



## Crediting an Invoice in Full

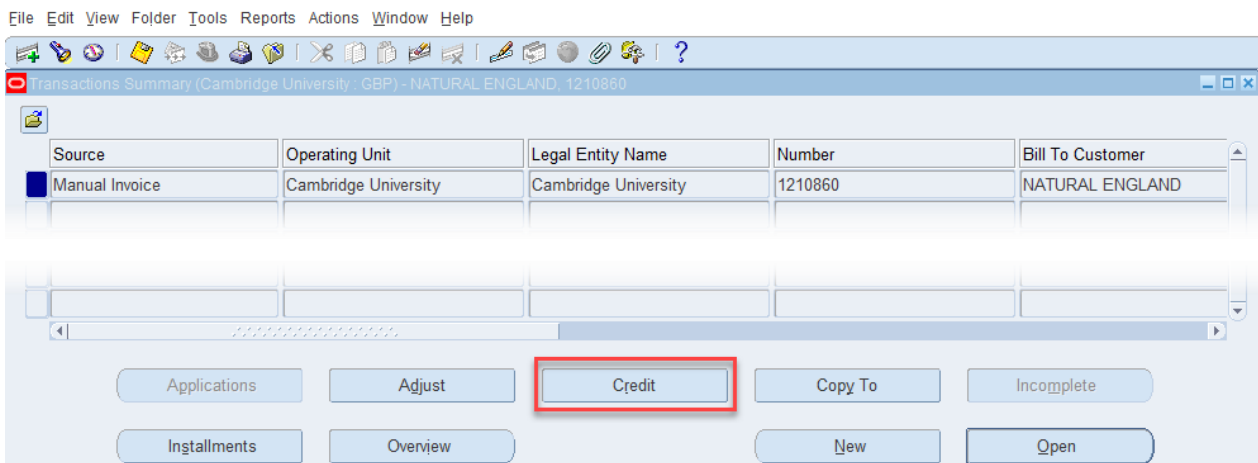
Use this guidance when you need to credit an invoice directly, in full, to an external customer. The invoice should **not** have had any receipts applied against it and must have a status of **Open**. This method may be used even if the customer has been deactivated.

If you need to partially credit an invoice, credit an internal customer or need to credit VAT, please see separate guidance [Entering a Credit Memo](#) and the completing part [Applying a Credit Note to an Invoice](#).

**Responsibility: AR Supervisor**  
**Navigate: Transactions → Transaction Summary**

First, find the invoice to the customer and note the invoice number and the coding. You can use either the Torch function on the toolbar, or press F11, enter your search term(s) then shift+F11.

Then, find the invoice again using the Transaction Summary page. Press the Credit button at the bottom.



You will see the screen on the following page.

Note that the dates default to today's date (1) – if you need to change it, do so here. Your department may require that where possible credit notes are dated the same date as the original invoice, so be sure to check this.

Fill in the type of credit note you are raising (2) – it will be your department code plus Credit Memo, in this case PD Credit Memo.

Fill in the reason for the credit note in section 3; be as detailed as possible for future reference e.g. by the auditors.



Line	Credit Memo %	Amount	Original	Balance Due
			35,503.07	35,503.07
Tax			7,100.61	7,100.61
Freight				0.00
Total	0.0000 %	0.00	42,603.68	42,603.68

Once you are happy, select the **credit balance** button (4). This credits the invoice in full, and the credit area on the bottom left will populate. A prompt will appear confirming the balance amount of the transaction has been credited. Select OK.

Next select **Credit Lines** on the bottom right of the screen. The Lines screen will open, and you can see the credited lines and item descriptions. Select **Distributions** on the bottom right.

Trans Line	Detail Line	Class	GL Account	GL Date	%	Distribution Amount
		Receivable	U.00.0000.0000.URAA.0000	23-NOV-2023	100.0000	(42,603.68)
1		Revenue	U.PD.ZZZZ.GAAA..0000	23-NOV-2023	100.0000	(18,006.50)
1	1	Tax	U.00.0000.0000.VCCA.0000	23-NOV-2023	100.0000	(3,601.30)
2		Revenue	U.PD.ZZZZ.GAAA..0000	23-NOV-2023	100.0000	(17,496.57)
2	1	Tax	U.00.0000.0000.VCCA.0000	23-NOV-2023	100.0000	(3,499.31)

Select '**Accounts For All Lines**' and fill in the correct GL account codes, as per the original invoice, for each of the '**Revenue**' lines only. Do not amend any other lines.



Save using the icon in the top left, and return to the **Credit Transactions** screen.

The credit memo number is now listed – you may need to note this for department records. Press the 'Complete' button on the bottom left hand side. The credit is now applied, and you may print the credit note to send to the customer. Printing methods are detailed in the ['Printing invoices and credit memos'](#) guidance.

Credit Transactions (Cambridge University : GBP) - NATURAL ENGLAND

Credited Transaction

Operating Unit Cambridge University Legal Entity Cambridge University  
Number 1210860 Source Manual Invoice

Credit Memo

Batch None Batch Name  
Source Manual Invoice Date 23-NOV-2023 Complete  
Number 1211275 Reference Transaction  
Reason CREDIT and REBILL Type PD Credit Memo  
GL Date 23-NOV-2023 Rules Method  
Currency GBP Split Term Method [ ]

Transaction Amounts More

Line	Credit Memo		Credited Transaction	
	%	Amount	Original	Balance Due
Line	100.0000	(35,503.07)	35,503.07	0.00
Tax	100.0000	(7,100.61)	7,100.61	0.00
Freight				0.00
Total	100.0000 %	(42,603.68)	42,603.68	0.00

Complete Tax Information Credit Balance Credit Lines



## FAQs

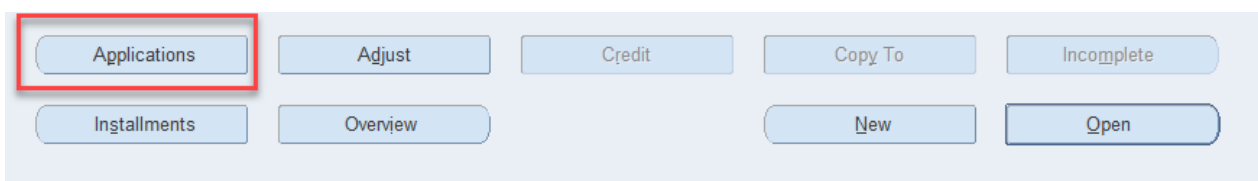
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### How can I check that the invoice has been credited correctly?

To check that the invoice has been fully credited, you can search for it using the Transaction Summary page. It will show as having a zero balance due. You can also see the credit note; make sure to search for '**Class: Credit Note**' or search by date.

### How could I remove the credit note from the invoice if required?

This would be unusual but if the credit note does need to be unapplied (reversed or removed), select it from the Transaction Summary page and select '**Applications**'.



This screen will open. You can see that currently the credit note is fully applied (Unapplied 0.00). If you want to remove the credit note, untick the box under '**Apply**'.

