
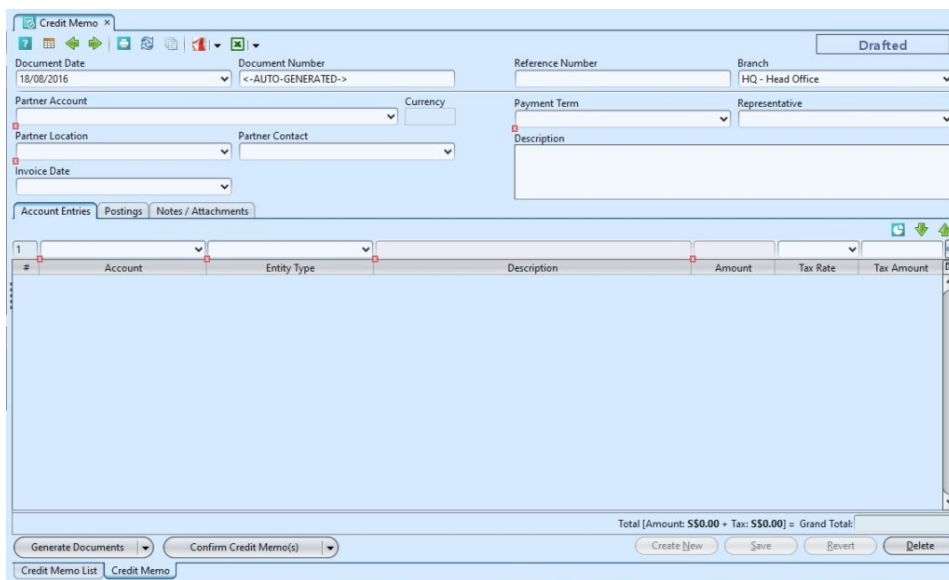
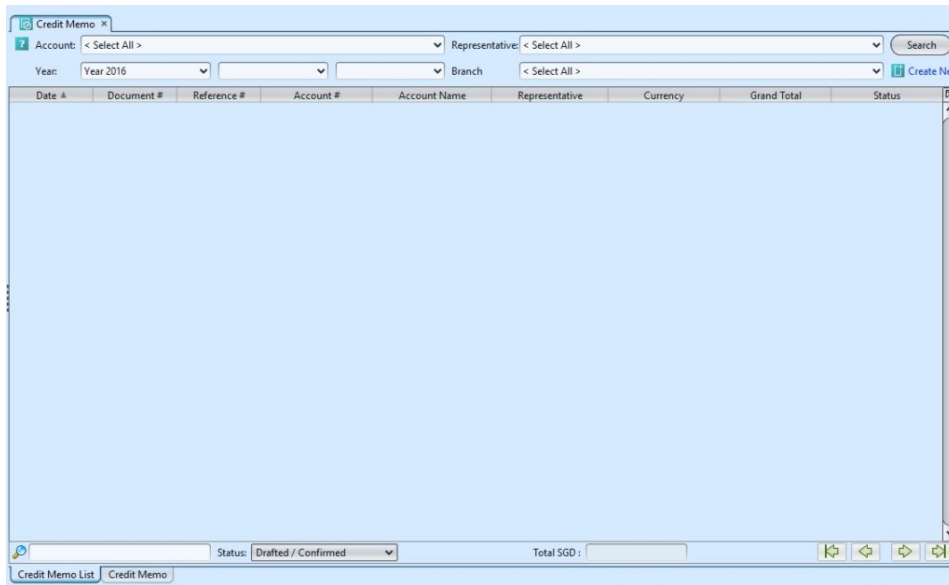


Credit Memo

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

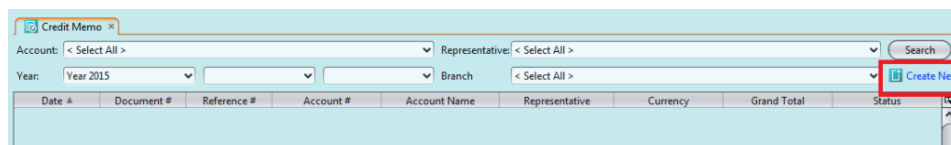


Field Name	Description	Mandatory Information
Document Date	Date of the credit memo	Y
Document Number	Document number for the credit memo	Y


Reference Number	Reference code for easy search	N
Branch	Company's branch	Y
Partner Account	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
Partner Location	Place of partner	Y
Partner Contact	Contact of the partner's person in charge	N
Payment Term	Payment term for the partner	Y
Representative	Company's internal representative who handle the partner's account	N
Description	Description	N
Account Entries – Account	Select the account for the credit memo	Y
Account Entries – Entity Type	Entity Type group in Analytical Groups	Y
Account Entries – Description	Description for the account entry	N
Account Entries – Amount		Y
Account Entries – Tax Rate		N

Create New Credit Memo

1. Click on **“Create New”** at the top right of screen of **“Credit Memo List”** tab, it will open **“Credit Memo”** tab with empty form



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

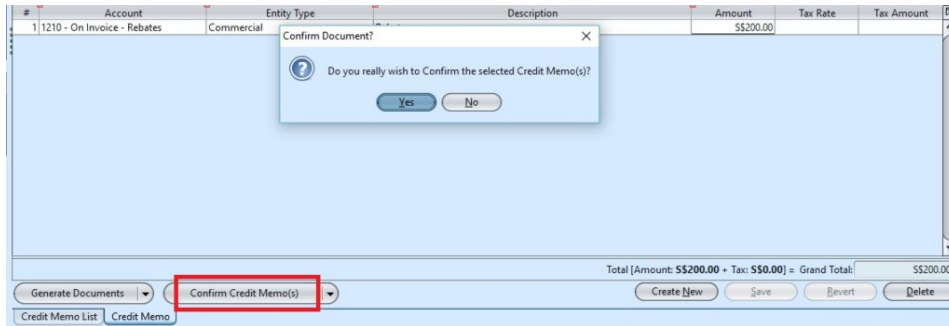
3. On **“Account Entries”** tab select an account from **“Account”** drop-down list, fill up account entry's information, and click  button

4. Click on **“Notes / Attachments”** tab at the middle

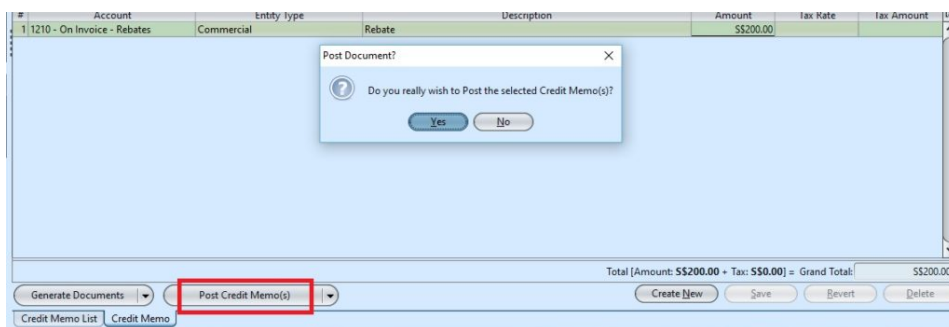
of screen to add notes or files attachment for the credit memo

5. Click on **“Save”** button at the bottom of screen to save

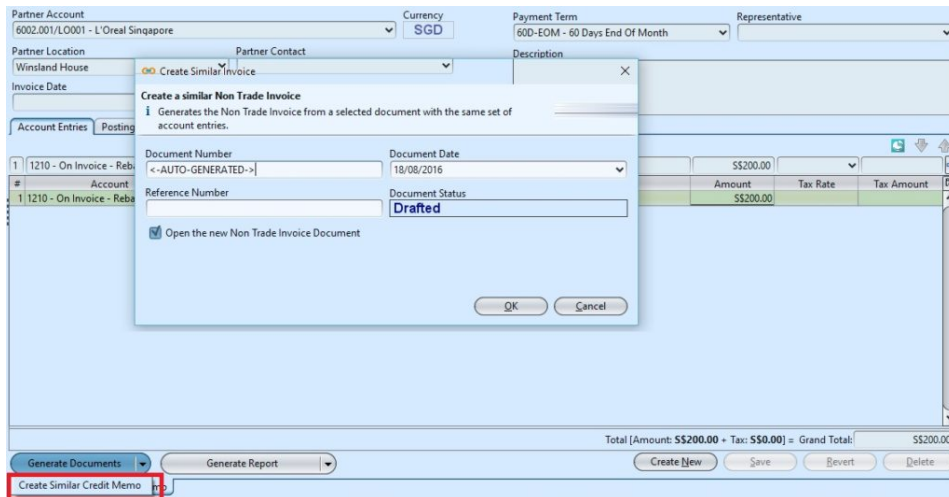
6. Click on **“Confirm Credit Memo(s)”** button at the bottom of screen to confirm the credit memo



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



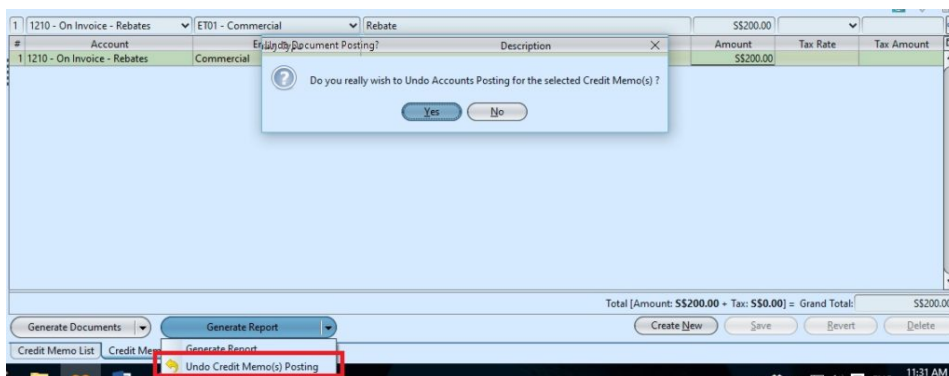
8. Click the arrow on **Generate Documents** button on **“Credit Memo”** tab at the bottom left side of screen and select **“Create Similar Credit Memo”** to create new copy of the credit memo.



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



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

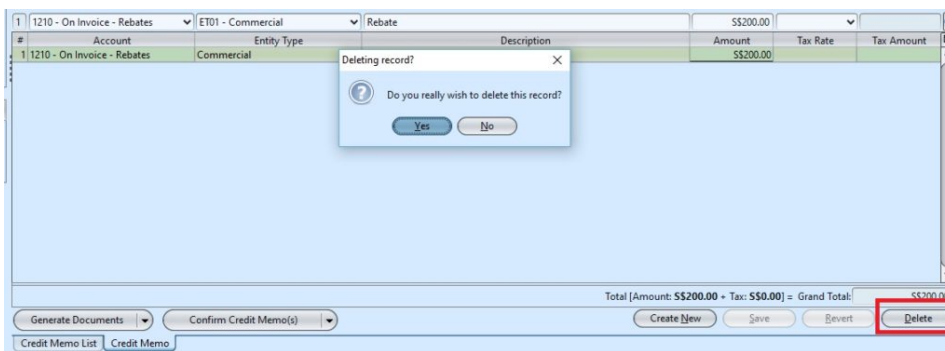
Delete Credit Memo

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



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

list



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

Date	Document #	Reference #	Account #	Account Nam	Representative	Currency	Grand Total	Status
Aug 18, 2016	CM16-080003		6002.001/L0001	L'Oreal Singapore		SGD	\$5200.00	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
