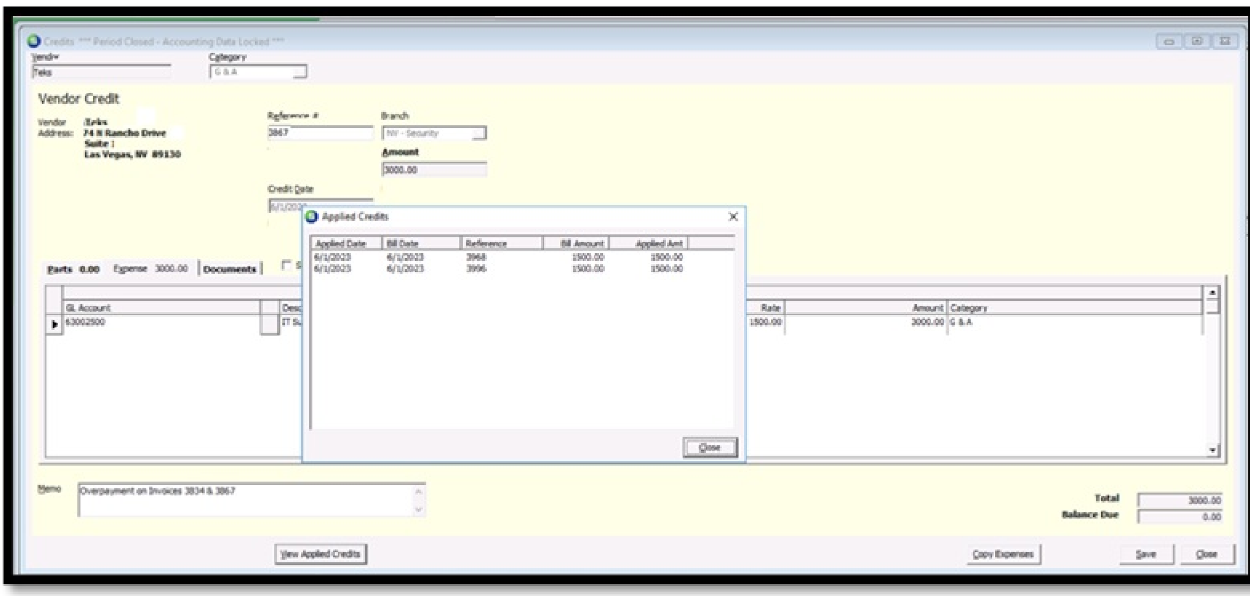
How to Undo an Incorrectly Applied Vendor Credit

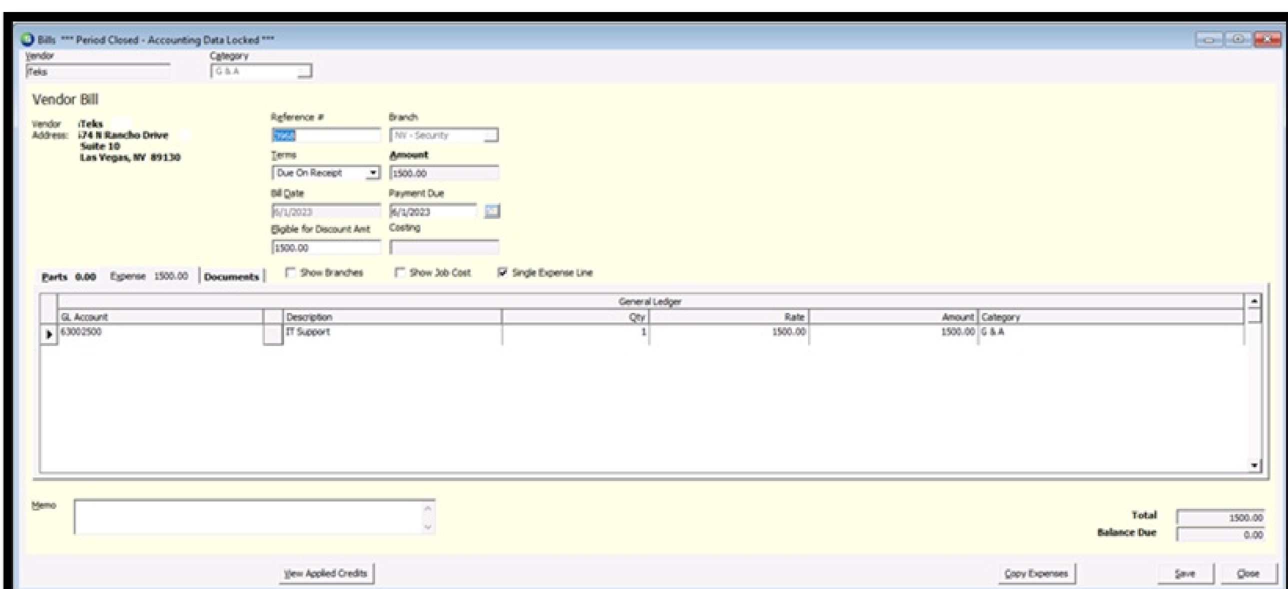
03/03/2026 3:24 pm EST

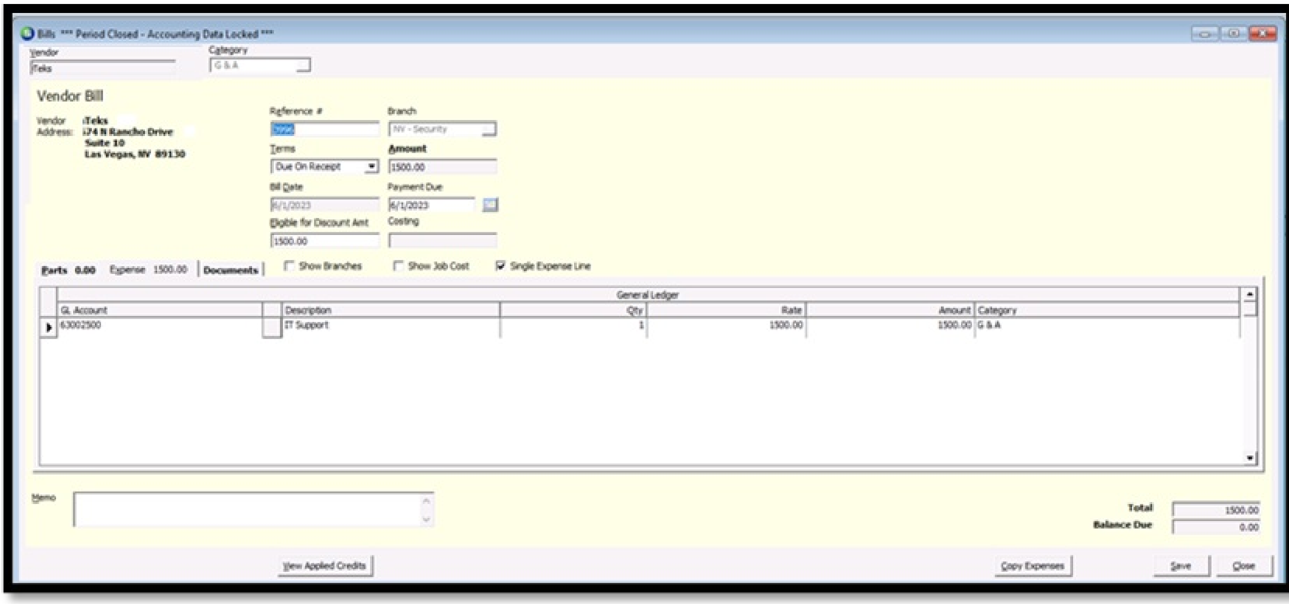
If vendor credits get posted incorrectly, the steps listed below show how to reverse those and add them back correctly. This process was completed in SedonaOffice version 6.2.0.14.

1. Open the Vendor Credit to verify how the transaction was applied and where applied.

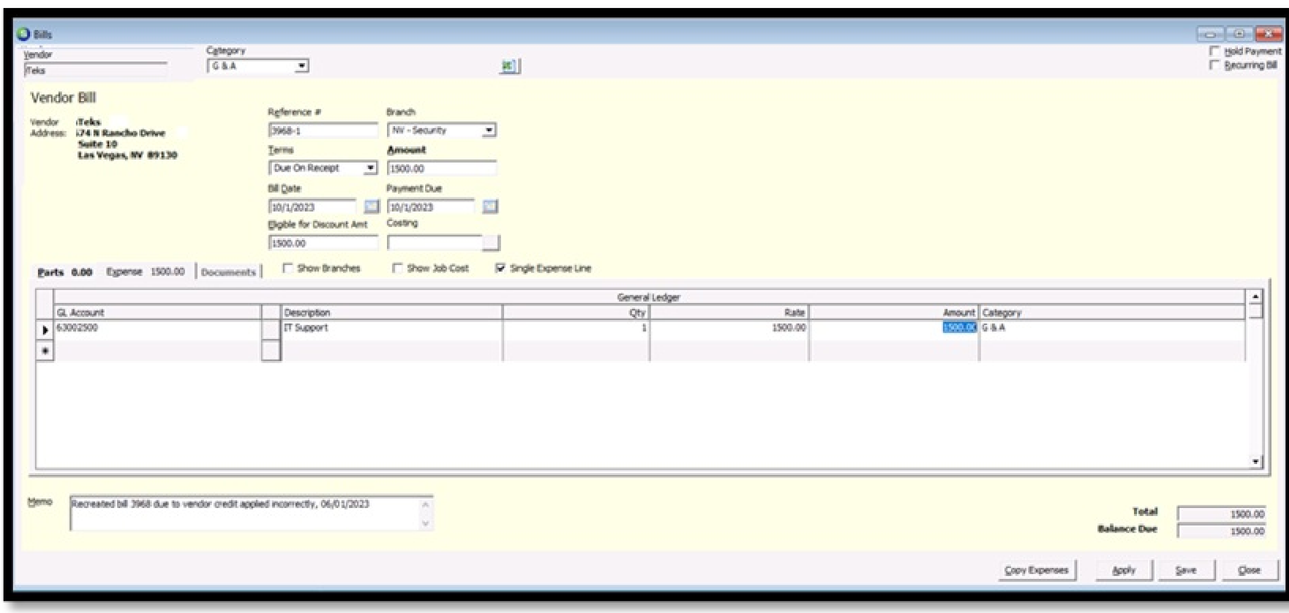


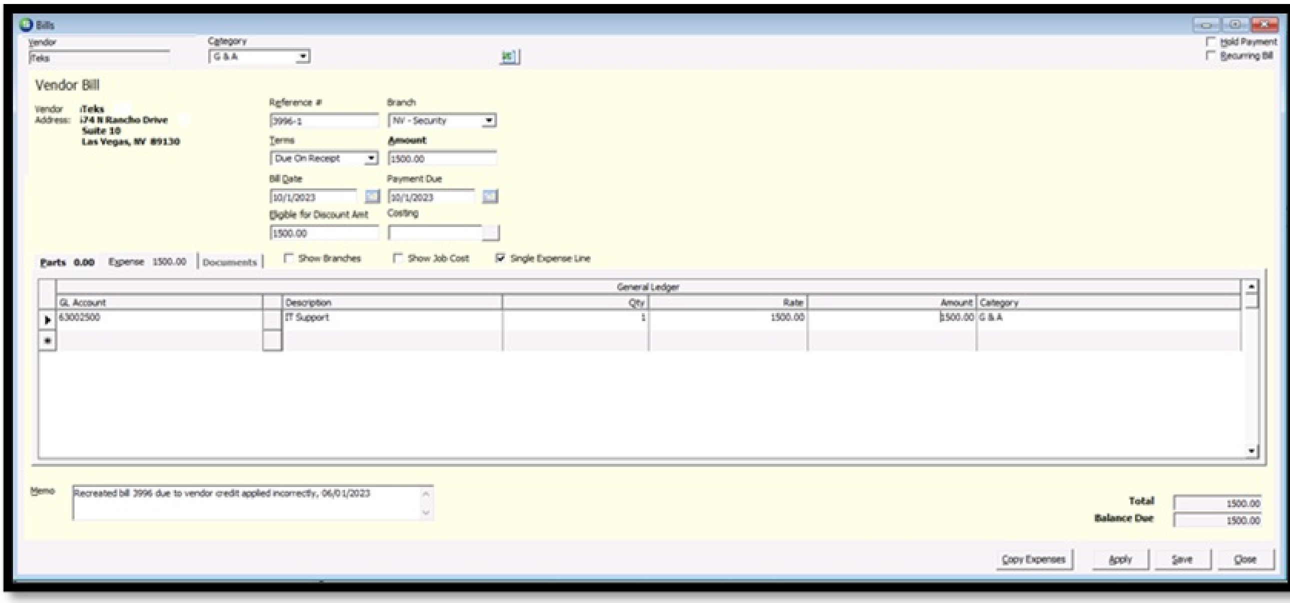
2. In the example, there are two different bills that were paid using the $3000 credit. Copy how each one was applied to re-create the bills:



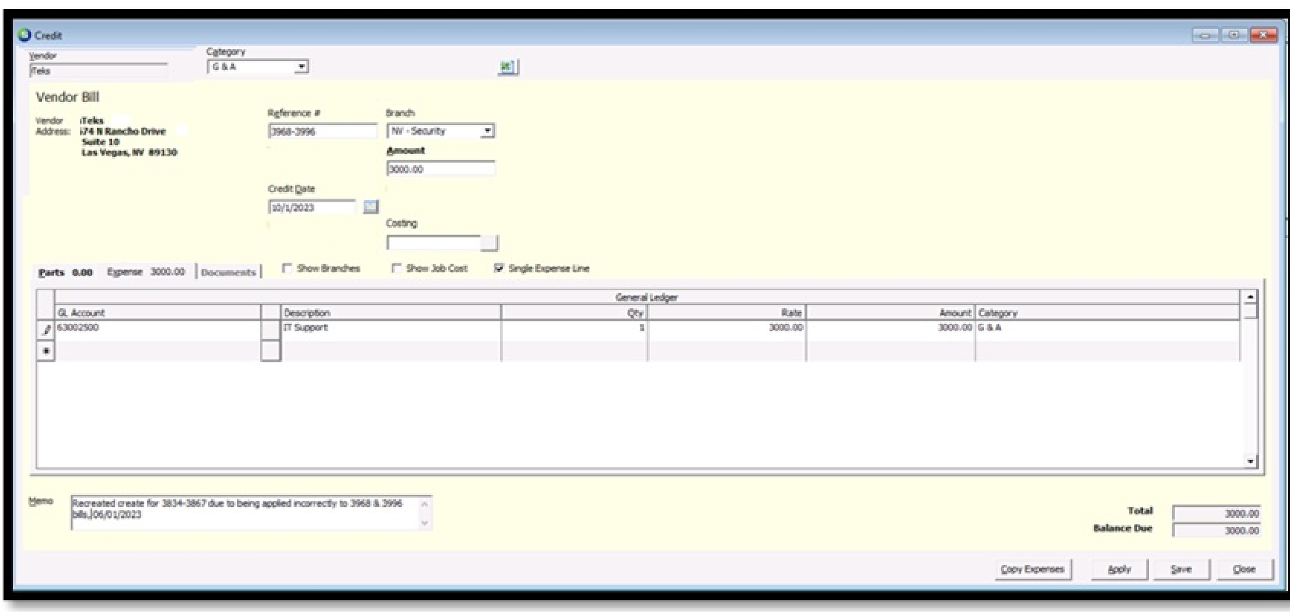


3. After you copy the information, recreate both invoices to put them back on the vendor account using the same information.





4. Recreate the credit amount; in the example, the re-created amount for $3000 was applied wrong to added back onto the account:



5. Open the vendor. The Open Credits will now show the re-added credit so it can be used correctly:

Open Bills	$10,440.01			
Invoice #	Date	Due	Amount	Net Due
4026	7/1/2023	7/1/2023	86.69	86.69
4095	8/1/2023	8/16/2023	1500.00	1353.32
4210	9/11/2023	9/11/2023	1500.00	1500.00
4211	9/11/2023	9/26/2023	1500.00	1500.00
4226	10/1/2023	10/1/2023	1500.00	1500.00
4252	10/1/2023	10/1/2023	1500.00	1500.00
3968-1	10/1/2023	10/1/2023	1500.00	1500.00
3996-1	10/1/2023	10/1/2023	1500.00	1500.00

Open Credits	$9,000.00		
Credit #	Date	Amount	Balance
3720-3789-38…	7/1/2023	6000.00	6000.00
3968-3996	10/1/2023	3000.00	3000.00

Open POs	$0.00			
PO #	Order Date	Due Date	Total Cost	Rcvd Cost

Open Receipts	$0.00	
Reference	Date	Cost