoice - Rebates	✓ ET01 - Commercial	✓ Rebate			S\$200.00	~		4
# Account	En dily day	Document Posting?	Description	×	Amount	Tax Rate	Tax Amount	1
1 1210 - On Invoice - Rebates	Commercial				\$\$200.00			1
		) Do you really wish to Undo	Accounts Posting for the selected Cred	it Memo(s) ?				•
				Total [Amount: S\$	200.00 + Tax: S\$0.00	] = Grand Total:	S\$200	.00
Generate Documents	Generate Report			Create	ew Save	) ( <u>R</u> evert	Delete	
Credit Memo List Credit Mem	and a second							
	Undo Credit Memo(s) Po	osting					11:31 A	м

3. Make change(s) on the credit memo information

4. Click on **"Save"** button at the bottom of screen when done

5. Click on "*Revert*" button at the bottom of screen or refresh icon at the top of the screen to roll back the changes

6. Click on "Confirm Credit Memo(s)" button at the

bottom of screen to confirm the credit memo

7. Click on "Post Credit Memo(s)" button at the bottom of screen to post the credit memo

#### Delete Credit Memo

1. Click on "Credit Memo List" tab at the bottom of screen

2. Double click on credit memo to be deleted, it will bring up the details on "Credit Memo" tab for the selected memo. If a memo's status is "Confirmed" or "Posted", right click on the memo and reopen / undo posting of the memo first

3. Click on "Delete" button at the bottom right side of screen

4. Click on "Yes" button on the pop-up window to confirm memo deletion

	1 1210 - On Invoice - Rebates 🗸	ET01 - Commercial 🗸	Rebate	S\$200.00	~		4
	# Account	Entity Type	Description	Amount	Tax Rate	Tax Amount	E ~
Į.	1 1210 - On Invoice - Rebates	Commercial	ting record?	\$\$200.00			^
							•
				Total [Amount: \$\$200.00 + Tax: \$\$0.00] =	= Grand Total:	\$\$200	00
	Generate Documents	Confirm Credit Memo(s)		Create New Save	<u>Revert</u>	Delete	D
	Credit Memo List Credit Memo						

# View and Search for Credit Memo Details

1. Click on "Credit Memo List" tab at the bottom of screen

2. Enter search parameter to filter the result, i.e. type in account of the credit memo to search for in the "Account" text field box or select from drop-down



3. Result can be sorted alphabetically by clicking the fields' columns

Credit M	< Select All >				Representative	Select All >			× ( s	earch
Year:	Year 2016	~			Branch	< Select All >			✓ II c	reate Nev
Date	Document #	Reference #	Account #	Account Nam	Y	Representative	Currency	Grand Total	Status	T\$
Aug 18, 2016	CM16-080003		6002.001/LO001	L'Oreal Singapore			SGD	S\$200.00	Drafted	^

4. Double click on credit memo to view full details
of the memo, it will bring up the details on "Credit
Memo" tab for the selected memo