SedonaOffice

The #1 Financial Software for Security Companies

Credit Request Reference Guide

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About this Guide

This Guide is for use by SedonaOffice customers only. This guide is not meant to serve as an operating or training manual, its purpose is to provide an overview of the content contained within, and to be used as a reference guide only.

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This guide may be updated periodically, be sure to check our website at www.sedonaoffice.com for the most current version.

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Credit Requests

Please refer to the SedonaOffice On-Line Help for complete instructions on using Credit Requests. This reference guide will only cover the basic topics for discussion purposes.

http://www.sedonaoffice.com/V5Help/V5Help.html

The Credit Request function allows your company to control the process of when and what amount a Credit Memo is generated to a customer account. When this feature is enabled, your company may develop a sign-off process so that a senior member of your staff may review requests for credits and then have the option of approving the request and generating the Credit Memo, declining the request or modifying the requested amount and generating the Credit Memo. This functionality provides greater control over the number and amount of Credit Memos granted to your customers. A sign-off process is not required to use Credit Requests.

Once the Credit Requests functionality is activated, Users will no longer have the ability to manually create a Credit Memo or have available the right-click functions on the invoice, to credit off the balance of an invoice or create a credit from an invoice.

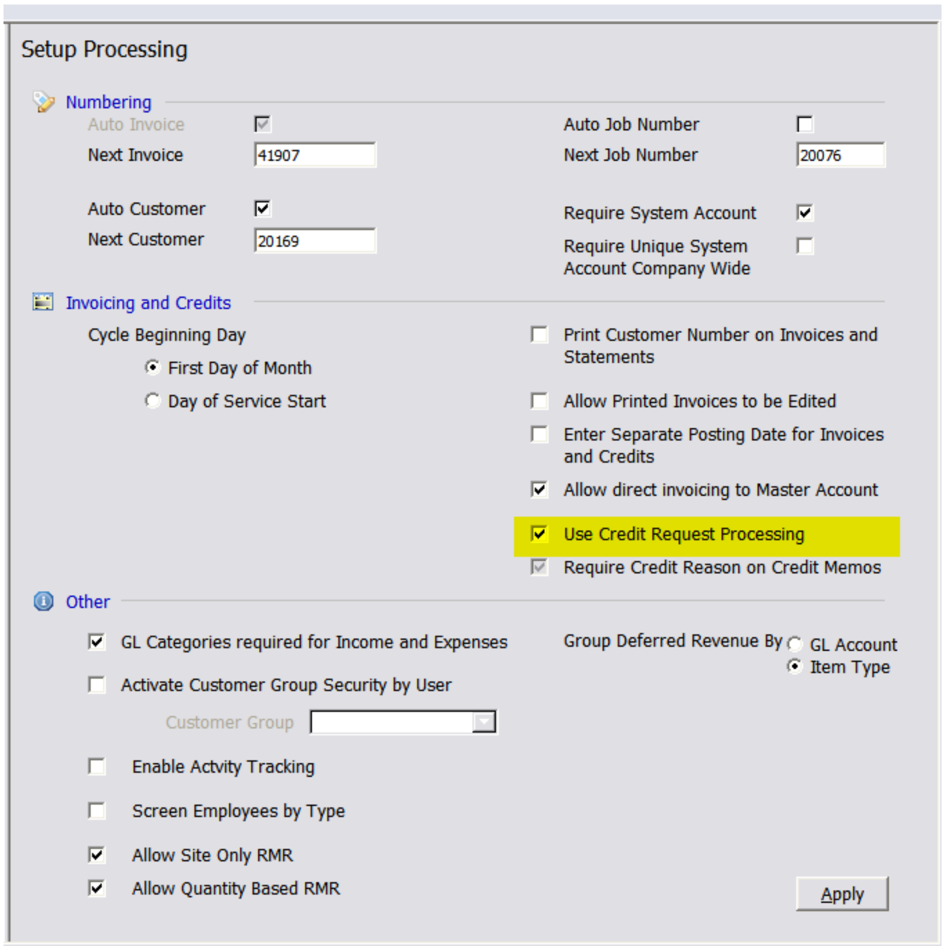
All Credit Memos must go through the Credit Request process.

When creating a Credit Request, the User has three options:

- The User creates a Credit Template selecting which Invoice Items and amounts are to be used for the Credit Memo.
- Select an invoice on the customer's account for which the Credit Memo will be generated.
- Select an invoice on the customer's account for which the Credit Memo will be generated and automatically create an invoice on another customer's account using the same Invoice Items that were used on the originating customer's Invoice being credited off. This feature would be used if the incorrect customer was invoiced.

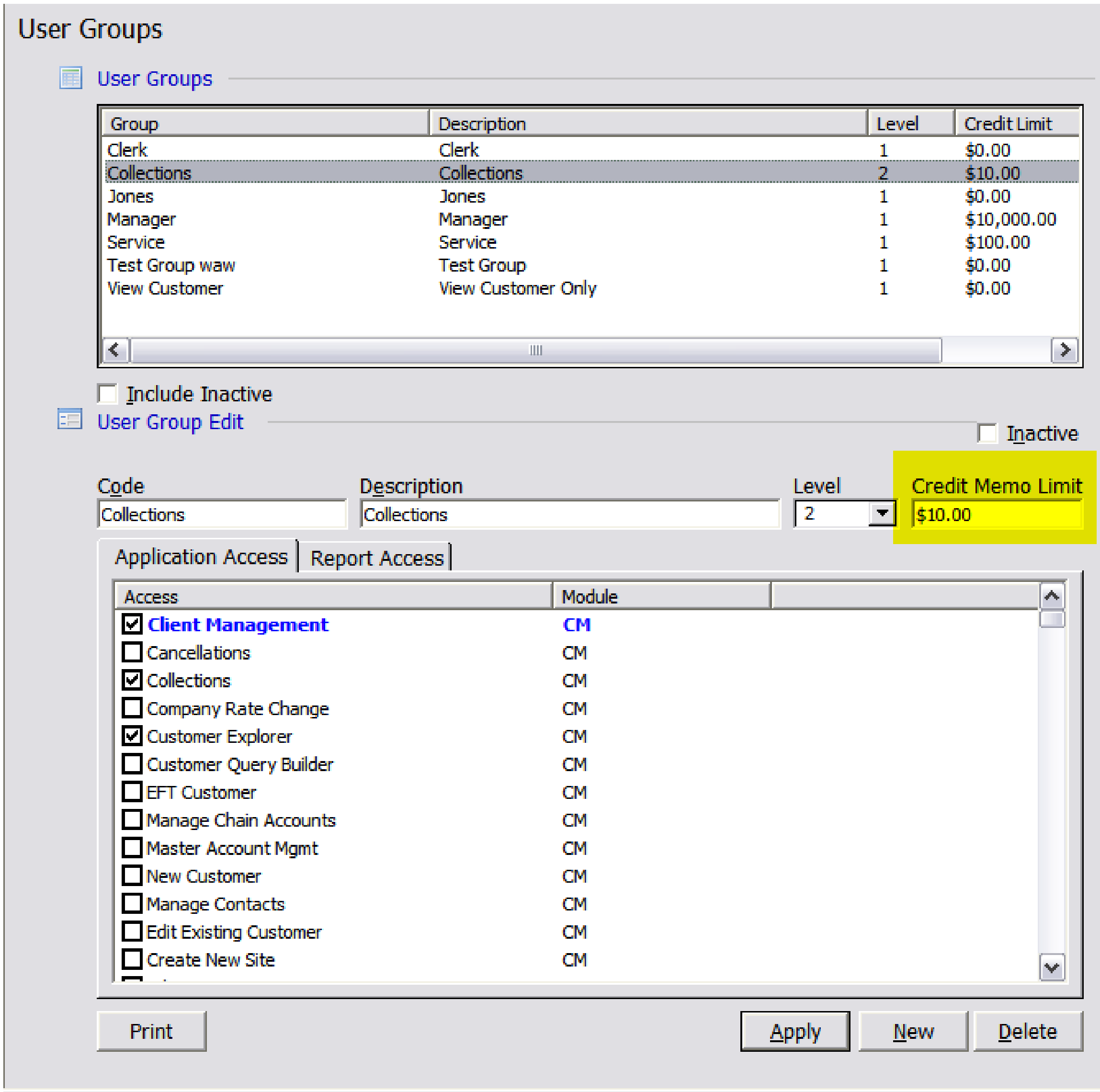
Turning on Credit Request Processing

The company setup option must be flagged in order to activate this feature.



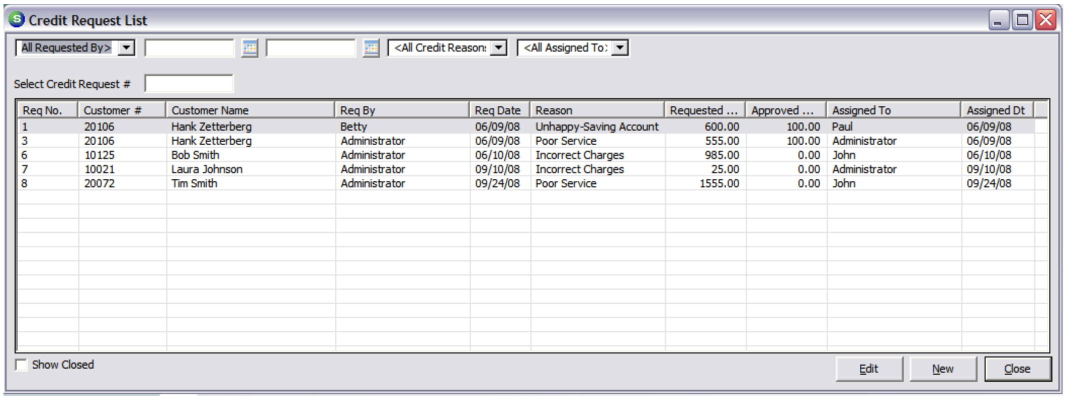
User Group Setting

You must define a credit limit to each user group. This is the maximum amount of credit that a user in this group can approve.



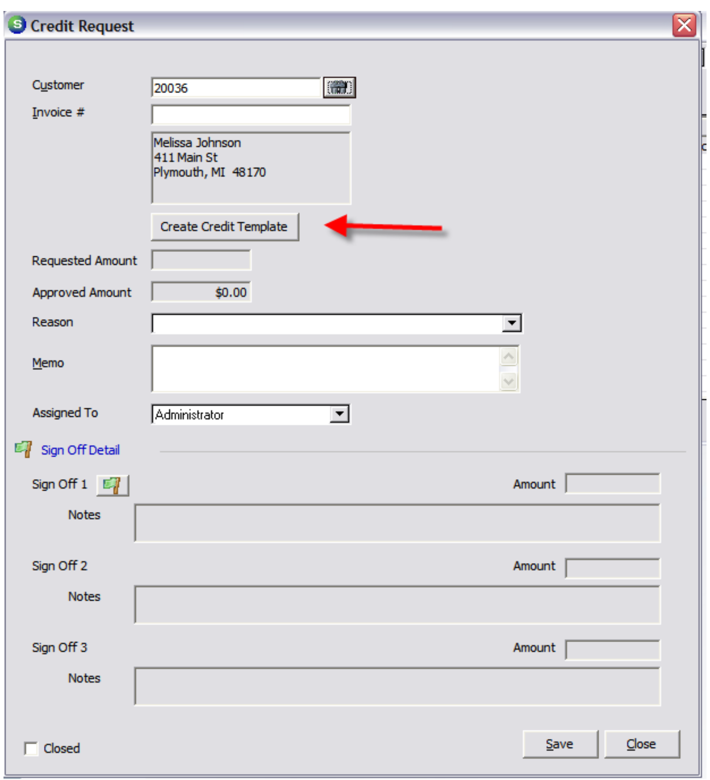
Creating a Credit Request

From the Accounts Receivable menu screen you can open up the list of current credit requests. From here you may open an existing request for approval or select to create a new one.



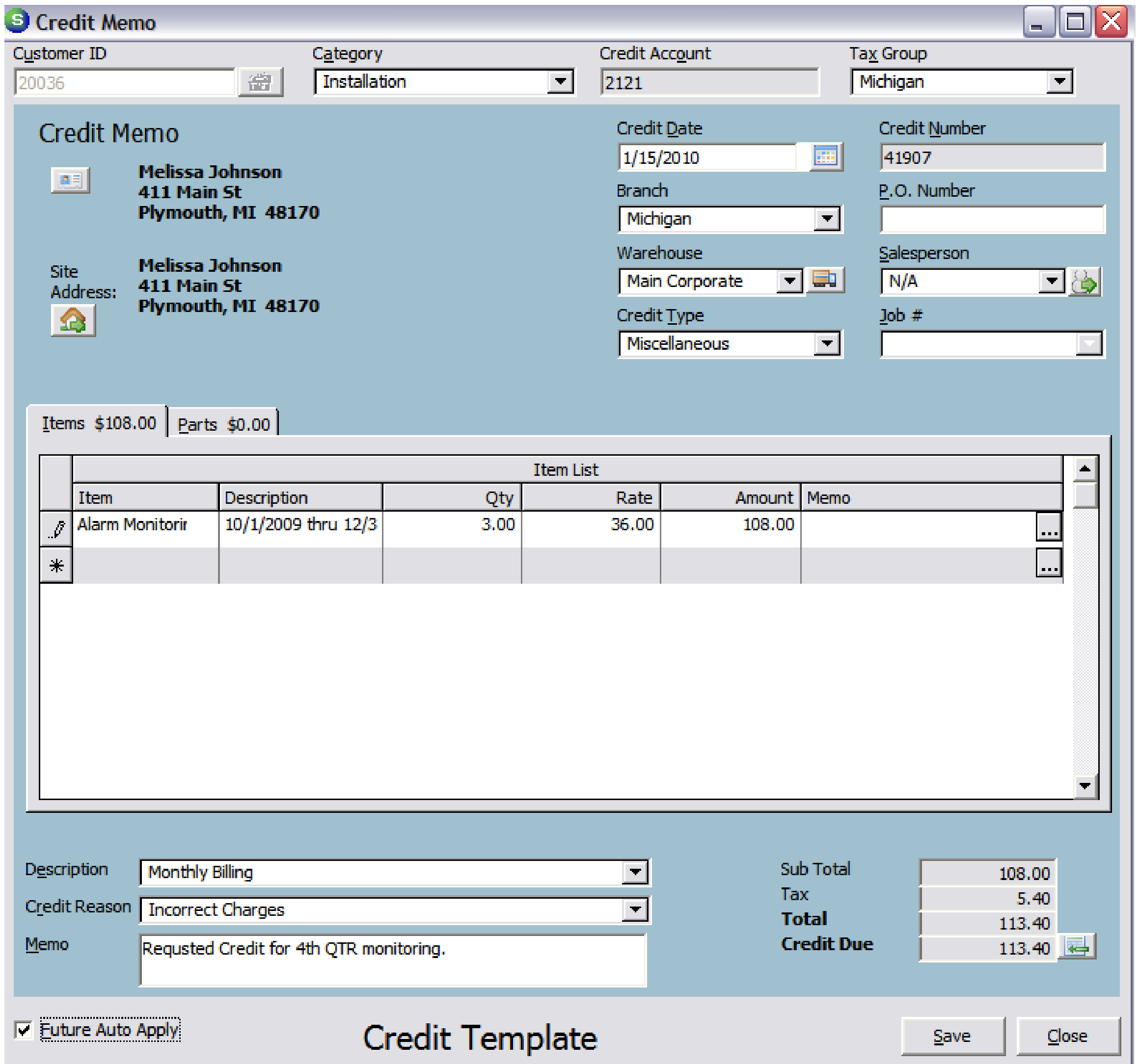
New Credit Request

Once you select to create a new credit request, the suggested method is to build the credit memo in template format. This is a complete representation of the credit memo before it's approved and available to apply.



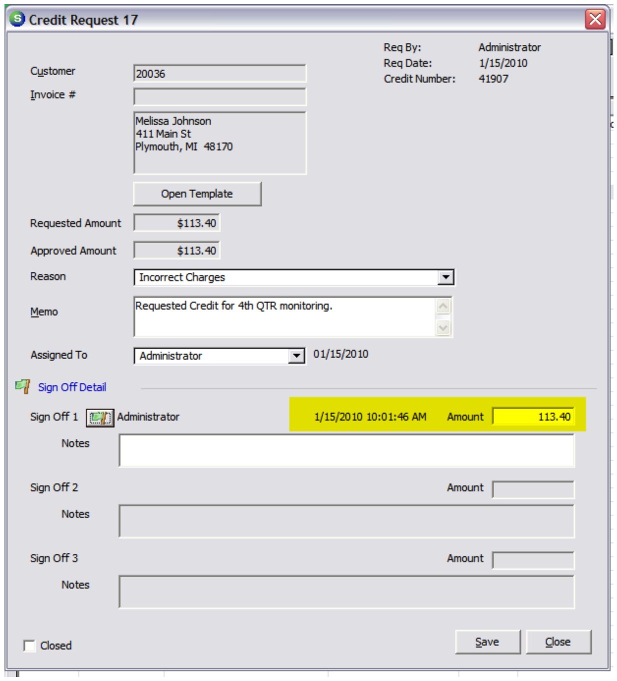
Credit Template

The credit template form is the same processes of entering a Credit Memo. The credit memo will not post to the GL or reflect available on the customer account until it is signed off.



Approval of Credit Request

When an existing credit request is opened, you will be allowed to sign off your approval of the request. The amount of the request OR your maximum allowable will default into the Amount field for you to sign off. If your maximum amount is not enough to cover the amount of the request, it will require a second (or third) sign off.



Creating the Credit Memo

Once you hit “Save” after signing off on the request, you will be prompted to create the actual credit memo. The credit memo will be created off of the template and posted to the General Ledger and customer account.