Kuali Financial System

AR Customer
Credit Memo
AR Business Process Flow

Doc Type CRM
Processing a Customer Credit Memo

The Customer Credit Memo document proved a means for selecting an open Customer Invoice and specifying an amount to the credited against the open invoice.

Navigation: Main Menu> Transactions> Accounts Receivable> Customer Credit Memo

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Click the “Customer Invoice Credit Memo” link in the Transactions section from the Main Menu.</td>
</tr>
<tr>
<td>2.</td>
<td>Enter the Customer Invoice Number in the Invoice Reference Number field.</td>
</tr>
<tr>
<td>3.</td>
<td>Click the “continue” button.</td>
</tr>
</tbody>
</table>
Step # | Procedure
--- | ---
4. | On the **Document** Overview tab, enter “**Credit Memo for Invoice XXXXXXXXX**” in the Description field, where “XXXXXXX” represents the **Customer Invoice Number**.
5. | The **Explanation** field is not required by the system but strongly suggested by UMD.

### General Tab

- The fields on the **General** tab will populate based on the **Customer Invoice Number** entered on the initial **Customer Credit Memo** screen.

### Items Tab

- On the **Items** tab the information will display from the **Customer Invoice Number** entered on the initial **Customer Credit Memo** screen.
- Enter the **Quantity** or the **Amount** for the Invoice Item the credit is being applied to.
- Click the “**recalculate**” button.
- **Note:** If you entered the incorrect quantity or amount, click the “**refresh**” button, re-enter the quantity or amount and click the “**recalculate**” button again.
- Click “**show**” on the **General Ledger Pending Entries** tab, check the entries and click the “**submit**” button.
## CREDIT MEMO

**Customer Number:** LMD-20054  
**Credit Memo Number:** 8172514  
**Credit Memo Date:** 06/01/2020  
**Reference Invoice Number:** 8176532  
**Billed By:** VPAC-Comml Systems Control  
**Prepared By:** Julia Walker  
**Phone:** (301) 455-5043  
**Email:** jwalker@umd.edu

<table>
<thead>
<tr>
<th>QTY</th>
<th>UNIT</th>
<th>DESCRIPTION</th>
<th>ITEM CODE</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>EA</td>
<td>PARKING FEES FOR 2020</td>
<td></td>
<td>75.00</td>
<td>75.00</td>
</tr>
</tbody>
</table>

**Credit Memo Total:** $75.00