Document Overview

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 will 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 be able to use the right-click credit 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.

There are four types of *Credit Requests*:

1. Credit Template - The User creates a Credit Template selecting which Invoice Items and amounts are to be used for the Credit Memo.
2. Credit for a specific Invoice.
3. Credit for a specific Invoice and create an Invoice for another Customer - 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.
4. Credit-off a Partially Paid Invoice.
5. Sales Tax Correction - Credit off a specific invoice and create a new invoice using a different tax group.
6. Job Invoice Credits - The process is almost identical to that of item number 2 above; the only difference is where the User begins the Credit Request. This method is used if a Job has not yet been closed. If the Job has been closed, use the Credit Template (#1) method.

Note: If SedonaOffice staff converted any customer invoices as a part of migrating to SedonaOffice, if any of the "converted invoices" need to be credited off, you must use the Credit Template (#1) method above.

There is some setup required to begin using the Credit Request functionality, which will be described under the heading of Credit Requests Setup. Please first read the topic of ***Credit Request Planning*** (contained in this document) prior to using the Credit Requests function.

If your company does not want to activate the Credit Request functionality, Credit Memos are created manually or created by using the Invoice right-click functions for credits.

A new field was recently added to the Credit Memo form labeled *Credit Reason*. The *Credit Reason*s selectable from the Credit Memo form is maintained in a new setup table located within SedonaSetup. This table is a list of reasons that describe why a Credit Memo is being generated. The Credit Reason is automatically set to be a required field when activating the use of the Credit Request functionality.

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User Group Security

There are User Group security options that control functions related to the Credit Request functionality. These security options are listed below with a definition of each option.

Credit Requests – Ability to create a Credit Request.

Ability to Change Assigned to on Credit Request – Ability to reassign a Credit Request to a different User when accessing a Credit Request from the Customer Explorer.

Ability to Change Assigned to on Credit Request List – Ability to see all Credit Requests regardless of whether the User created the Credit Request. The User will also be able to reassign the Credit Request to a different User. If this option is not selected, the User will not be able to view Credit Requests that were not created by or assigned to them.

Credit Memo – For Users that will have the authority to generate the Credit Memo from the Credit Request, this security option must be selected. For the Users that will not be able to generate the Credit Memo for the Credit Request, this security option must not be selected.

Ability to Credit Off Partial Invoice – Allows the User to create a Credit Request for an invoice that has been partially paid.

Ability to assign future auto apply for credit – Allows the User to select which types of future generated invoices the credit memo will automatically be applied to when the next invoice of the selected type(s) is saved (when using a Credit Template).

Credit Request Planning

Before activating and using Credit Requests, it must first be determined which Users will be allowed to create Credit Requests, which Users will be able to approve Credit Requests and a dollar amount that the User Group is allowed to approve. Each User is linked to one or more User Groups; make certain the User Groups that you assign a credit limit will apply to the Users you want to grant these new permissions. You may have to re-design your User Group Security to accommodate Credit Request processing. Your company may create new User Groups for the Credit Request Processing and assign the Users involved in the process to the appropriate User Group.

Before creating the employee setups for Credit Requests, it must first be determined how Credit Requests will flow within your organization. You need to ask yourself the questions, who will be the first, second and third person to sign-off on the requests. And further, will certain individuals be able to create the Credit Memo without moving to the next level of sign-off. Once company rules have been established, proceed to the setup steps. It is not required to use all three levels of sign-off; your company may have one or two sign-off levels only.

The sign-off flow of the Credit Request is determined by the setup in SedonaSetup *Employee* setup table. The field labeled *Supervisor and Credit Request Handoff* controls which employee the Credit Request will be assigned to. The employee record must be linked to an active User record found in the User setup table.

The User Group assigned to the User controls fields for Credit Request dollar limits and controls other security options associated with Credit Request. The User Group field *Credit Memo Limit* is where you are able to set the maximum dollar amount limit for a User assigned to a User Group. The User will not be able to sign-off a Credit Request for an amount over their User Group *Credit Memo Limit* amount. Users participating in the Credit Request process do not have to have a Credit Memo Limit assigned to their User Group. If the User Group is not assigned a Credit Memo Limit, they may enter a Credit Request but not be able to approve the Credit Request for the amount requested; the Credit Request would need to be approved by a User with the appropriate Credit Memo Limit.

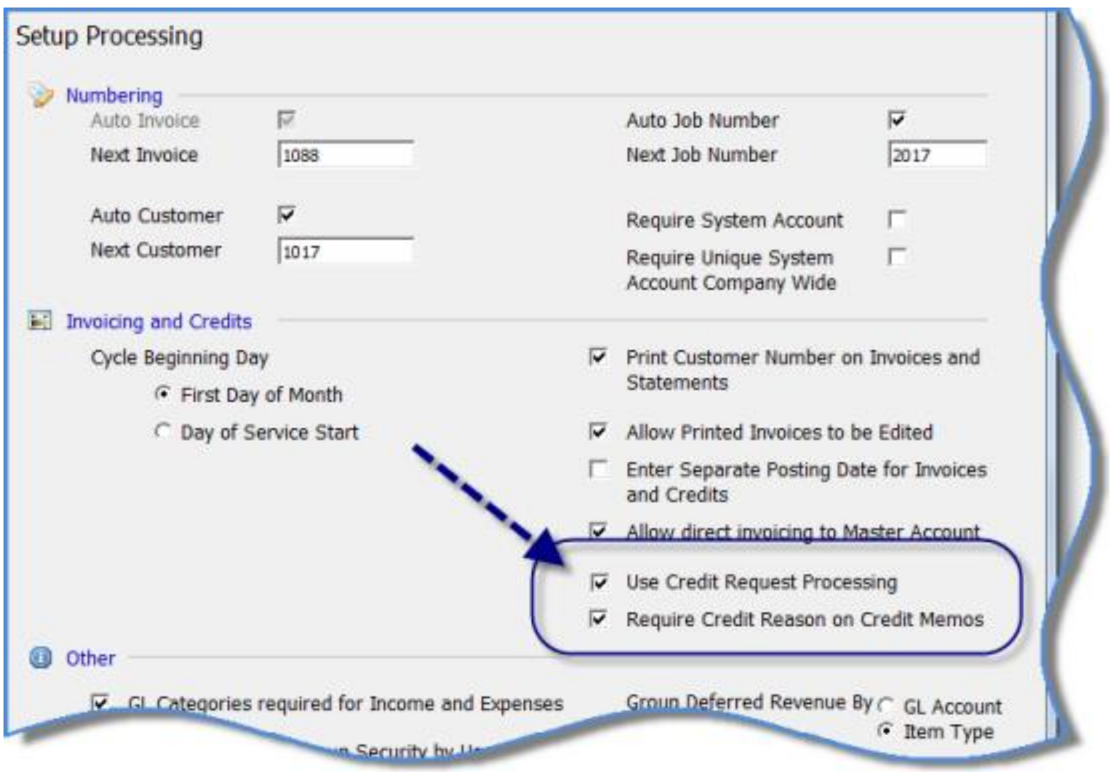
To begin the setup process, the Credit Requests function must first be activated in SedonaSetup.

Please read all topics within this section for instructions on how to activate this function.

Setup

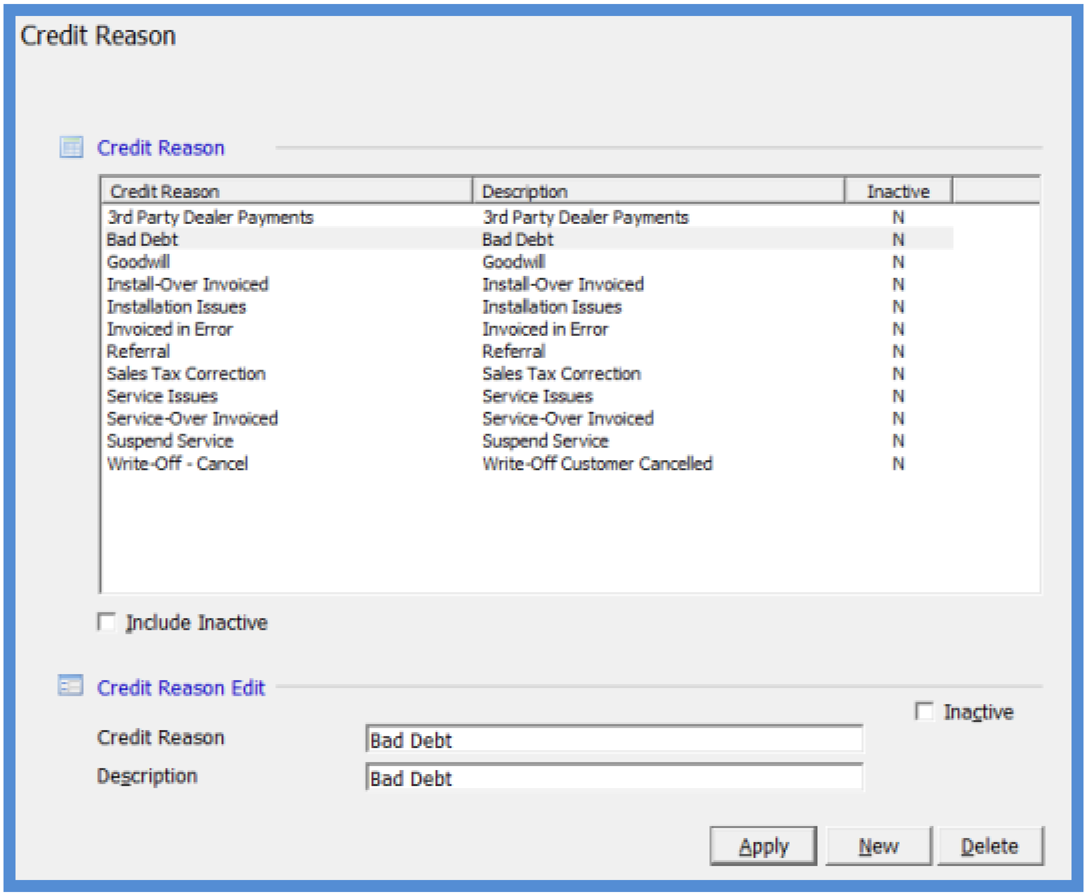
Credit Requests Activation

Prior to using the Credit Requests functionality the *Credit Request Processing* Option must be activated in SedonaSetup. Navigate to the SedonaSetup AR Setup Processing form; on this form is a checkbox labeled *Use Credit Request Processing*. Select this checkbox and click the Apply button. When selecting this option a second checkbox on this form, *Require Credit Reason on Credit Memos*, is automatically selected and cannot be de-selected. Once this function is activated Users will only be able to generate Credit Memos by using the Credit Requests Process.



Credit Reason Setup

The *Credit Reason* field automatically becomes a required field that must be selected on the *Credit Request* form. Make certain a list of *Credit Reasons* have been created prior to activating the Credit Request process. The list of *Credit Reasons* is entered and maintained in SedonaSetup.

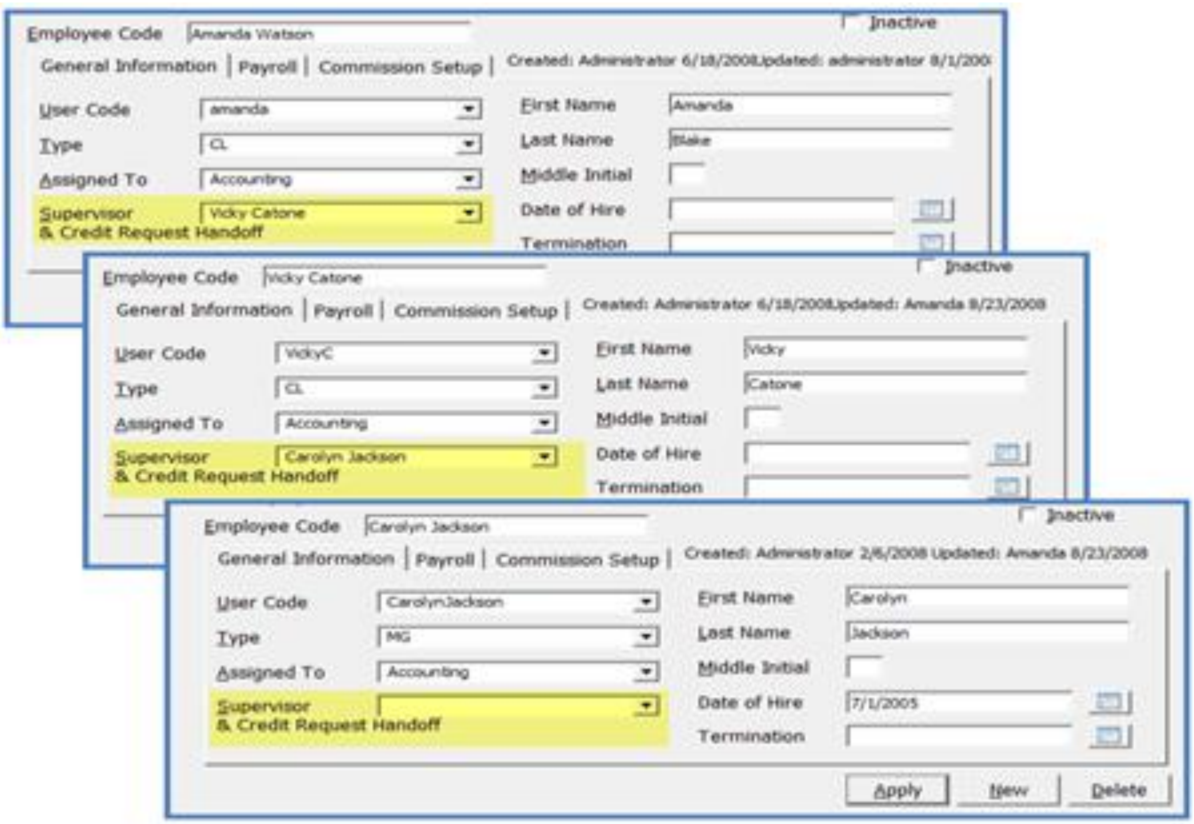


Employee Setup

A sign-off process is not required, however is highly recommended in larger companies (refer to the Credit Requests Planning topic).

For each employee that will be involved in the Credit Request sign-off process, a selection must be made in the Supervisor and Credit Request Handoff field of the Employee setup form within SedonaSetup. This will define to whom a Credit Request will be assigned.

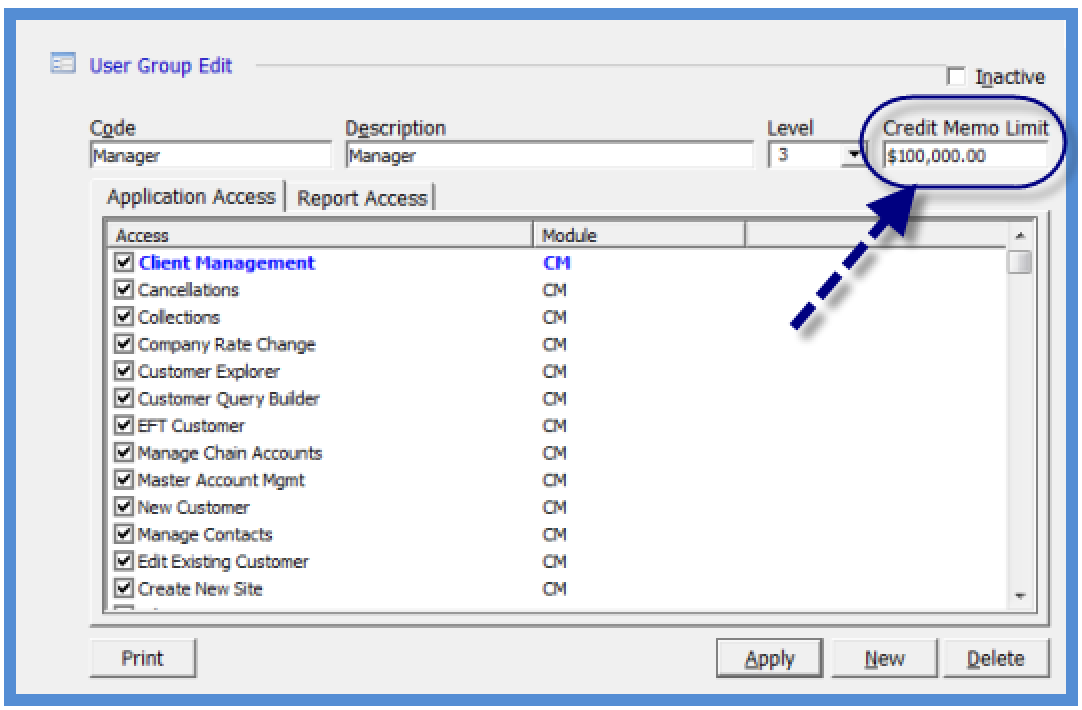
The only employee that does not require the Supervisor and Credit Request Handoff be populated would be the employees that have the authority to generate the Credit Memo and do not need to assign the Credit Request to any other employee. In the Employee setup example provided below, there are three levels of sign-off, Amanda, then Vicky, then Carolyn; Amanda may enter a Credit Request and it will automatically be assigned to Vicky for approval. Vicky may approve the request then handoff the Credit Request to Carolyn who will either approve the request and generate the credit memo or decline and close the Credit Request.



User Group Setup

For each User involved in the Credit Request process that will be able to sign-off the Credit Request, the User must be assigned to a User Group with a Credit Memo Limit set up and User Group security privileges that will allow the User access to the various functions of the Credit Request process. For more information on the User Group security privileges related to Credit Request Users, refer to the User Group Security topic within this document.

For each User Group you may set a Credit Memo Limit amount. A User assigned to the group with a Credit Memo Limit amount will only be able to approve a Credit Request up to a total amount of the limit amount assigned to their User Group. You may have Users that you want to grant the permission to create Credit Requests, but not be able to sign-off on any amount requested. For these types of Users, their Credit Memo Limit would be set to zero.

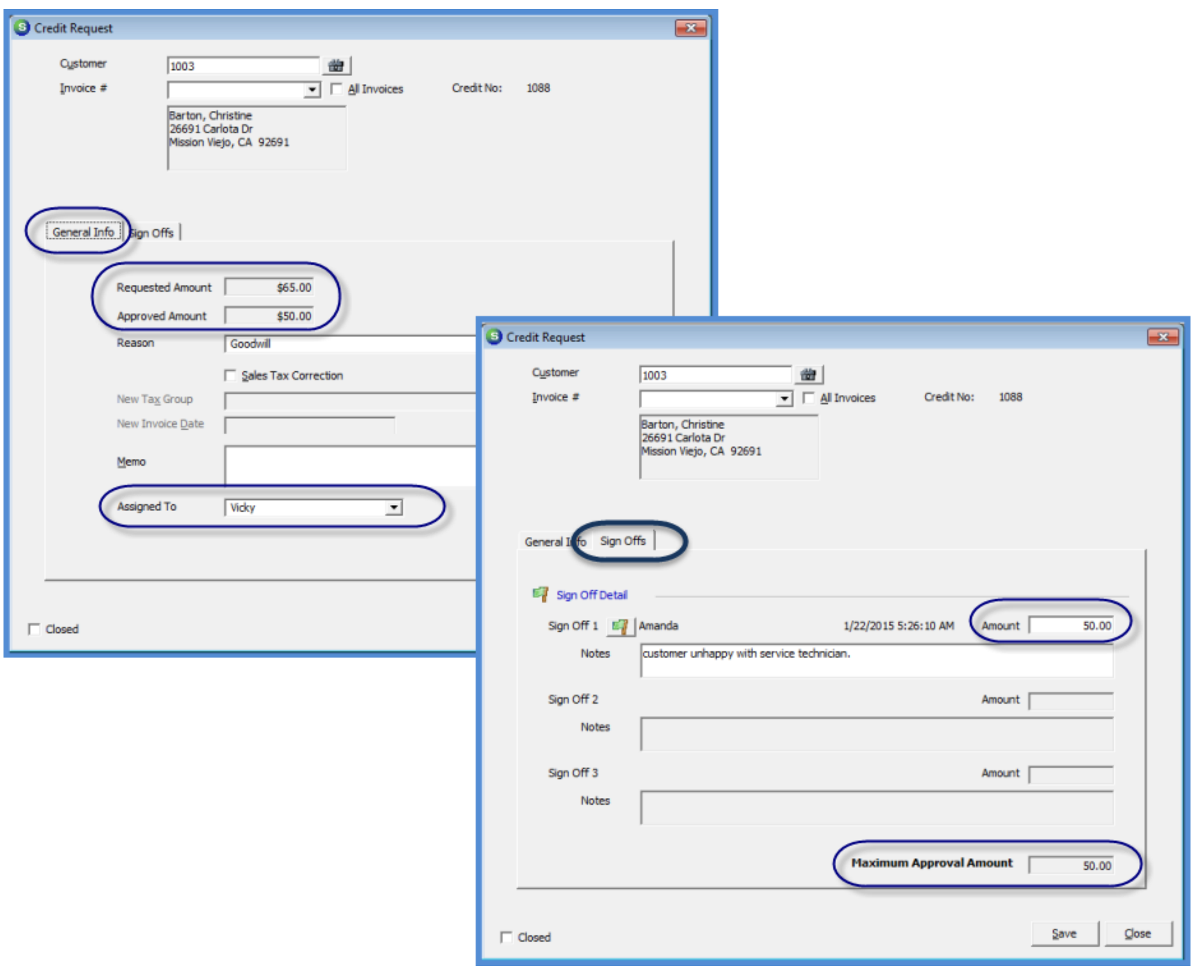


Credit Request Sign-Off Process Overview

Once you have setup your employees and User Group Credit Memo limits and User Group security options you may begin using Credit Requests. This section describes the flow of a Credit Request from the creation of a Credit Request to the final generation of the Credit Memo on the customer's account. In the example provided, we are using a three step sign-off process using a Credit Template.

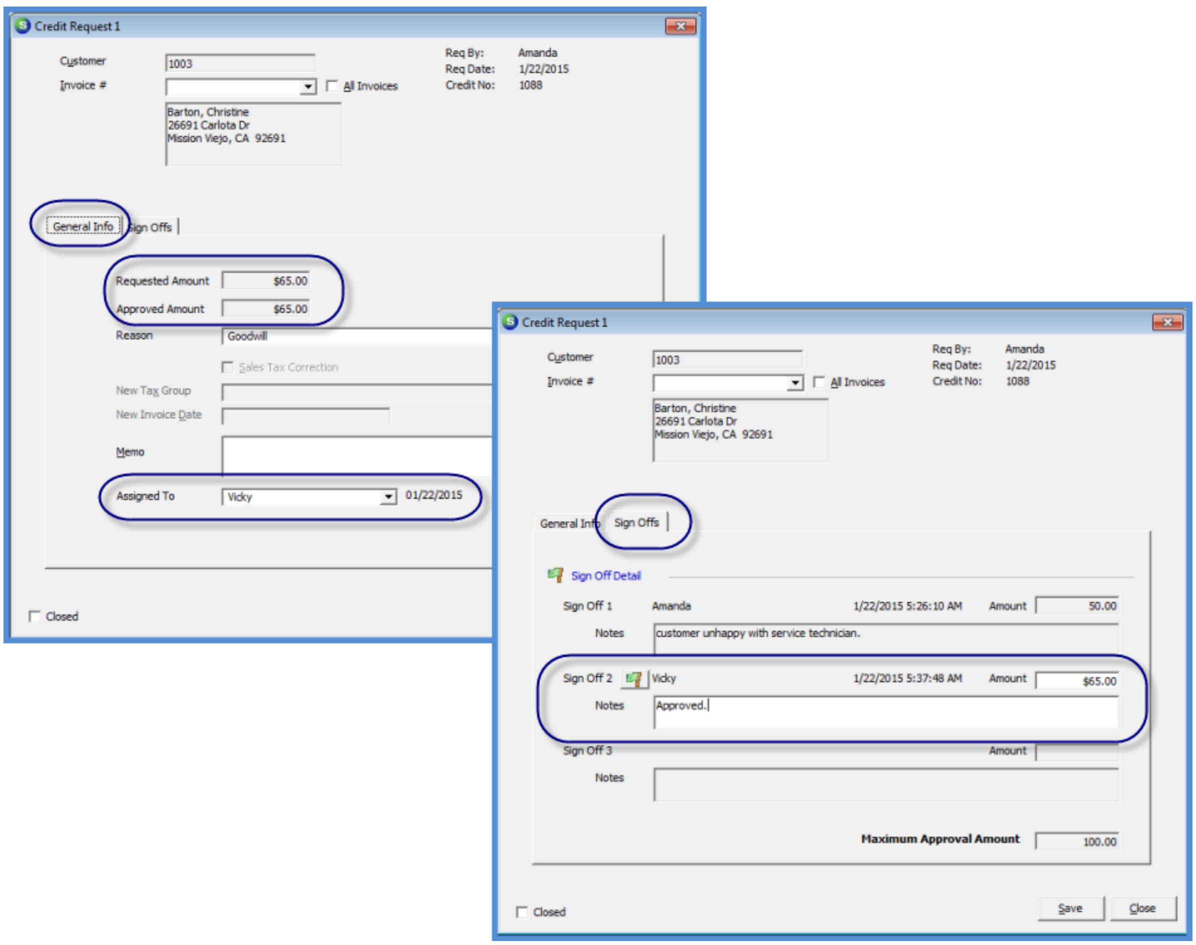
Create a Credit Request & First Sign-off

In the screen shot shown on the next page, a Credit Request was created using a Credit Template by the lowest approval level User Amanda. Amanda's User Group security only allows her to approve a Credit Request for up to $50.00. Since the Credit Request amount is for $65.00, when Amanda clicked the Sign-Off 1 button, the amount defaulted to her maximum Credit Memo approval amount which is $50.00. The next employee to whom the Credit Request is assigned may accept, increase or decrease the approved amount of the original requested amount.



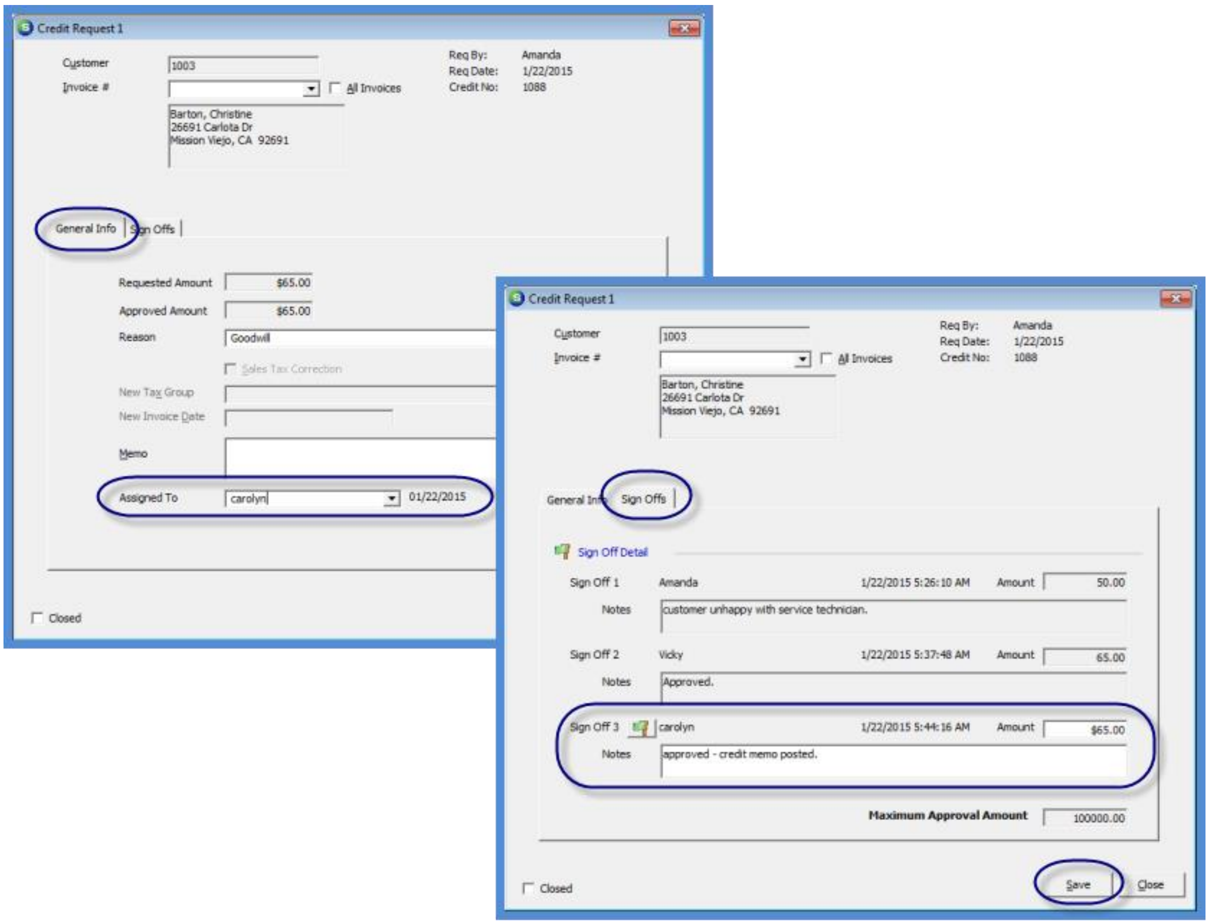
Credit Request Second Sign-off

The next person to sign-off on the Credit Request is Vicky. Vicky's User Group security allows her to approve a Credit Request for up to $100.00. When Vicky presses the Sign-off 2 button, the approved amount changes to $65.00, which was the original requested amount. Vicky may save the Credit Request with the defaulted approval amount or may edit the Credit Template for an amount up to $100.00.



Credit Request Third Sign-off

The last person to sign-off on the Credit Request is Carolyn Jackson. Carolyn's User Group security allows her to approve a Credit Request for up to $100,000.00 and she also has permissions to create Credit Memos. Once the Sign-Off 3 button is pressed the final approval amount is filled in. The last step is to press the *Save* button to create the Credit Memo.



How to Create a Credit Request

There are six different methods for creating Credit Requests depending on the situation with your customer. Each of the methods listed below will be described in detail within this section.

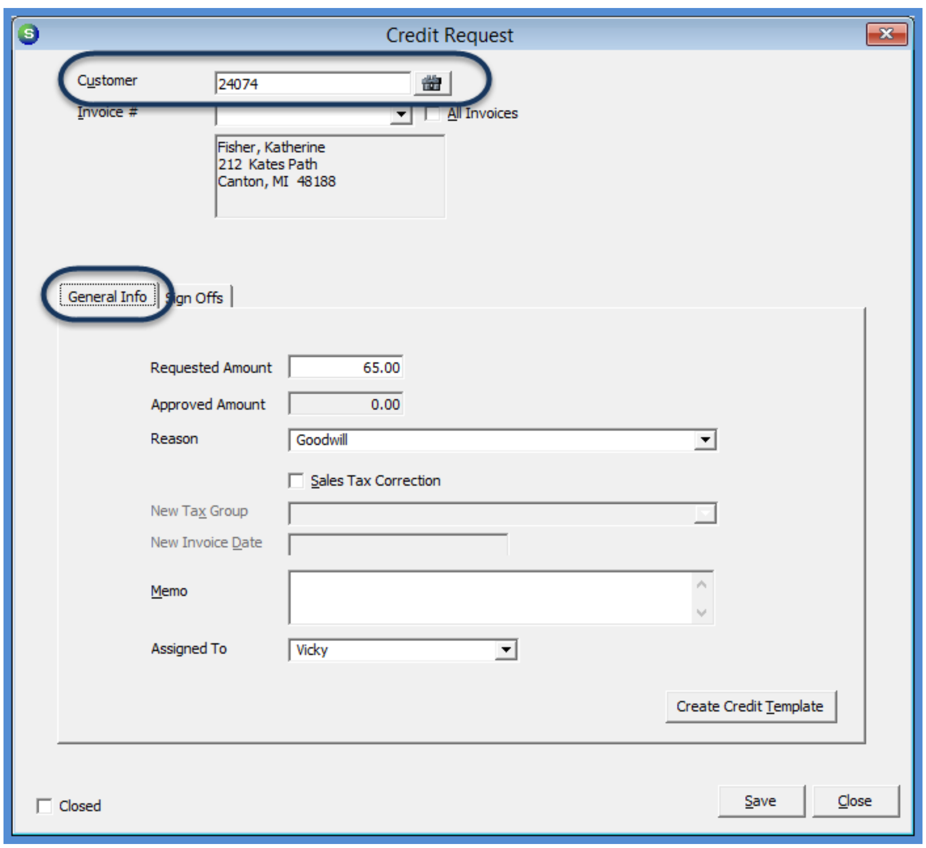
- **Credit Template** - The User creates a Credit Template selecting which Invoice Items and amounts are to be used for the Credit Memo.
- **Credit for a specific Invoice** - Select an invoice on the customer's account for which the Credit Memo will be generated.
- **Credit for a specific Invoice and create an Invoice for another Customer** - 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.
- **Credit-off a Partially Paid Invoice**
- **Sales Tax Correction** - Credit off a specific invoice and create a new invoice using a different tax group.
- **Credit-off a Job Invoice**

Credit Requests using the Credit Template

When creating a Credit Request using a *Credit Template*, the User may select any Invoice Item and/or Parts. The User Group security controls the amounts for which the User will be able to sign-off. The Credit Template assigns the next invoice number available to the Credit Request, but an actual Credit Memo is not posted to the general ledger until a User with the appropriate permissions approves and presses the *Save* button to generate the Credit Memo.

1. To begin a new Credit Request, navigate to the main module tree and select Accounts Receivable/Credit Request or navigate to a Customer Explorer record; select Credit Requests from the customer tree; right-click and select *New Credit Request*.
2. Select the Customer - Once the *Credit Request* form is displayed, the User will select the customer for the request. If the Credit Request was started from the Customer Explorer, the customer number will automatically be populated.

Each data entry field is explained on the next page.

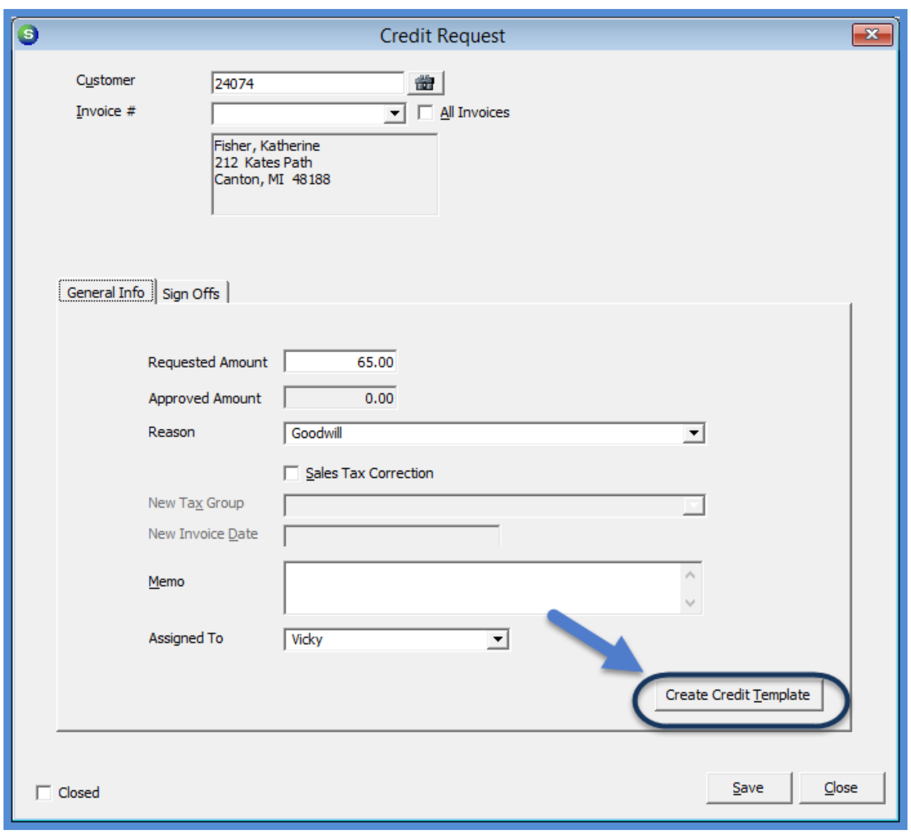


Credit Requests Using the Credit Template (continued)

3. General Info tab - Fill in the required and optional fields on the General Info tab of the Credit Request form.

- **Requested Amount** – This is a required field; enter the total amount of the requested credit.
- **Reason** – This is a required field; select the *Credit Reason* from the drop-down list in this field.
- **Memo** – The User may enter a note in the *Memo* field to describe why the invoice balance is being requested for a credited-off. This field is optional. If the Credit Memo is to be printed and sent to the Customer, this information will be printed.
- **Assigned To** – This may automatically fill with the next User who is responsible for signing-off on the Credit Request. If this field does not auto fill, the User must select a name from the drop-down list to which the Credit Request will be assigned for further processing. If the User creating the Credit Request has the appropriate permissions, the credit memo may be generated by clicking the *Save* button located at the lower right of the form.

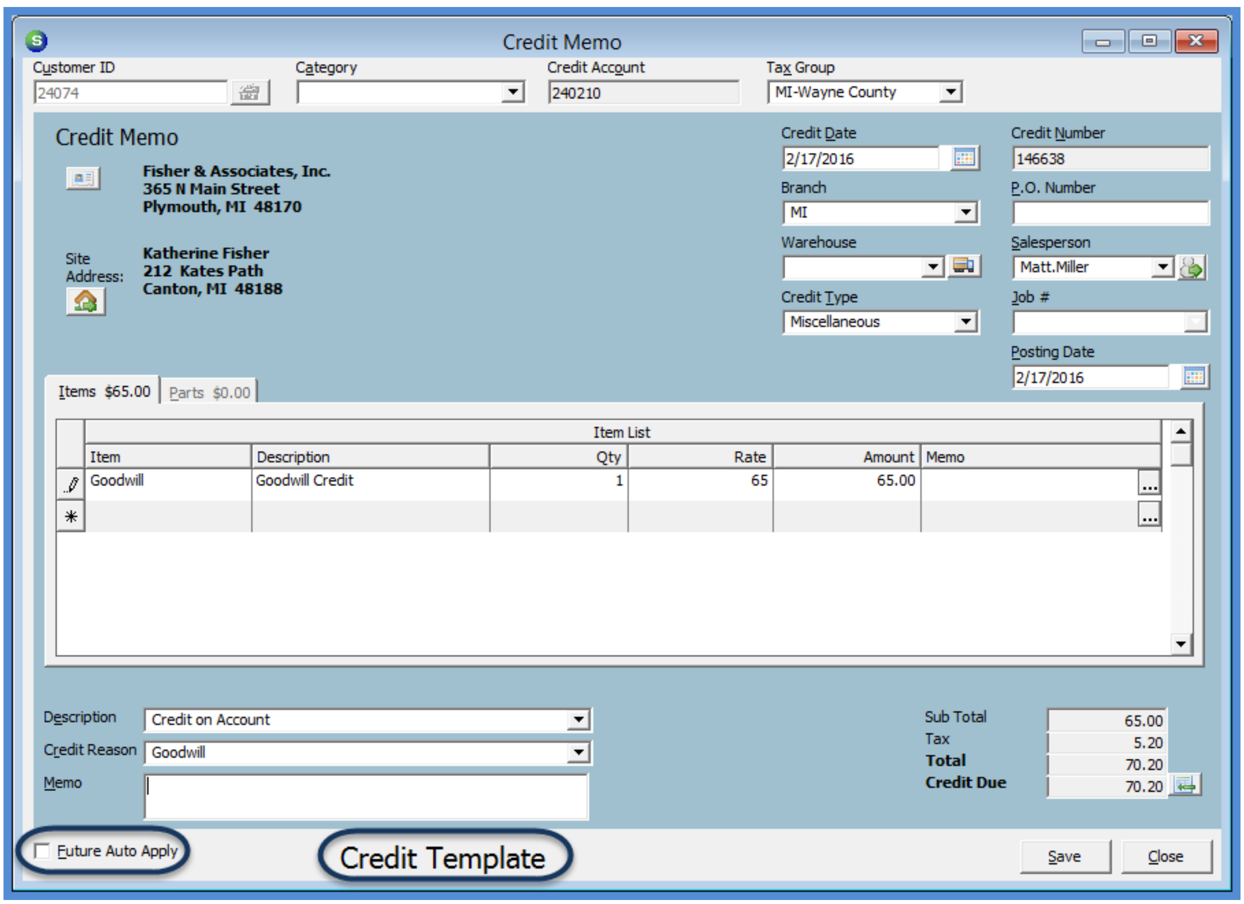
When finished, click the Create *Credit Template* button located at the lower right of the form.



Credit Requests Using the Credit Template (continued)

4. Create the Credit Template - The blank *Credit Template* form will be displayed. Fill in the form with the desired selections, then click the *Save* button when finished.

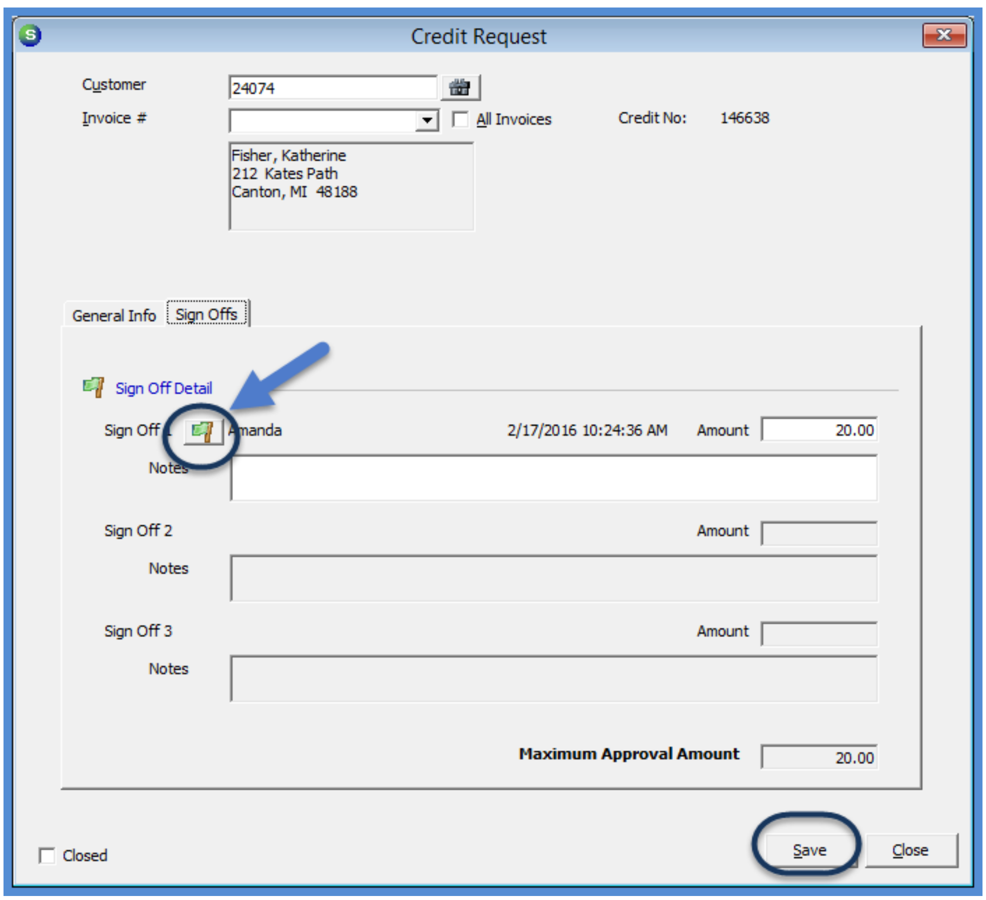
While in the credit template form, the User has the option of marking the Credit Request for future invoice type application. If the Credit Request is approved and a Credit Memo is created, the credit will automatically be applied to the next invoice type posted for the selected invoice type(s) on the *Future Auto Apply* form. The ability to use the *Future Auto Apply* option is controlled by User Group security. If the User working on the Credit Request template does not have this permission granted, this checkbox will be grayed-out and unavailable for use. Please refer to ***User Group Security*** topic within this document for more information.



Credit Requests Using the Credit Template (continued)

5. Credit Request Sign-Offs – After creating and saving the Credit Template, click on the ***Sign Offs*** tab of the Credit Request. Click the Sign Off 1 button on the Credit Request then the *Save* button located at the lower right of the form to complete the Credit Request. If the User creating the Credit Request has the appropriate permissions to generate credit memos and that User's credit memo limit is equal to or less than the total amount of the Credit Request, clicking the *Save* button will prompt the User with a message asking if they are ready to create the Credit Memo. If the User's credit memo limit is less than the requested amount, the Credit Request will remain in the Credit Request List until a User with the appropriate credit memo limit opens the Credit Request and clicks the *Save* button to create the Credit Memo.

In the example below, the User Amanda does not have the authority to credit off more than $20.00, so the Credit Request will need to be approved and turned into a Credit Memo by a User with a credit memo limit at least equal to $65.00.



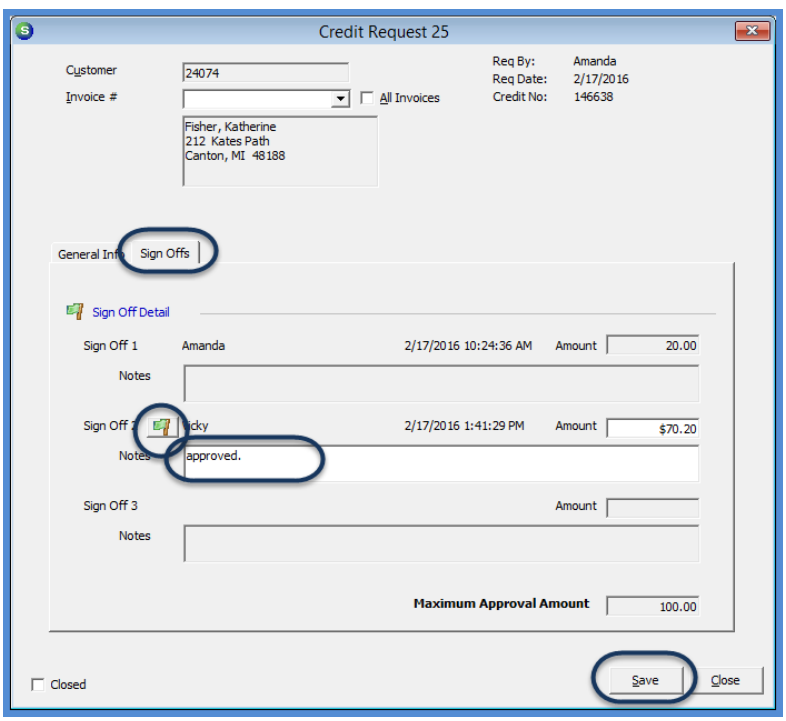
Credit Requests Using the Credit Template (continued)

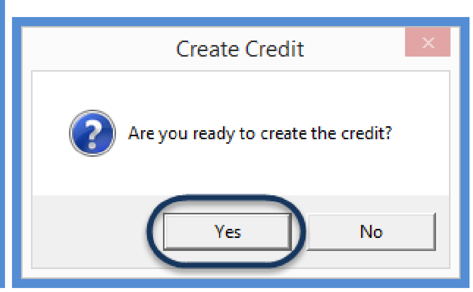
7. Approving and Generating the Credit Memo - The Credit Request will be displayed in the Credit Request List if the credit memo was not generated by the User in Step 5. If this is true, the User assigned to the Credit Request will be responsible for monitoring the list and moving the Credit Request on through the sign-off process. Once all sign-offs have been completed (according to your company policies), the Credit Memo may be created and posted to the customer's account.

   In our example, another User, Vicky will approve and generate the Credit Memo for the request.

8. Navigate to the Credit Request List from the Accounts Receivable menu. Double-click on the Credit Request to be approved.

9. Once the Credit Request is open, click on the *Sign Offs* tab. Click on the *Sign Off 2* flag and enter any notes needed. These notes are internal and will not print on the Credit Memo. Click on the *Save* button when finished. A confirmation message will be displayed asking if you are ready to create the Credit Memo; click the *Yes* button to proceed.

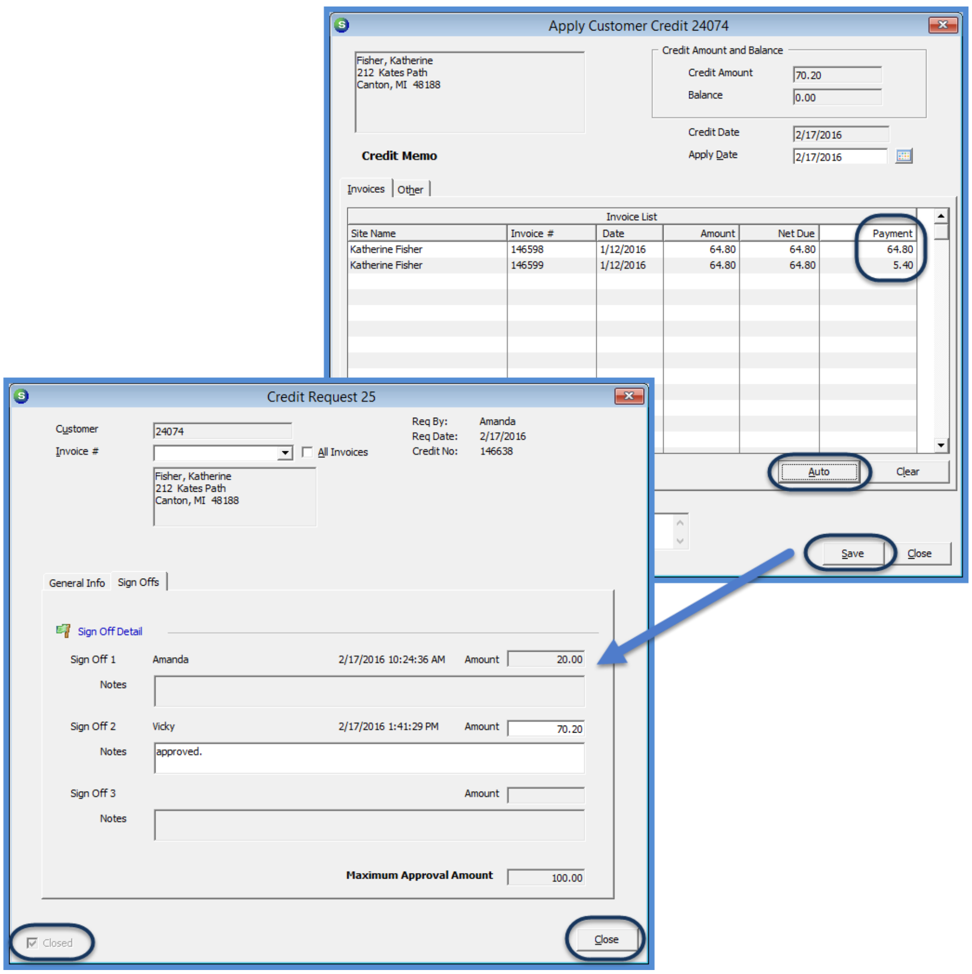




Credit Requests Using the Credit Template (continued)

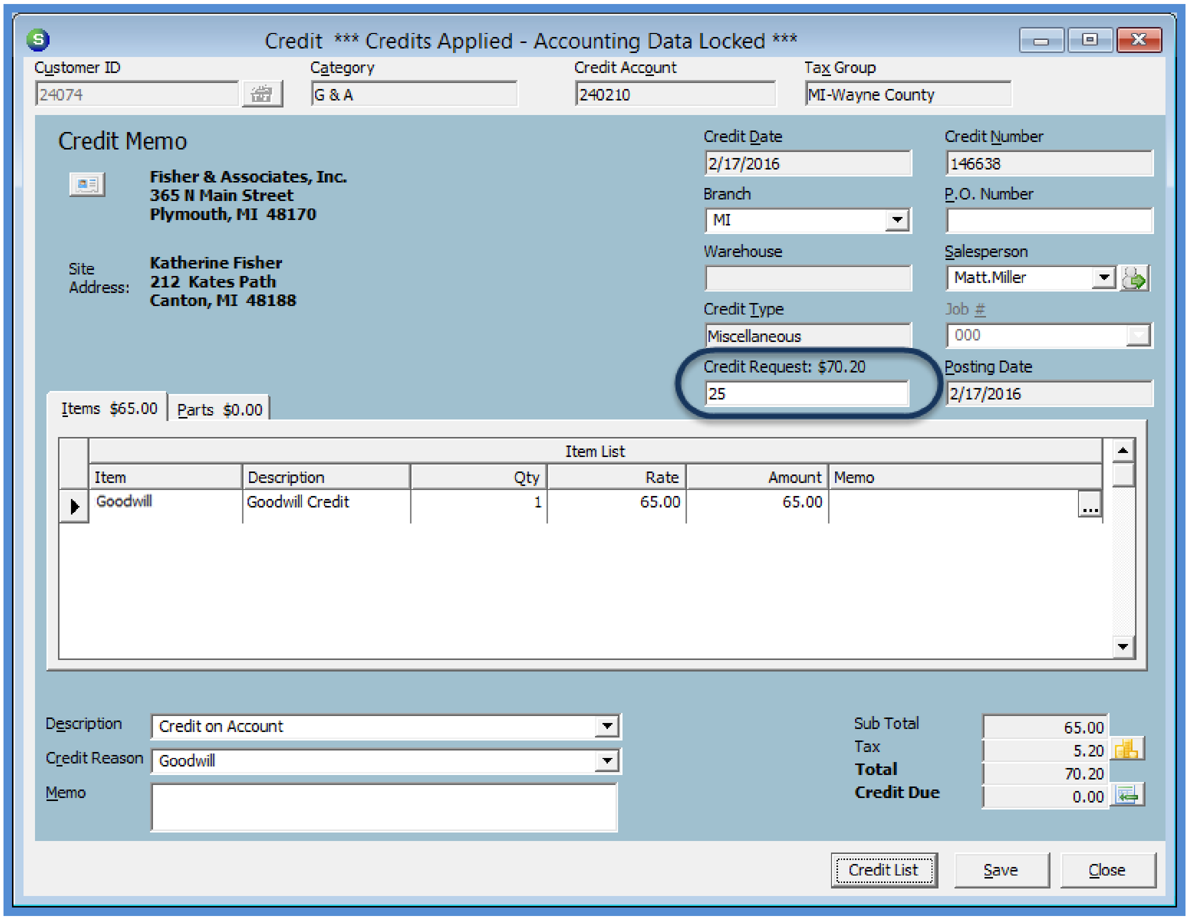
10. The Apply Customer Credit form will be displayed showing a list of all invoices with an open balance. You may click the Auto button located at the lower right of the form, which will apply the credit to the oldest invoice first until all of the credit has been applied, or you may apply the credit to the desired invoice(s) by clicking on the invoice line in the Payment column field and manually type in the amount to apply to each invoice. If you do not want to apply any of the credit at this time, click the Close button located at the lower right of the form.

    You will be returned to the Credit Request form. The *Closed* option will automatically be set; click the *Close* button to leave the Credit Request form.



Credit Requests Using the Credit Template (continued)

Below is the Credit Memo which was generated by the Credit Request. When using Credit Requests, a field is displayed in the header of the Credit Memo showing the Credit Request number and the Credit Request final approval amount.



Credit Request for a Specific Invoice

A Credit Request can be created for one specific customer invoice for which a credit memo will be generated. This may be done for invoices that have or have not been partially paid with a customer payment or a Credit Memo. For the User to be able to create a Credit Request for a partially paid invoice, the *Ability to Credit Off Partial Invoices* User Security Option must be activated for the User Group assigned to the User creating the Credit Request.

For invoices where no payments or credits have been applied, once the Credit Request has gone through the sign-off process, the Credit Memo is created and automatically applied to the invoice number selected in the Credit Request form. User Group Security controls the amounts that will be allowable for the final Credit Memo. An actual Credit Memo is not posted to the general ledger until a User with the appropriate permissions approves and clicks the *Save* button on the Credit Request form.

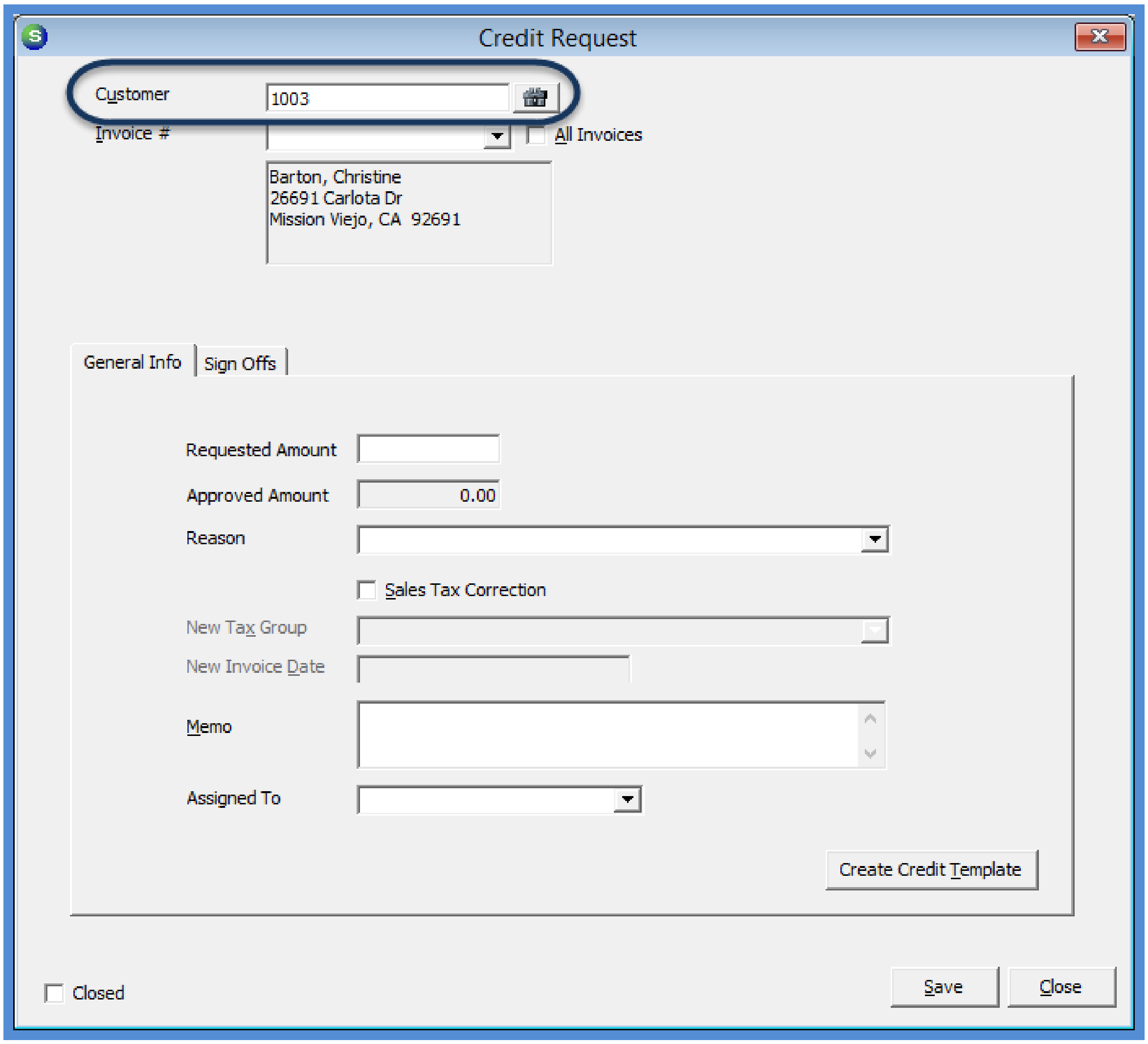
For invoices where payments or credits have already been applied, once the Credit Request has gone through the sign-off process, the User generating the credit will be prompted to write off the balance of the invoice to a miscellaneous G/L account number. If your company does not want to allow Users to write off an invoice to a Miscellaneous G/L Account, the Credit Template method should be used in partially paid invoice situations.

There are three ways to begin a new Credit Request for a specific Invoice; all options are listed below.

1. Begin The Credit Request:
   - Navigate to the Main Application Tree and select Accounts Receivable/Credit Request option, then click the *New* button located at the lower right of the Credit Request List.
   - Navigate to a Customer Explorer record; select Credit Requests from the customer tree; right-click and select the *New Credit Request* option.
   - Navigate to a Customer Explorer record; within the Active Pane, highlight an open invoice then right-click and select the *New Credit Request* option.

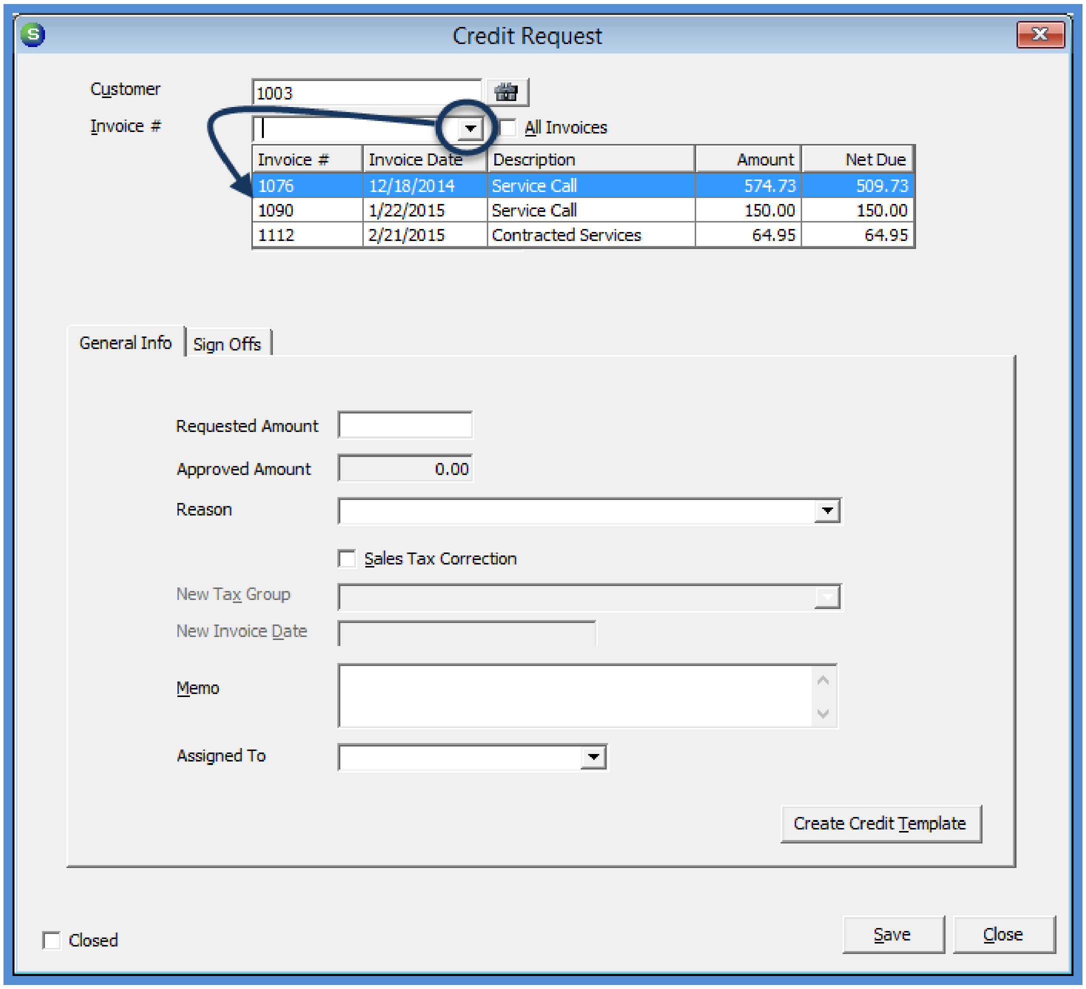
Credit Request for a Specific Invoice (continued)

2. Select the Customer - Once the Credit Request form is displayed, select the Customer number for the request. If the Credit Request was started from the Customer Explorer, the customer number will automatically be populated.



Credit Request for a Specific Invoice (continued)

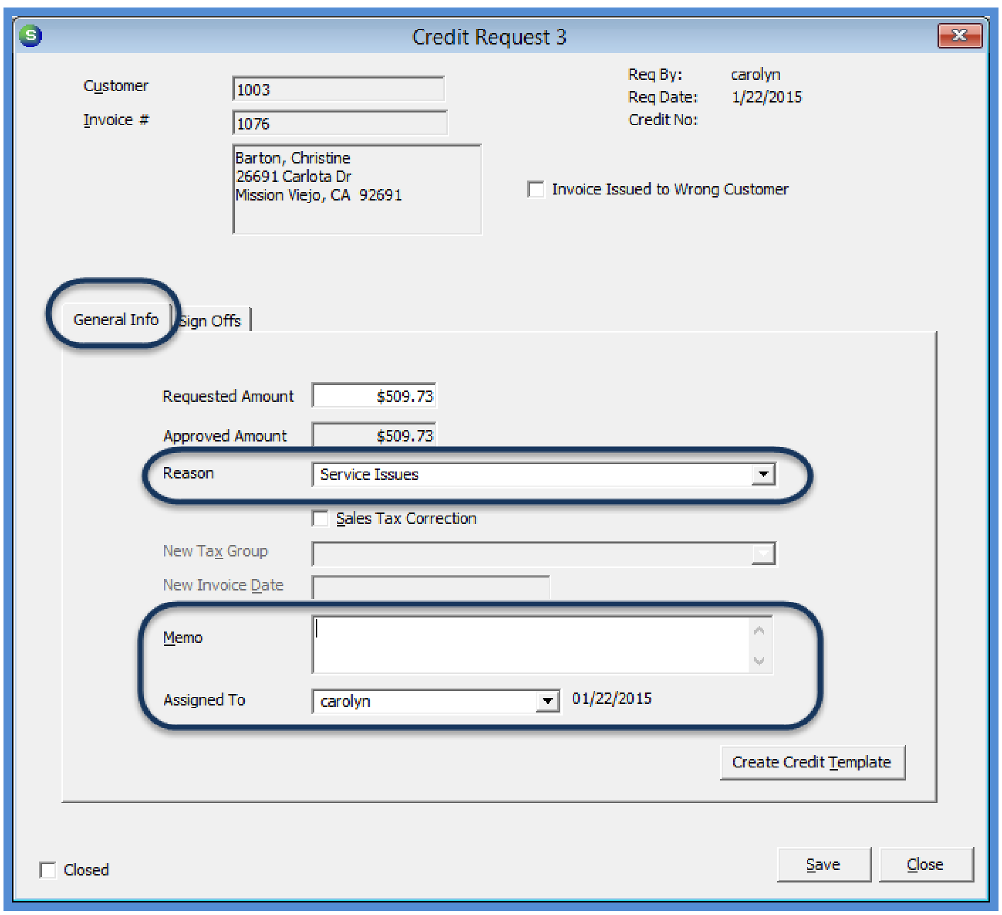
3. Select the Invoice Number - In the *Invoice#* field, select the Invoice to be credited off from the drop-down list. If the Credit Request was started by highlighting and right-clicking on the Invoice, this field will already be populated.



Credit Request for a Specific Invoice (continued)

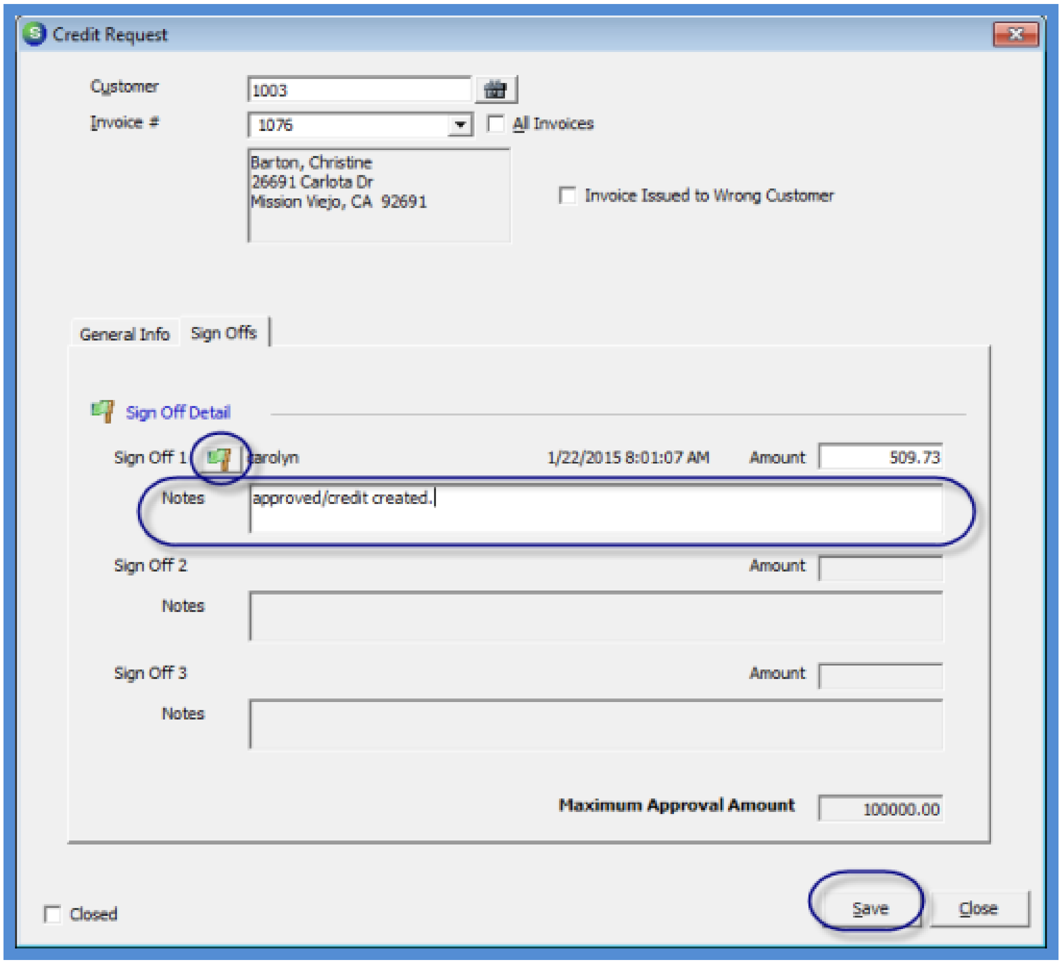
4. Fill in the Credit Request form – Once the invoice number has been selected, the *Requested Amount* will automatically fill in with the amount of the Invoice balance. Enter the remaining information on the Credit Request form.

    - **Reason** – This is a required field; select the *Credit Reason* from the drop-down list.
    - **Memo** – You may enter a note in the *Memo* field to describe why the invoice balance is being requested for a credited-off. This field is optional. If the Credit Memo is to be printed and sent to the Customer, this information will be printed.
    - **Assigned To** – This may automatically fill with the next User who is responsible for signing-off on the Credit Request. If this field does not auto fill, the User may select a name from the drop-down list to which the Credit Request will be assigned for further processing. If the User creating the Credit Request has the appropriate permissions, the credit memo may be generated by clicking the *Save* button located at the lower right of the form.



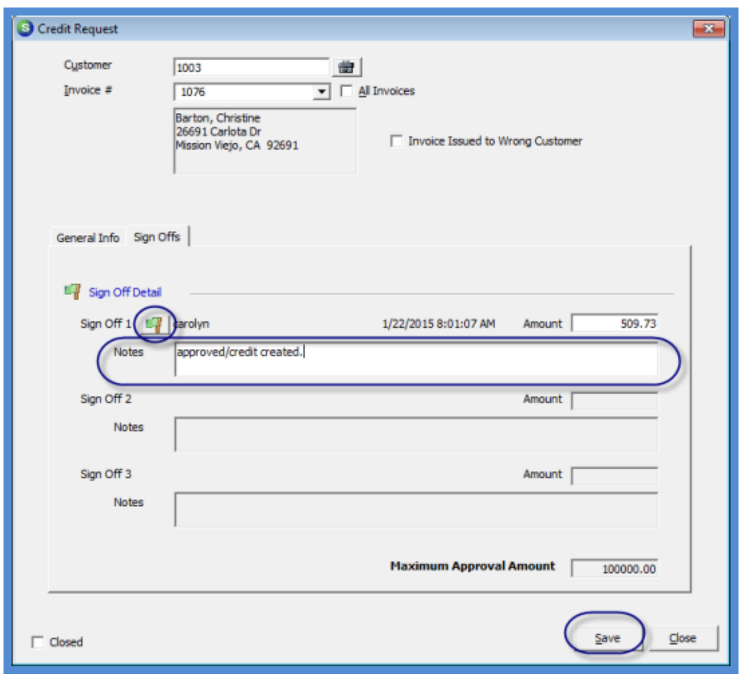
Credit Request for a Specific Invoice (continued)

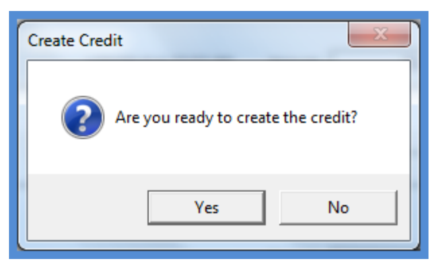
5. Credit Request Sign-Offs - On the Sign-Off tab of the Credit Request, the User will click the Sign Off 1 button on the Credit Request then the *Save* button located at the lower right of the form to complete the Credit Request. If the User creating the Credit Request has the appropriate permissions to generate credit memos and that User's credit memo limit is equal to at least the total amount of the Credit Request, clicking the *Save* button will prompt the User with a message asking if they are ready to create the Credit Memo. If the User's credit memo limit is less than the requested amount, the Credit Request will remain in the Credit Request List until a User with the appropriate credit memo limit opens the Credit Request and clicks the *Save* button to create the Credit Memo.



6. Generating the Credit Memo - The Credit Request will be displayed in the Credit Request List if the credit memo was not generated by the User in Step 5. If this is true, the User assigned to the Credit Request will be responsible for monitoring the list and moving the Credit Request on through the sign-off process. Once all sign-offs have been completed (according to your company policies), the Credit Memo may be created and posted to the customer's account.

   The User who will generate the credit memo will open the Credit Request and click the *Save* button located at the lower right of the Credit Request form. A message is displayed asking the User if they are ready to create the credit; click the *Yes* button to accept. Once the *Yes* button is selected, the application creates and posts the Credit Memo which is now available on the Customer Explorer record to apply to an invoice.



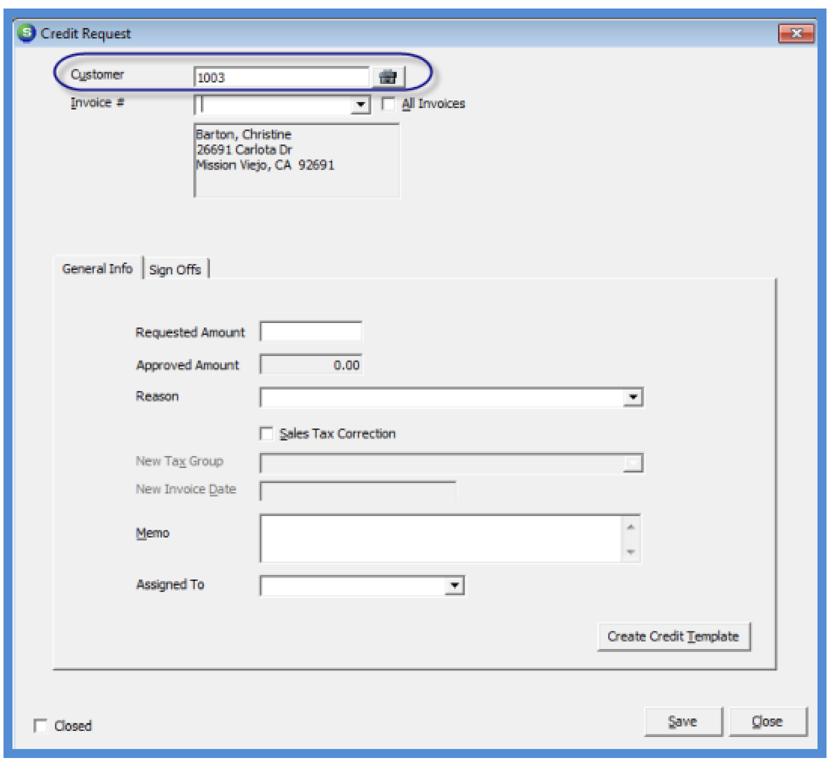


7. You will be returned to the Credit Request form. The *Closed* option (at the lower left of the form) will automatically be set; click the *Close* button to leave the Credit Request form.

Credit Request for a Specific Invoice and Create an Invoice for Another Customer

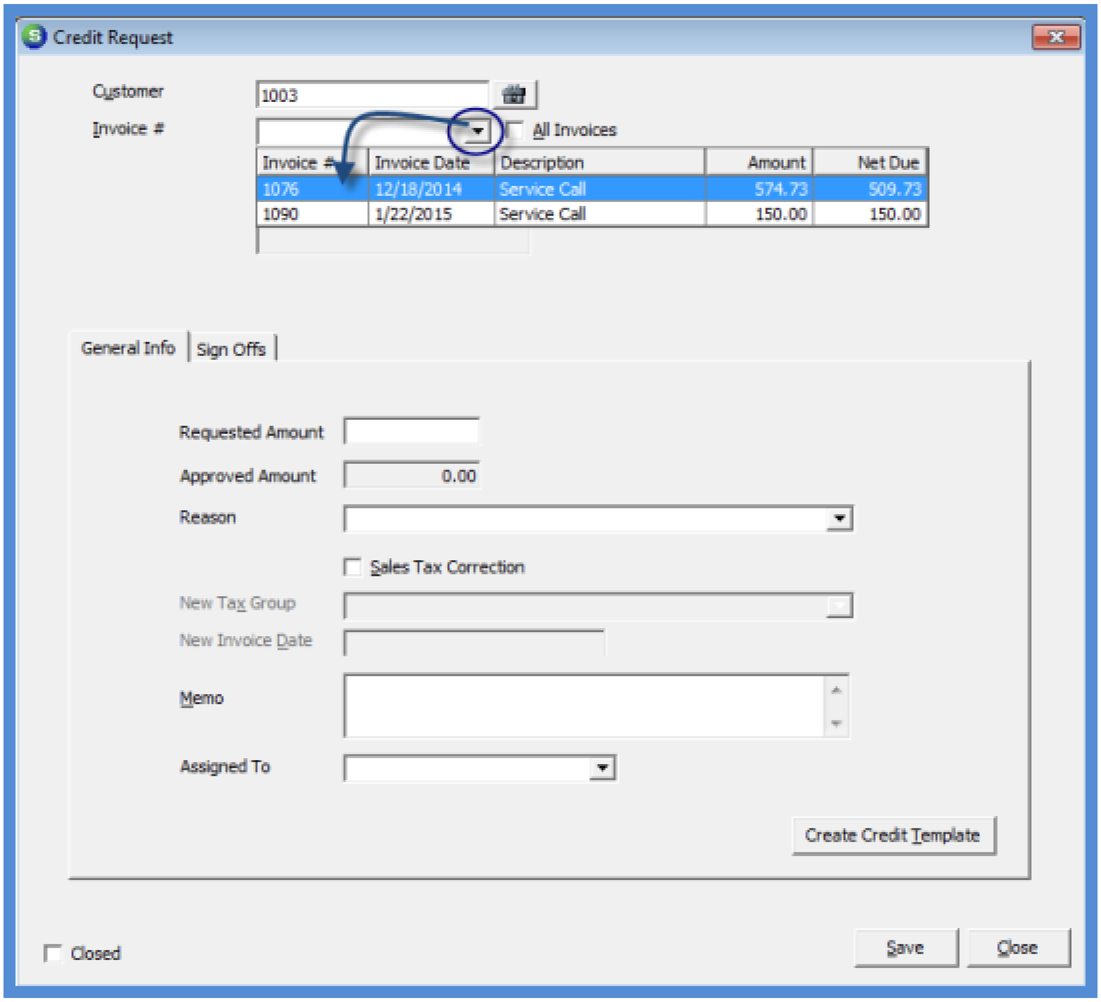
A User may create a Credit Request for a selected invoice on a customer account and at the same time select a different customer for which you want to create a new invoice. Using this option, the application credits off the invoice on one customer and automatically creates an invoice for a different customer using the same Invoice Items and/or Parts that were used on the originating customer's invoice. This feature would be used if you accidentally invoiced the incorrect customer.

1. There are three ways to begin the new Credit Request; all options are listed below.
    - Navigate to the Main Application Tree and select Accounts Receivable/Credit Request option, then click the *New* button located at the lower right of the Credit Request List.
    - Navigate to a Customer Explorer record; select Credit Requests from the customer tree; right-click and select the *New Credit Request* option.
    - Navigate to a Customer Explorer record; within the Active Pane, highlight an open invoice then right-click and select the *New Credit Request* option.
2. Select the Customer - Once the Credit Request form is displayed, select the Customer number for the request. If the Credit Request was started from the Customer Explorer, the customer number will automatically be populated.



Credit Request for a Specific Invoice and Invoice Another Customer (continued)

3. Select the Invoice Number - In the *Invoice#* field, select the Invoice to be credited off from the drop-down list.



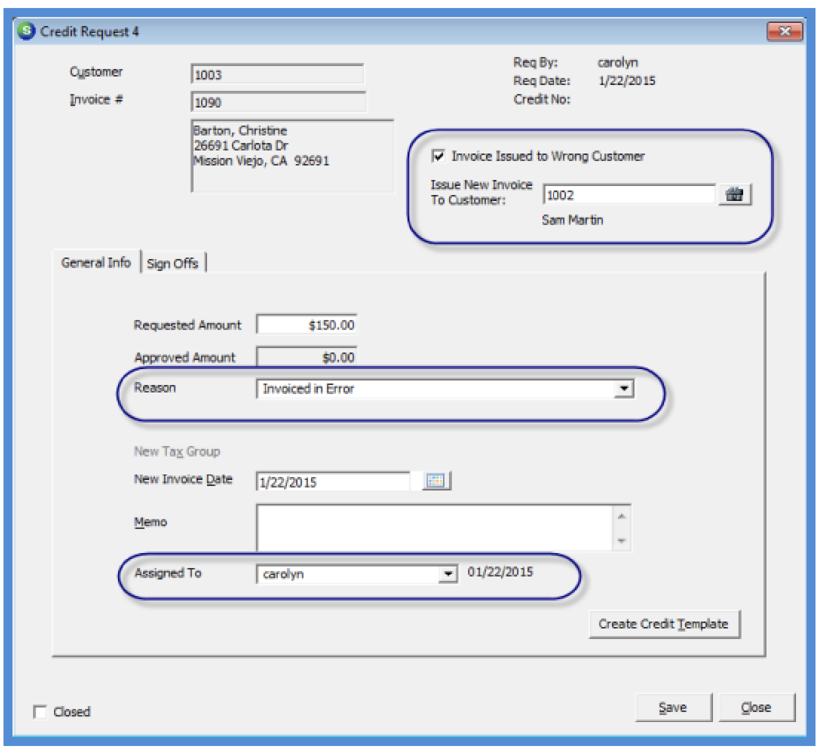
Credit Request for a Specific Invoice and Invoice Another Customer (continued)

4. Select the Customer to Invoice - Select the checkbox *Invoice Issued to Wrong Customer* which is located to the right of the customer name display box, and enter or lookup the customer number for which a new invoice will be created.

Note: A new invoice will not be created for the selected customer until the Credit Memo is generated for the Credit Request being processed.

5. Fill in the Credit Request form – Once the invoice number has been selected, the *Requested Amount* will automatically fill in with the amount of the Invoice. Enter the remaining information on the Credit Request form.

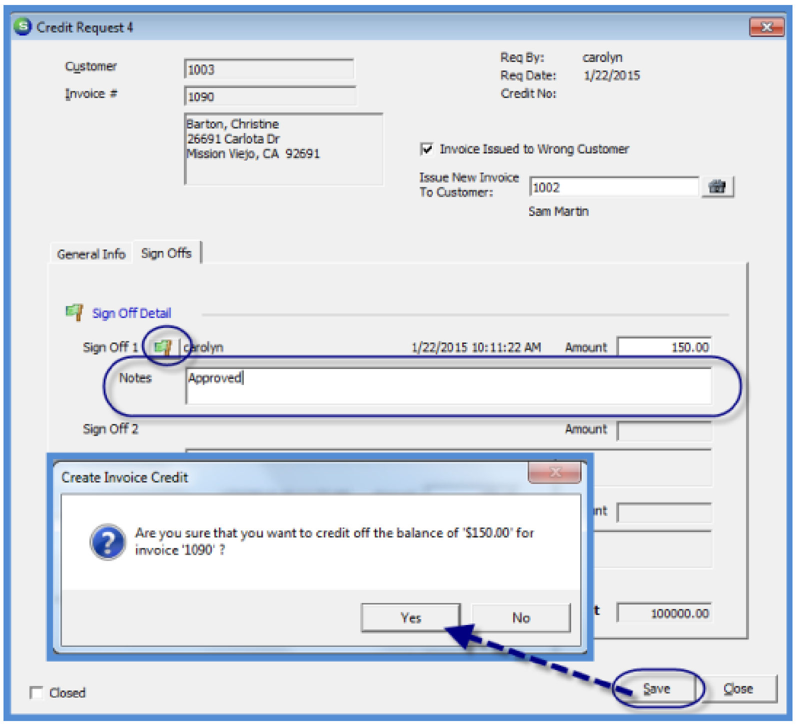
   - **Reason** – This is a required field; select the *Credit Reason* from the drop-down list in this field.
   - **Memo** – The User may enter a note in the *Memo* field to describe why the invoice balance is being requested for a credited-off. This field is optional. If the Credit Memo is to be printed and sent to the Customer, this information will be printed.
   - **Assigned To** – This may automatically fill with the next User who is responsible for signing-off on the Credit Request. If this field does not auto fill, the User may select a name from the drop-down list to which the Credit Request will be assigned for further processing. If the User creating the Credit Request has the appropriate permissions, the credit memo may be generated by pressing the *Save* button located at the lower right of the form.



Credit Request for a Specific Invoice and Invoice Another Customer (continued)

6. Sign Off and Generate Credit and New Invoice – Click the *Sign off* button then click the *Save* button located at the bottom of the form. If the User does not have permissions to generate credit memos, the Credit Request will appear in the Credit List for processing by another User with the appropriate permissions. In this example, the User does have permission to generate the credit.

   After clicking the *Save* button, a message will be displayed confirming you want to credit off the balance of the invoice; click the *Yes* button to proceed.



Once the credit memo has been generated, a new Invoice is automatically created and posted for the new customer to be invoiced. The same Invoice Items and/or Parts that were on the original invoice that was credited off are used to build the new invoice.

It is a good practice to open the newly created invoice to review the information and make any necessary changes. You may flag the invoice to go to the printing queue and change or enter additional information into the *Memo* field. When finished, click the *Save* button located at the lower right of the invoice form to save any changes made to the new invoice. Permissions are required to be able to make changes to the invoice.

Credit Request for a Partially Paid Invoice

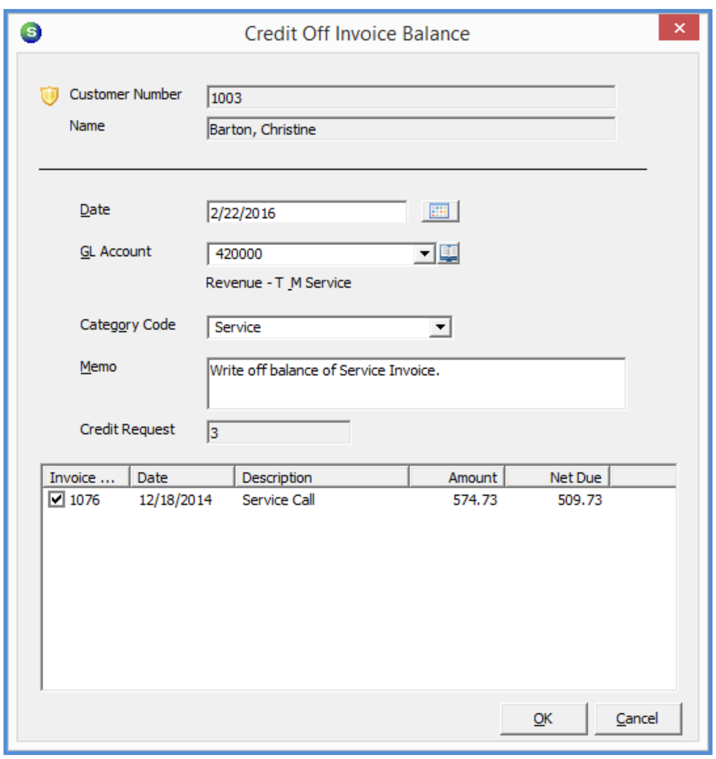
For the most part, the process for creating a credit for a partially paid invoice is the same as for a particular invoice. The only difference in the process is once the Credit Memo is generated, a form will be displayed to select a G/L Account for writing off the balance of the invoice. Since payments and credits are applied to the invoice itself and not individual parts and/or invoice item lines, the software lets the User determine which G/L Account to use to credit off the invoice balance.

Follow steps 1 through 6 under the topic of ***Credit Request for a Specific Invoice***, then continue on with the next step once the Credit Memo has been created.

After clicking the Save button on the signed-off Credit Request form, the *Credit Off Invoice Balance* form will be displayed.

- **Date** – This is the date that records when the credit was applied to the partially paid invoice. This field will default to today's date, however you may select any other date that is in an open accounting period.
- **GL Account** - Select the G/L Account Number which will be used for crediting off the invoice balance.
- **Category** - Select a Category Code from the drop-down list.
- **Memo** - You may enter an optional note into the Memo field (256 characters allowed).

When finished, click the *OK* button located at the lower right of the form.

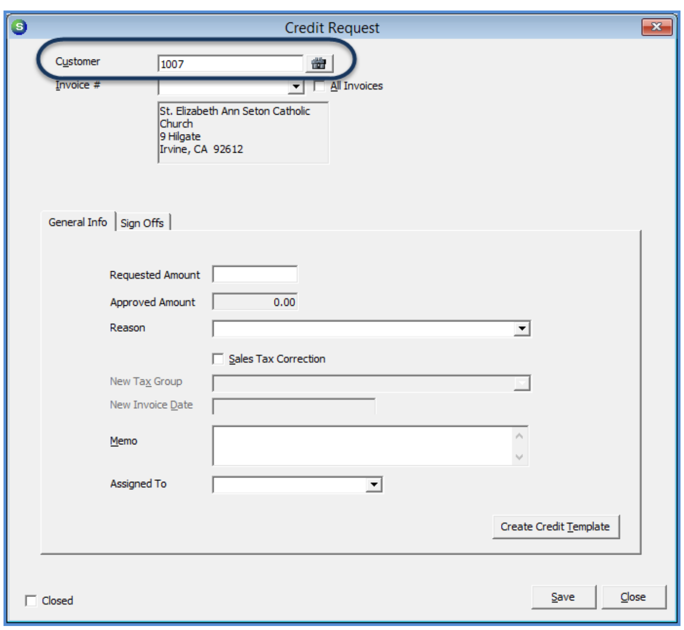


Credit Request for Sales Tax Correction

If a Customer invoice was created using the incorrect Tax Group (user error or preference), you may use the Sales Tax Correction option with Credit Requests. Using this method, you would select the Invoice, and on the Credit Request form, you would select a new Tax Group to use and create a new Invoice using the tax rules of the desired Tax Group. Once the Credit Request is approved, a Credit Memo will be created for the original invoice amount, and a new Invoice will be created using the same Items Codes/Parts and apply the sales tax based on the new Tax Group selected on the Credit Request. You may apply the Credit Memo to the old invoice or to the new invoice created.

Note: Only invoices where no payments or credits have been applied may be selected for this Credit Request method.

1. There are three ways to begin the new Credit Request; all options are listed below.
   - Navigate to the Main Application Tree and select Accounts Receivable/Credit Request option, then click the *New* button located at the lower right of the Credit Request List.
   - Navigate to a Customer Explorer record; select Credit Requests from the customer tree; right-click and select the *New Credit Request* option.
   - Navigate to a Customer Explorer record; within the Active Pane, highlight an open invoice then right-click and select the *New Credit Request* option.
2. Select the Customer - Once the Credit Request form is displayed, select the Customer number for the request. If the Credit Request was started from the Customer Explorer, the customer number will automatically be populated.

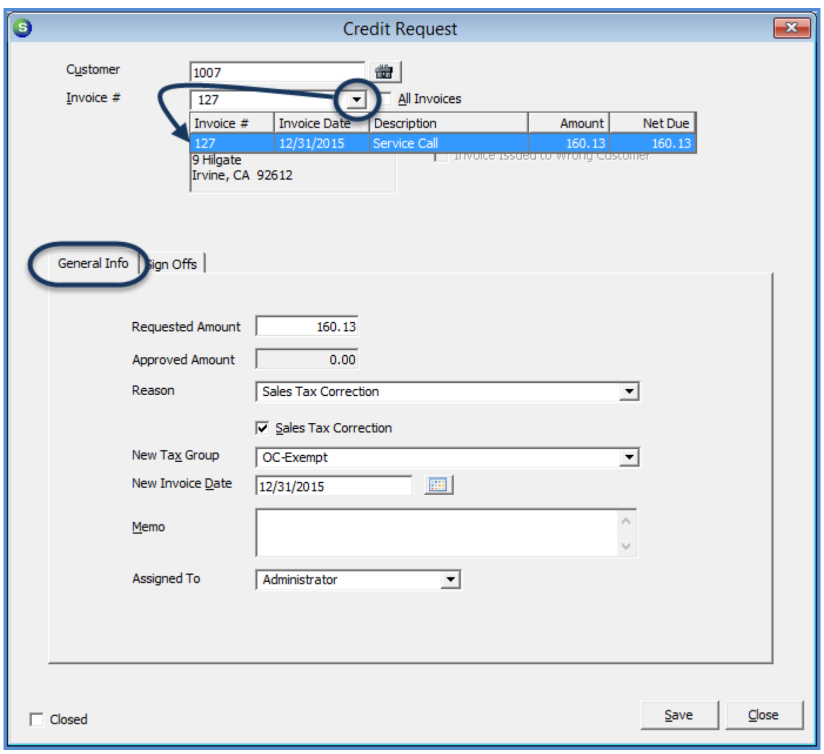


Credit Request for Sales Tax Correction (continued)

3. Select the Invoice Number - In the *Invoice#* field, select the Invoice to be credited off from the drop-down list.

4. Fill in the Credit Request form – Once the invoice number has been selected, the *Requested Amount* will automatically fill in with the amount of the Invoice. Enter the remaining information on the Credit Request form.

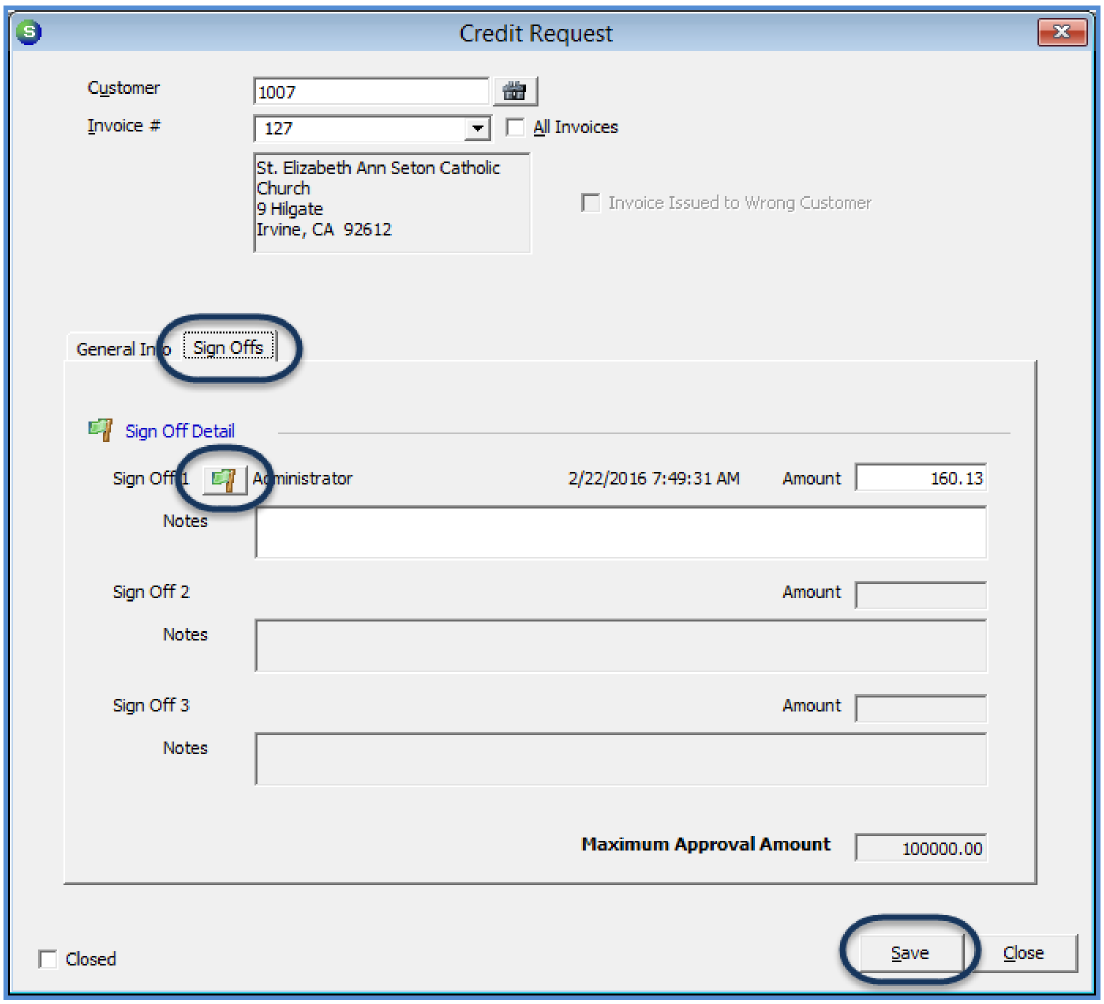
- **Reason** –Select the *Credit Reason* from the drop-down list in this field (required field).
- **Sales Tax Correction Checkbox/New Tax Group/New Invoice Date** – Check the box labeled *Sales Tax Correction*. This will display two new fields, *New Tax Group* and *New Invoice Date*. Select the desired *New Tax Group* from the drop-down list. The N*ew Invoice Date* field will default to today's date, however this may be changed to any date as long as the accounting period is in an open status.
- **Memo** – The User may enter a note in the *Memo* field to describe why the invoice balance is being requested for a credited-off. This field is optional. If the Credit Memo is to be printed and sent to the Customer, this information will be printed.
- **Assigned To** – This may automatically fill with the next User who is responsible for signing-off on the Credit Request. If this field does not auto fill, the User may select a name from the drop-down list to which the Credit Request will be assigned for further processing. If the User creating the Credit Request has the appropriate permissions, the credit memo may be generated by pressing the *Save* button located at the lower right of the form.



Credit Request for Sales Tax Correction (continued)

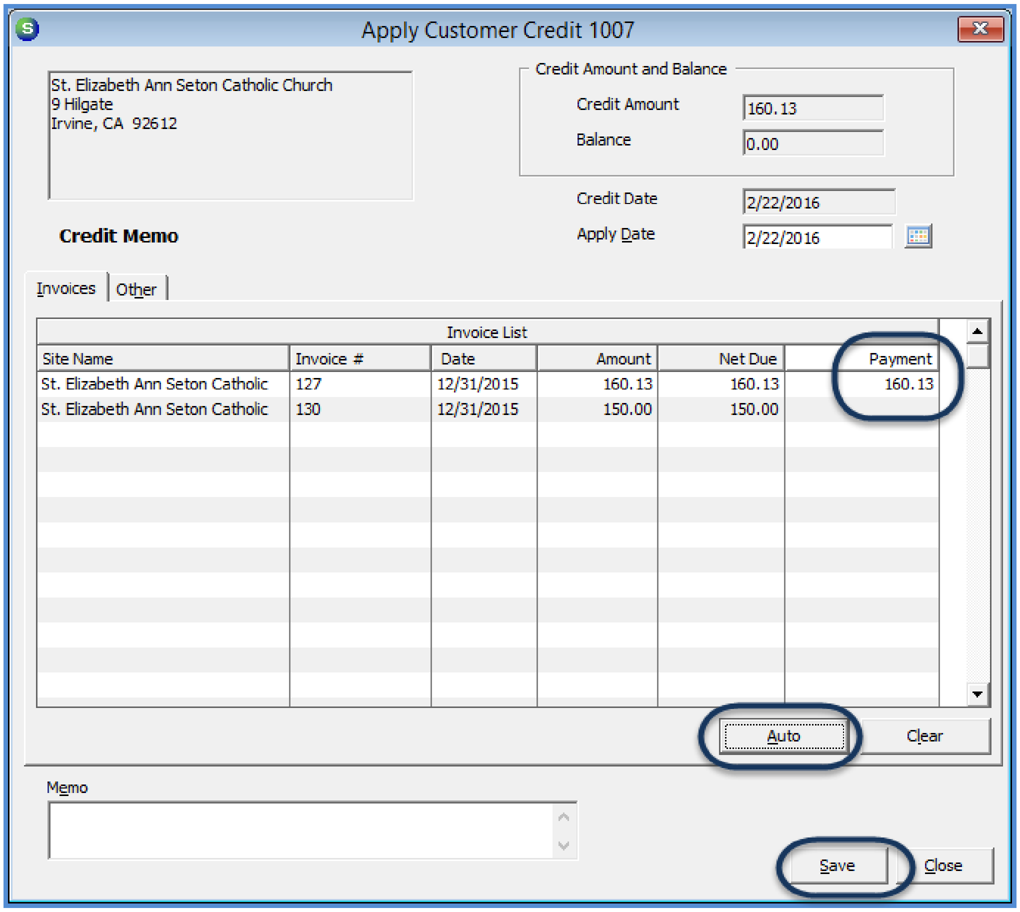
5. Sign Off and Generate Credit and New Invoice – Click the *Sign off* button then click the *Save* button located at the bottom of the form. If the User does not have permissions to generate credit memos, the Credit Request will appear in the Credit List for processing by another User with the appropriate permissions. In this example, the User does have permission to generate the credit.

After clicking the *Save* button, a message will be displayed confirming you want to credit off the balance of the invoice; click the *Yes* button to proceed.



Credit Request for Sales Tax Correction (continued)

6. Apply the Credit - Once the Credit Request is approved and saved, the application will automatically create a Credit Memo for the original invoice and create a second invoice using the correct Tax Group. The Apply Customer Credit form will be displayed where you may manually apply the credit based on your company's policies and procedures.



Credit Request for a Job Invoice

For Job Invoice credits, the process is almost identical to creating a Credit Request for a specific invoice; the only difference is where the User begins the Credit Request.

1. Open the Job record for which a Job Invoice must be credited.
2. Within the Job record, click on the Tools button on the Job Toolbar.
3. From the Tools Toolbar, click on the Invoicing button. To the right a list of all Job Invoices and Credits (if any) will be displayed.
4. Highlight the Invoice to be credited, right-click and select the "Create Credit Request" option.

For the remainder of the process, follow steps 4 through 7 found under the topic: ***Credit Request for a Specific Invoice***.