

Removing an Unwanted Customer Credit Memo in SedonaOffice

12/28/2023 2:41 pm EST

To Delete a Credit Memo that has not been applied to an invoice, follow these steps.

Double-click on the Credit Memo.

| Open Credits | \$116.00 | | | | |
|--------------|---------------------|-------------|-----------|----------|----------|
| Credit # | Site Name | Credit Type | Date | Amount | Balance |
| 425245 | Elizabeth Arrington | CREDIT | 1/25/2023 | \$116.00 | \$116.00 |

The Credit Memo form will open up. Select the Red “Delete” icon.

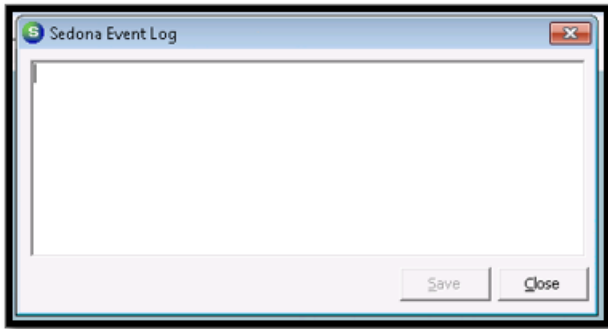
The screenshot shows the SedonaOffice application window with the 'Credit Memo' form open. The form displays customer information for Elizabeth Arrington, credit details for 3/1/2023 - 3/31/2023, and a list of items including Burg Monitoring and CCTV Monitoring. A red arrow points to the 'Delete' icon in the top toolbar.

A Pop-up Message will appear – “Are you sure that you want to DELETE this credit?”. Select “Yes”.

The screenshot shows a 'Delete Credit' dialog box with a question mark icon and the text 'Are you sure that you want to DELETE this credit?'. There are 'Yes' and 'No' buttons at the bottom.

The Sedona Event Log box will appear. Depending on your company procedures you may or may not need to enter

information. Click Save.



To remove an unwanted Credit Memo that cannot be deleted from a Customer Account due to a closed Accounting Period or it has previously been applied to an invoice you will need to follow these steps.

Customer Account

Highlight the Credit Memo and Right-Click on it. Select Apply.

| Open Credits | | | | | |
|---------------------|---------------------|---------------------|-------------|--------------------|----------------|
| Credit # | Site Name | Credit Type | Date | Amount | Balance |
| 425245 | Elizabeth Arrington | CREDIT | 1/25/2023 | \$116.00 | \$116.00 |
| Open Tickets | | | | | |
| Ticket # | Site Name | Problem Code | Date | City, State | Status |
| 8894 | Pineapple Farms | Add Equipment | 2/2/2022 | Daphne, AL | IP |
| 8895 | Pineapple Farms | Keypad Trouble | 2/2/2022 | Daphne, AL | SC |
| 8896 | Pineapple Farms | Camera | 2/2/2022 | Daphne, AL | DP |

Apply
Refund to CC/ACH
Refresh

A right-click context menu is open over the first row of the 'Open Credits' table. The menu contains three options: 'Apply', 'Refund to CC/ACH', and 'Refresh'. A red arrow points from the top right of the image towards the 'Apply' option.

When the Credit Form opens click on the "Other" Tab.

Apply Customer Credit 48977

Elizabeth Arrington
2345 Sunny Lane
Daphne, AL 36526

Credit Amount and Balance
Credit Amount 116.00
Balance 116.00
Credit Date 1/25/2023
Apply Date 1/26/2023

Credit Memo

Invoices Other ←

Miscellaneous
GL Account
Category Code
Amount 0.00

Advance Deposit
Job
Amount 0.00

Refund Check
Amount 0.00
Pay To

Unapplied Cash
Amount 0.00

Memo

Save Close

Select the "Miscellaneous" box.

Apply Customer Credit 48977

Elizabeth Arrington
2345 Sunny Lane
Daphne, AL 36526

Credit Memo

Invoices | Other

Miscellaneous

GL Account: []

Category Code: []

Amount: 116.00

Advance Deposit

Job: []

Amount: 0.00

Refund Check

Amount: 0.00

Pay To: []

Unapplied Cash

Amount: 0.00

Credit Amount and Balance

Credit Amount: 116.00

Balance: 116.00

Credit Date: 1/25/2023

Apply Date: 1/26/2023

Memo: []

Save Close

Select the GL Account to write the Credit off to. Some companies have a specific Write-Off Account or select the Revenue Account the Credit Memo came from.

Select the "Category Code" from the dropdown menu and verify the Amount.

Apply Customer Credit 48977

Elizabeth Arrington
2345 Sunny Lane
Daphne, AL 36526

Credit Memo

Credit Amount and Balance

Credit Amount 116.00
Balance 0.00

Credit Date 1/25/2023
Apply Date 1/26/2023

Invoices | Other

Miscellaneous

GL Account 110350
A/R Clearing
Category Code Admin G & A
Amount 116.00

Advance Deposit

Job
Amount 0.00

Refund Check

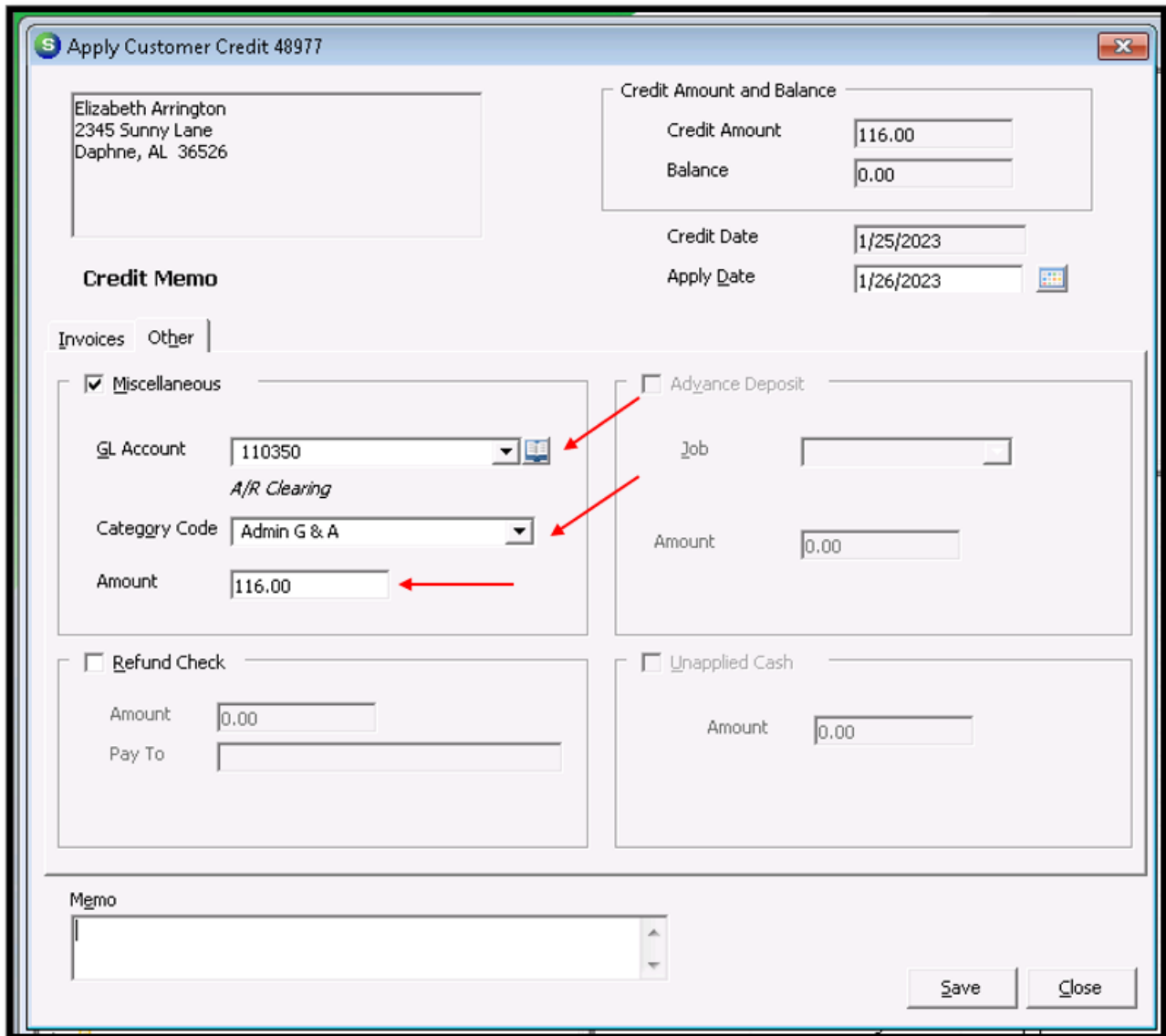
Amount 0.00
Pay To

Unapplied Cash

Amount 0.00

Memo

Save Close

The screenshot shows a software window titled "Apply Customer Credit 48977". At the top left, there is a customer address: "Elizabeth Arrington, 2345 Sunny Lane, Daphne, AL 36526". Below this is a "Credit Memo" section. On the right side, there are fields for "Credit Amount and Balance" (Credit Amount: 116.00, Balance: 0.00), "Credit Date" (1/25/2023), and "Apply Date" (1/26/2023). The main area has two tabs: "Invoices" and "Other". Under "Invoices", there are four sub-sections: "Miscellaneous" (checked), "Advance Deposit", "Refund Check", and "Unapplied Cash". The "Miscellaneous" section contains fields for "GL Account" (110350), "Category Code" (Admin G & A), and "Amount" (116.00). The "Advance Deposit" section has "Job" and "Amount" (0.00) fields. The "Refund Check" section has "Amount" (0.00) and "Pay To" fields. The "Unapplied Cash" section has an "Amount" (0.00) field. At the bottom, there is a "Memo" text area and "Save" and "Close" buttons. Three red arrows point to the "GL Account", "Category Code", and "Amount" fields in the "Miscellaneous" section.

Verify the "Apply Date" is correct.

Apply Customer Credit 48977

Elizabeth Arrington
2345 Sunny Lane
Daphne, AL 36526

Credit Memo

Invoices | Other

Miscellaneous

GL Account: 110350
A/R Clearing

Category Code: Admin G & A

Amount: 116.00

Advance Deposit

Job: _____

Amount: 0.00

Refund Check

Amount: 0.00

Pay To: _____

Unapplied Cash

Amount: 0.00

Credit Amount and Balance

Credit Amount: 116.00

Balance: 0.00

Credit Date: 1/25/2023

Apply Date: 1/25/2023

Memo

Save Close

Enter a memo if needed.

Apply Customer Credit 48977

Elizabeth Arrington
2345 Sunny Lane
Daphne, AL 36526

Credit Memo

Credit Amount and Balance

Credit Amount 116.00
Balance 0.00

Credit Date 1/25/2023
Apply Date 1/25/2023

Invoices Other

Miscellaneous

GL Account 110350
A/R Clearing

Category Code Admin G & A

Amount 116.00

Advance Deposit

Job

Amount 0.00

Refund Check

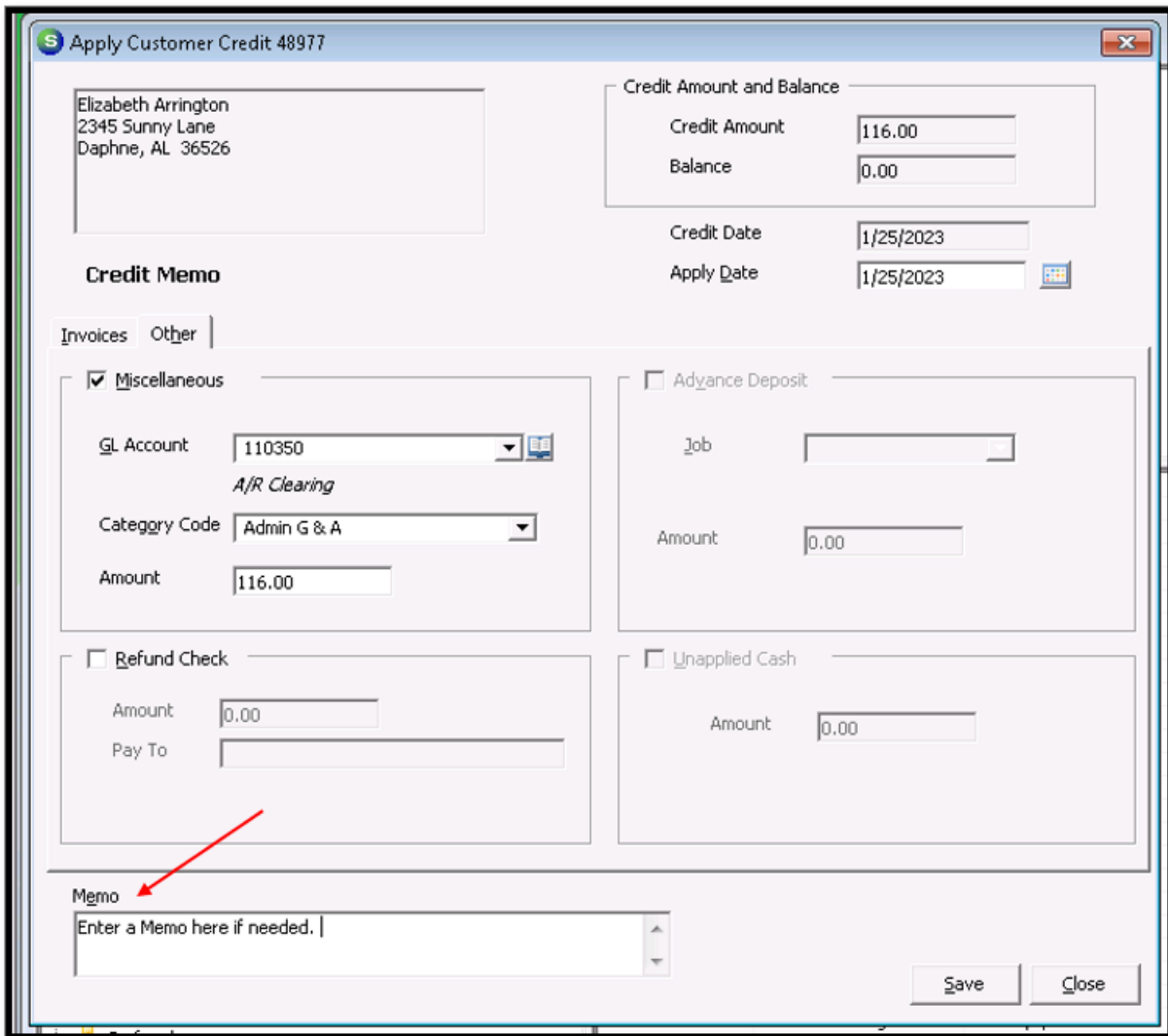
Amount 0.00
Pay To

Unapplied Cash

Amount 0.00

Memo
Enter a Memo here if needed.

Save Close



Select Save.