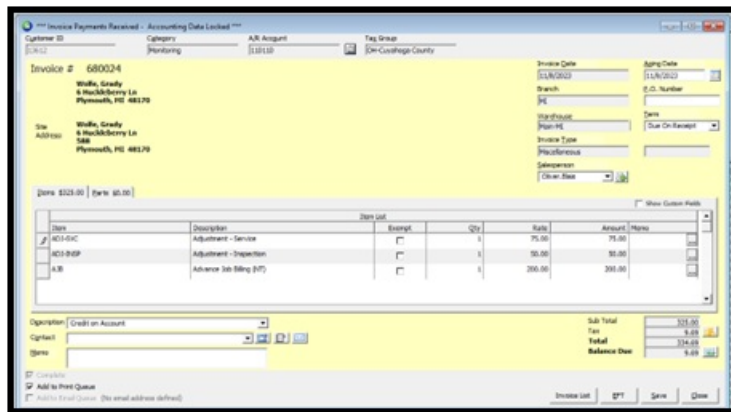


Credit Memos Show Same Item Code for All Items on the Credit

04/29/2024 8:59 am EDT

Description of Issue:

When using the option to credit off the invoice or create a credit memo from the invoice, the item code changes to the same item code for all items.



Invoice # 680024

Customer ID: 680024 Category: Monitoring A/R Amount: 1181.00 Tax Group: OH-Coshocton County

Invoice Date: 4/18/2024 Aging Date: 4/18/2024

Branch: 01 P.O. Number: 01

Warehouse: Main-01

Item: 001-001-001

Invoice Type: Use On Receipt

Subperson: 001

Clear: Blank

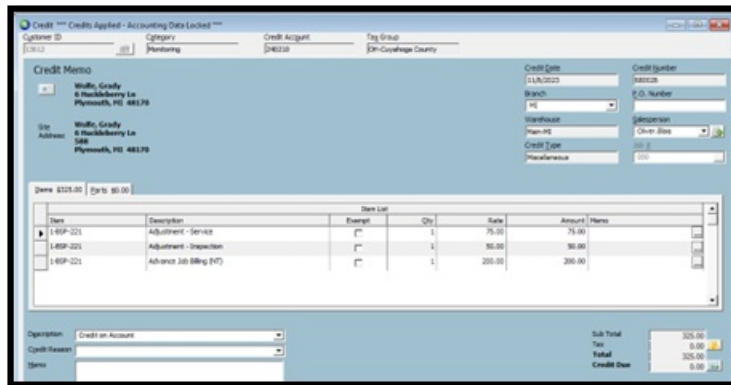
Item	Description	Exempt	Qty	Rate	Amount	Notes
001-001-001	Adjustment - Service		1	75.00	75.00	
001-001-001	Adjustment - Inspection		1	90.00	90.00	
001-001-001	Advance Job Billing (RT)		1	200.00	200.00	

Sub Total: 325.00

Tax: 0.00

Total: 325.00

Balance Due: 0.00



Credit Credits Applied - Accounting Data Locked

Customer ID: 680024 Category: Monitoring Credit Account: 680024 Tax Group: OH-Coshocton County

Credit Date: 4/18/2024 Credit Number: 001

Branch: 01 P.O. Number: 01

Warehouse: Main-01

Item: 001-001-001

Invoice Type: Use On Receipt

Subperson: 001

Clear: Blank

Item	Description	Exempt	Qty	Rate	Amount	Notes
001-001-001	Adjustment - Service		1	75.00	75.00	
001-001-001	Adjustment - Inspection		1	90.00	90.00	
001-001-001	Advance Job Billing (RT)		1	200.00	200.00	

Sub Total: 325.00

Tax: 0.00

Total: 325.00

Credit Due: 0.00

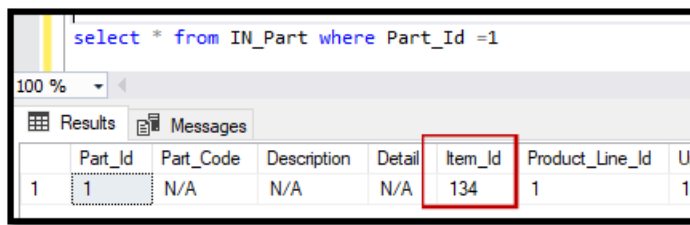
Resolution:

The issue can be caused by incorrect data in the database.

There is a record in the IN_Part table with a Part_ID of 1. This part record is used for certain default values and should never be edited or deleted.

If this record has something other than Item_ID 1 in the Part record you can see this problem on credit memos created from an invoice.

```
select * from IN_Part where Part_Id =1
```



```
select * from IN_Part where Part_Id =1
```

	Part_Id	Part_Code	Description	Detail	Item_Id	Product_Line_Id	U
1	1	N/A	N/A	N/A	134	1	1

If this is the case, you update the Item_ID to one to stop the issue.

```
update IN_Part set Item_Id =1 where Part_Id =1
```