

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.

Vendor Credit

Vendor: Teks
Address: 74 N Rancho Drive
Suite 1
Las Vegas, NV 89130

Reference #: 3847
Branch: NV - Security
Amount: 3000.00
Credit Date: 6/1/2023

Applied Credits

Applied Date	Bill Date	Reference	Bill Amount	Applied Amt
6/1/2023	6/1/2023	3968	1500.00	1500.00
6/1/2023	6/1/2023	3996	1500.00	1500.00

GL Account: 63002300
Memo: Overpayment on Invoices 3834 & 3867
Total: 3000.00
Balance Due: 0.00

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:

Vendor Bill

Vendor: Teks
Address: 74 N Rancho Drive
Suite 10
Las Vegas, NV 89130

Reference #: 3968
Branch: NV - Security
Amount: 1500.00
Bill Date: 6/1/2023
Payment Due: 6/1/2023
Due On Receipt: ☒
Eligible for Discount Amt: 1500.00
Costing: ☐

GL Account: 63002300
Description: IT Support
Qty: 1
Rate: 1500.00
Amount: 1500.00
Category: G & A

Total: 1500.00
Balance Due: 0.00

Bills * Period Closed - Accounting Data Locked *****

Vendor: iTeles Category: G & A

Vendor Address: 174 W Rancho Drive Suite 10 Las Vegas, NV 89130

Reference #: 3968 Branch: NW - Security

Terms: Due On Receipt Amount: 1500.00

Bill Date: 6/1/2023 Payment Due: 6/1/2023

Eligible for Discount Amt: 1500.00 Costing:

Parts: 0.00 Expense: 1500.00 Documents: ☐ Show Branches ☐ Show Job Cost ☒ Single Expense Line

GL Account	Description	Qty	Rate	Amount	Category
63002900	IT Support	1	1500.00	1500.00	G & A

Item:

Total: 1500.00
Balance Due: 0.00

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

Bills

Vendor: iTeles Category: G & A

Vendor Address: 174 W Rancho Drive Suite 10 Las Vegas, NV 89130

Reference #: 3968-1 Branch: NW - Security

Terms: Due On Receipt Amount: 1500.00

Bill Date: 10/1/2023 Payment Due: 10/1/2023

Eligible for Discount Amt: 1500.00 Costing:

Parts: 0.00 Expense: 1500.00 Documents: ☐ Show Branches ☐ Show Job Cost ☒ Single Expense Line

GL Account	Description	Qty	Rate	Amount	Category
63002900	IT Support	1	1500.00	1500.00	G & A

Item: Recreated bill 3968 due to vendor credit applied incorrectly, 06/01/2023

Total: 1500.00
Balance Due: 1500.00

Bills

Vendor: iTeles
Address: 174 N Rancho Drive Suite 10 Las Vegas, NV 89130

Category: G & A

Reference #: 3996-1 Branch: NV - Security

Terms: Due On Receipt Amount: 1500.00

Bill Date: 10/1/2023 Payment Due: 10/1/2023

Eligible for Discount Amt: 1500.00 Costing:

Parts: 0.00 Expense: 1500.00 Documents: ☐ Show Branches ☐ Show Job Cost ☒ Single Expense Line

GL Account		Description	Qty	Rate	Amount	Category
63002500		IT Support	1	1500.00	1500.00	G & A

Memo: Recreated bill 3996 due to vendor credit applied incorrectly, 06/01/2023

Total: 1500.00
Balance Due: 1500.00

Copy Expenses Apply Save Close

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

Credit

Vendor: iTeles
Address: 174 N Rancho Drive Suite 10 Las Vegas, NV 89130

Category: G & A

Reference #: 3968-3996 Branch: NV - Security

Amount: 3000.00

Credit Date: 10/1/2023 Costing:

Parts: 0.00 Expense: 3000.00 Documents: ☐ Show Branches ☐ Show Job Cost ☒ Single Expense Line

GL Account		Description	Qty	Rate	Amount	Category
63002500		IT Support	1	3000.00	3000.00	G & A

Memo: Recreated create for 3834-3867 due to being applied incorrectly to 3968 & 3996 bills, 06/01/2023

Total: 3000.00
Balance Due: 3000.00

Copy Expenses Apply Save Close

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		