Manually Changing House Account Balances

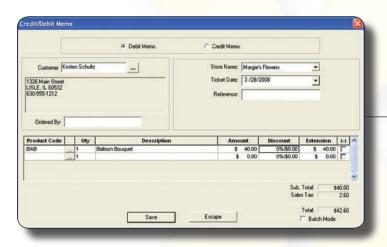
Credit memos allow you to apply credit toward a customer's house account. You may need to apply the credit if a customer returns an item they purchased on the house account. Debit memos allow you to apply a debit against a customer's house account. You may need to do so to add a miscellaneous charge 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.



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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.

