

How to Create Credit Memo with Inventory Impact

Credit Memo can either have or not have impact on inventory. The option that controls this is the **Inventory Impact** on Credit Memo screen. A new Credit Memo screen has no inventory impact by default.

The following are the steps in creating a Credit Memo without an inventory impact.


1. Open the **Sales | Invoices** menu. If there is no existing record yet, this will open a new Invoice screen.
2. If the search grid is displayed, click the **New button** to open a new Invoice screen.
3. Select **Credit Memo** on **Type** combo box. Note that the 'Inventory Impact' checkbox button will be displayed below the Item Information area at the bottom portion of the screen. It is checked by default, leave it as is.
4. Fill out the header details as needed. The required details are Customer, Location, Bill To, Ship To, Terms, and Currency.
 - a. Select a **Source**. The options are **Standard**, **Software**, **Tank Delivery**, and **Provisional**.
 - b. Select a **Customer**.
 - c. Select a different **Location**, **Bill To**, **Ship To**, **Terms**, and **Currency** if needed. But don't leave these fields blank.
 - d. Enter other details that you see necessary. Refer to **Invoice | Field Description | Header Details** to help you in filling out the fields.
5. Add details on grid. Refer to **Invoice | Field Description | Grid Details** to help you in filling out the fields. Note that **UOM** is a required detail. Complete filling in the **Item No**, **Shipped**, **UOM**, **Price** and other fields necessary to ensure they are appropriate for the customer's credit memo.

+ Insert 🔍 Open ✕ Remove ➕ Add Recipe 📄 Get Previous Details ⚙ Layout 🔍 Filter Records (F3)															🔍	
<input type="checkbox"/>	Item No.	Contract No.	Sequence	Description	Ordered	Order UOM	Shipped	UOM	Discount %	Tax	Sub Curt	Price	Total	Tax Group	Weight UOM	
<input checked="" type="checkbox"/>	87G			87 Unleaded Ga...	0.00		10.00	Gallon	0.00%	0.00	<input type="checkbox"/>	1.850000	18.50	IN SST		
<input type="checkbox"/>					0.00		0.00		0.00%	0.00	<input type="checkbox"/>	0.000000	0.00			

The grid will also allow you to enter **miscellaneous items** that do not have an Inventory Item record. You can do this by not selecting an Item No and simply entering its Description, Shipped and Price, and other necessary details..

+ Insert 🔍 Open ✕ Remove ➕ Add Recipe 📄 Get Previous Details ⚙ Layout 🔍 Filter Records (F3)															P. 2 of 2	
<input type="checkbox"/>	Item No.	Contract No.	Sequence	Description	Ordered	Order UOM	Shipped	UOM	Discount %	Tax	Sub Curt	Price	Total	Tax Group	Weight UOM	
<input checked="" type="checkbox"/>	87G			87 Unleaded Ga...	0.00		10.00	Gallon	0.00%	0.00	<input type="checkbox"/>	1.850000	18.50	IN SST		
<input checked="" type="checkbox"/>				misc item	0.00		20.00		0.00%	0.00	<input type="checkbox"/>	0.550000	11.00			
<input type="checkbox"/>					0.00		0.00		0.00%	0.00	<input type="checkbox"/>	0.000000	0.00			

6. Click **Save button**. Notice that the **Invoice No** field will be filled in with a unique and system generated number.

 You can skip saving the record if the transaction is to be **posted** right away since it will be saved automatically.

Here is a sample record.

Credit Memo - ABC Reseller

New Save Search Delete Undo Print Add Shipment Email Duplicate Post Recap Recurring Close

Details Prepays and Credit Memos Instructions Payments (0) Attachments (0) Audit Log (3) Comments (0)

Source: Standard Recurring: Location: 0001 - Fort Wayne PO Number: Invoice No: SI-472

Type: Credit Memo Bill To: ABC Reseller Freight Term: Deliver/Pickup: Pickup Split: Split

Customer: ABC Reseller Ship To: ABC Reseller Ship Date: 7/5/2016 Salesperson: Jared Smith

Invoice Date: 7/5/2016 Ship Via: UPS Account: 12000-0000-000 Currency: USD Accrual: 1

Post Date: 7/5/2016 Terms: 5% 5 Due Date: 8/4/2016 Comments: Sample Credit Memo

Item No.	Contract No.	Sequence	Description	Ordered	Order UOM	Shipped	UOM	Discount %	Tax	Sub Curr	Price	Total	Tax Group	Weight UOM
87G			87 Unleaded Ga...	0.00	10.00		Gallon	0.00%	0.00		1.850000	18.50	IN SST	
			misc item	0.00	20.00			0.00%	0.00		0.550000	11.00		
				0.00	0.00			0.00%	0.00		0.000000	0.00		

Bill To: ABC Reseller Somewhere St. Indianapolis, IN, 46204 United States Item: On Hand: On Order (PO): Subtotal: 29.50

Ship To: ABC Reseller Somewhere St. Indianapolis, IN, 46204 United States Committed: Back Order: Shipping: 0.00

Inventory Impact: ☒ Tax: 0.00

Total: 29.50

Amount Received: 0.00

Amount Due: 29.50

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Let us view the GL entries when this record is posted. Click the Recap button. Take note of the impacted accounts.

Recap Transaction

Post Close

Details

Date: 7/5/2016 Description: Sample Credit Memo Currency: USD Rate:

Layout Filter Records (F3)

Batch ID	Post Date	Transaction ID	Account ID	Description	Account Group	Debit	Credit
1 BATCH-1368	7/5/2016	SI-472	12000-0000-000	Accounts Receivable	Receivables	0.00	29.50
2 BATCH-1368	7/5/2016	SI-472	40510-0001-000	Service Charge-Fort Wayne-Admin	Sales	11.00	0.00
3 BATCH-1368	7/5/2016	SI-472	40010-0001-006	Sales -Taxable	Sales	18.50	0.00
4 BATCH-1368	7/5/2016	SI-472	16000-0001-000	Inventories	Inventories	14.10	0.00
5 BATCH-1368	7/5/2016	SI-472	50000-0001-000	Purchases Default	Purchases	0.00	14.10

Ready

Related Topics

- How to Create Credit Memo with Inventory Impact

- Open the **Sales | Invoices** menu. If there is no existing record yet, this will open a new Invoice screen.
- In the search grid, click the **New** button to open a new Invoice screen. You will notice that some of the fields, like the **Type**, **Location**, **Invoice Date**, **Due**, **Ship Date**, and **Currency** are already populated by default.
- Select **Credit Memo** on **Type** combo box.
- Fill out the header details as needed. Refer to [Credit Memo | Field Description | Header Details](#) to help you in filling out the fields. Note that the required details are Customer, Location, Bill To, Ship To, Terms, and Currency
- Add details on grid. Refer to [Credit Memo | Field Description | Grid Details](#) to help you in filling out the fields. Note that UOM is a required detail.

Complete filling in the Item No, Shipped, UOM, Price and other fields necessary to ensure they are appropriate for the customer's credit memo.

Item No.	Contract No.	Contract Seq	Description	Ordered	Order UOM	Shipped	UOM	Discount	Tax	Sub Currency	Price	Total	Weight UOM	Tax Group
87G			87 Unleaded...	0.00	100.00		Gallon	0.00%	0.00		1.850000	185.00		IN SST
				0.00	0.00			0.00%	0.00		0.000000	0.00		

The grid will also allow you to enter **miscellaneous items** that do not have an Inventory Item record. You can do this by not selecting an Item No and simply entering its Description, Shipped and Price, and other necessary details..

Item No.	Contract No.	Contract Seq	Description	Ordered	Order UOM	Shipped	UOM	Discount	Tax	Sub Currency	Price	Total	Weight UOM	Tax Group
87G			87 Unleaded...	0.00	100.00		Gallon	0.00%	0.00		1.850000	185.00		IN SST
			misc item	0.00	0.00			0.00%	0.00		0.550000	11.00		
				0.00	0.00			0.00%	0.00		0.000000	0.00		

- Click **Save** button. Notice that the **Invoice No** field will be filled in with a unique and system generated number.



You can skip saving the record if the transaction is to be **posted** right away since it will be saved automatically.

Here is a sample Credit Memo.

The following are the steps in creating a Credit Memo.

1. Open the **Sales | Invoice** menu. If there is no existing record yet, this will open a new Invoice screen.
2. In the search grid, click the **New toolbar button** to open a new Invoice screen. You will notice that some of the fields, like the **Type, Location, Invoice Date, Post, Ship Date**, and **Currency** are already populated by default.
3. Fill out the header details as needed. Refer to [Credit Memo](#) | Field Description | Header Details to help you in filling out the fields. Note that the required details are Customer, Location, Bill To, Ship To, Terms, and Currency
4. Add details on grid. Refer to [Credit Memo](#) | Field Description | Grid Details to help you in filling out the fields. Note that the required details are UOM and Price.

Complete filling in the Item No, UOM, Shipped, Price and other fields necessary to ensure they are appropriate for the customer's credit memo.

Item No	Contract...	Contract...	Description	UOM	Ordered	Shipped	Discount	Tax	Price	Total	Tax Group
89G			89 Midgrade Ga...	Gallon	0.00	1,000.00	5.00	0.00	2.000000	1,900.00	
					0.00	0.00	0.00	0.00	0.000000	0.00	

The grid will also allow you to enter **miscellaneous items** that do not have an Inventory Item record. You can do this by not selecting an Item No and simply entering its Description, Shipped and Price, and other necessary details..

Item No	Contract...	Contract...	Description	UOM	Ordered	Shipped	Discount	Tax	Price	Total	Tax Group
89G			89 Midgrade Ga...	Gallon	0.00	1,000.00	5.00	0.00	2.000000	1,900.00	
			sample misc item		0.00	150.00	0.00	0.00	1.550000	232.50	
					0.00	0.00	0.00	0.00	0.000000	0.00	

5. Click **Save button**. Notice that the **Invoice No** field will be filled in with a unique and a system generated number.



You can skip saving the record if the transaction is to be **posted** right away since it will be saved automatically.

Here is a sample Credit Memo.

The following are the steps in creating a Credit Memo.

1. Open the **Sales | Credit Memos** menu. If there is no existing record yet, this will open a new Credit Memo screen.
2. In the search grid, click the **New toolbar button** to open a new screen. You will notice that some of the fields, like the **Invoice Type, Location, Invoice Date, Post Date, Currency, and Ship Date**, are already populated by default.
3. Enter the header details as needed. Refer to [Credit Memo | Field Description | Header Details](#) to help you in filling out the fields.
4. Enter the grid details as needed. Complete filling in the Item No, UOM, Ordered, Shipped, and other fields necessary to ensure they are appropriate for the customer's credit memo. Note that before selecting an Item No, you need to select a **Location** to filter the items per location.

Item No	Description	UOM	Ordered	Shipped	Discount	Tax	Price	Total
Bag	Inventory Type	Piece	0.00	1.00	3.00	0.00	22.00	21.34
			0.00	0.00	0.00	0.00	0.00	0.00

The grid will also allow you to enter miscellaneous items that do not have an Inventory Item record. You can do this by not selecting an Item No and simply entering its Description, Ordered, Shipped, and Price. Refer to [Credit Memo | Field Description | Grid Details](#) to help you in filling out the fields.

Item No	Description	UOM	Ordered	Shipped	Discount	Tax	Price	Total
Bag	Inventory Type	Piece	0.00	1.00	3.00	0.00	22.00	21.34
	sample miscellaneous item		0.00	2.00	0.00	0.00	16.00	32.00
			0.00	0.00	0.00	0.00	0.00	0.00

5. Click **Save button**. Notice that the **Invoice No** field will be filled in with a unique and a system generated number.



You can skip saving the record if the transaction is to be **posted** right away since it will be saved automatically.

Here is a sample Credit Memo.

The following are the steps in creating and posting a Credit Memo.

1. Open the **Accounts Receivable > Activities > Credit Memo** menu. If there is no existing record yet, this will open a new Credit Memo screen and then proceed to step 3. If there are existing record, this will open the **Search Credit Memo**. If the search screen is displayed, proceed to step 2.
2. If the Search screen is displayed, click the **New toolbar button** to open a new screen. You will notice that some of the fields, like the **Invoice Type, Location, Invoice Date, Post Date, Currency, and Ship Date**, are already populated by default.
3. Enter the header details. A list of the **Details tab > Header fields** is listed in [Credit Memo](#).
4. Enter the grid details. Complete filling in the Location, Item No, UOM, Ordered, Shipped, and other fields necessary to ensure they are appropriate for the customer's credit memo. Note that before selecting an Item No, you need to select a **Location** to filter the items per location.

<input type="checkbox"/>	Location	Item No	Description	UOM	Ordered	Shipped	Price	Total
<input checked="" type="checkbox"/>	01	SWITCH	On/Off Light Kit Switch F...	EACH	1.00	1.00	20.92	20.92
<input type="checkbox"/>								

The grid will also allow you to enter miscellaneous items that do not have an Inventory Item record. You can do this by not selecting an Item No and simply entering its Location, Description, Ordered, Shipped, and Price. A list of the **Details tab > Grid Details** is listed in [Credit Memo](#).

<div><div><div>Remove</div><div>Filter Records (F3)</div></div></div>								
<input type="checkbox"/>	Location	Item No	Description	UOM	Ordered	Shipped	Price	Total
<input type="checkbox"/>	01	SWITCH	On/Off Light Kit Switch F...	EACH	1.00	1.00	20.92	20.92
<input checked="" type="checkbox"/>	01		Sample Miscellaneous Item		10.00	10.00	3.15	31.50
<input type="checkbox"/>								

5. Click **Save button**. Notice that the **Invoice Number** field will be filled in with a unique and a system generated number.



You can skip saving the record if the transaction is to be [posted](#) right away since it will be saved automatically.

Here is a sample Credit Memo.

Details

Attachments

Invoice Type:

Credit Memo

Customer:

1000000001

Location:

01

Invoice Date:

02/27/2015

Post Date:

02/27/2015

Sales Rep:

WIH

Currency:

USD

Invoice No:

SI-4

Bill To:

US

Attn: Carla Brown

18 Central St.

Edison, OH, 43320

Ship To:

PH

Attn: Amaya Castro

Paseo de Roxas St.

Makati, NCR, 1227

Ship Date:

02/27/2015

PO Number:

PO15

Ship Via:

UPS Ground

Terms:

5% 5 NET 30

Comments:

This is a sample Credit Memo comment

Filter Records (F3)

<input type="checkbox"/>	Location	Item No	Description	UOM	Ordered	Shipped	Price	Total
<input type="checkbox"/>	01	SWITCH	On/Off Light Kit Switch F...	EACH	1.00	1.00	20.92	20.92
<input type="checkbox"/>	01		Sample Miscellaneous Item		10.00	10.00	3.15	31.50
<input type="checkbox"/>								

Subtotal:

52.42

Shipping:

0.00

Tax:

0.00

Total:

52.42

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