Open Systems

Accounts Receivable

Applying Credits to Invoices

After a credit has been issued and posted you can apply the credit to an invoice.

Go to Accounts Receivable/Sales Order

Go to Open Invoices

Go to Hold/Release Invoices

Enter Customer ID

Arrow to the Credit or Payment that needs to be applied to an invoice or hit G (goto) and enter the invoice number of the credit or payment.

Hit S (split/reapply)

The amount of the credit/payment will appear in Amount 1. If this is correct, hit enter.

Apply to Invoice-enter the invoice number (with all preceding 00’s) that the credit or payment is to be applied to.

When issuing a credit to a customer, if you enter the same invoice number (with the preceding 00’s) that you want the credit applied to, once posted it will automatically apply to the invoice.

In this same screen, you can put an invoice on (H)old.

Invoices with a status of hold will not have finance charges created on them and they will not show on the customer’s statement.

Hold can be used if the customer is disputing an invoice.

To take the invoice off hold, hit H to change the status back to REL or released.