

Manually Changing House Account Balances

Credit memos allow you to apply credit toward a customer's house account. You may need to apply the credit if a customer returns an item they purchased on the house account. Debit memos allow you to apply a debit against a customer's house account. You may need to do so to add a miscellaneous charge to the account that was not associated with a purchase.

To create a credit memo or a debit memo:

1. On the **Management** menu, click **Credit/Debit Memo**. The **Credit/Debit Memo** window opens.
2. Select either **Debit Memo** or **Credit Memo**, depending on whether you are debiting or crediting the account.
3. In the **Customer** field, enter the customer's name and press **Tab**, or click the **Search** button (...) to perform a **Customer Search**.
4. If you have multiple stores, from the **Store Name** list select your store.
5. In the **Ticket Date** field, enter the date the charge or credit is to be applied.
6. In the **Reference** field, enter any text that will help you identify this memo, such as a date or Order Entry number.
7. In the product grid, in the **Product Code** column, enter the product code for the product being credited, or click the **Search** button (...) to perform a **Product Search**.
8. In the **Qty** column, enter the number of each product being credited or debited. The **Description** fills in automatically. If a default price has been assigned to the product code, the **Amount** and **Extension** (final cost for the product) will also populate automatically; if no default price has been assigned, enter the price for the product and the **Extension** will update automatically. If the customer received a discount on the product(s), you must enter the discount in the **Discount** column. The **Total** field will display the total credit or debit dollar amount. FTD Mercury will enter the correct tax automatically.
9. Click **Save**.



Manually Changing House Account Balances

Credit/Debit Memo

☒ Debit Memo ☐ Credit Memo

Customer: ...

Store Name:

1325 Main Street
LISLE, IL 60532
630-555-1212

Ticket Date:

Ordered By:

Reference:

Product Code	Qty	Description	Amount	Discount	Extension	(-)
BAB	1	Balloon Bouquet	\$ 40.00	0%/\$0.00	\$ 40.00	<input type="checkbox"/>
	1		\$ 0.00	0%/\$0.00	\$ 0.00	<input type="checkbox"/>

Sub. Total:
Sales Tax:
Total:
☐ Batch Mode

You can create a credit or debit memo for a customer's house account using the Credit/Debit Memo window. Make sure that you select the appropriate memo type (Debit Memo or Credit Memo) from the options at the top of the window.

