Customer credits

Fix Me! A1 proofreading not yet effective for this page. In the meantime, you can ask any questions on the forum.

Customer credit notes (called □credit notes□ in Belgium) constitute the recognition of a debt towards this customer, which will either be reimbursed directly or deducted from their next purchases.

General information on asset management

The credit notes are mainly used to correctly handle the case of issuing an incorrect invoice, when the customer has paid you all or part of the incorrect invoice.

You will then issue a credit, either partial (error, forgotten delivery, negotiation, partial cancellation of sale, etc.), or total (cancellation of sale, return of goods, etc.). And there you have two possibilities:

- **direct reimbursement**: recording a disbursement from the credit balance list screen directly.
- **payment by credit**: in the event that you make a new sale for the customer benefiting from a credit, and the amount of this sale is equal to or greater than the amount of the credit, you can pay all or part of the sale by the amount of the credit.

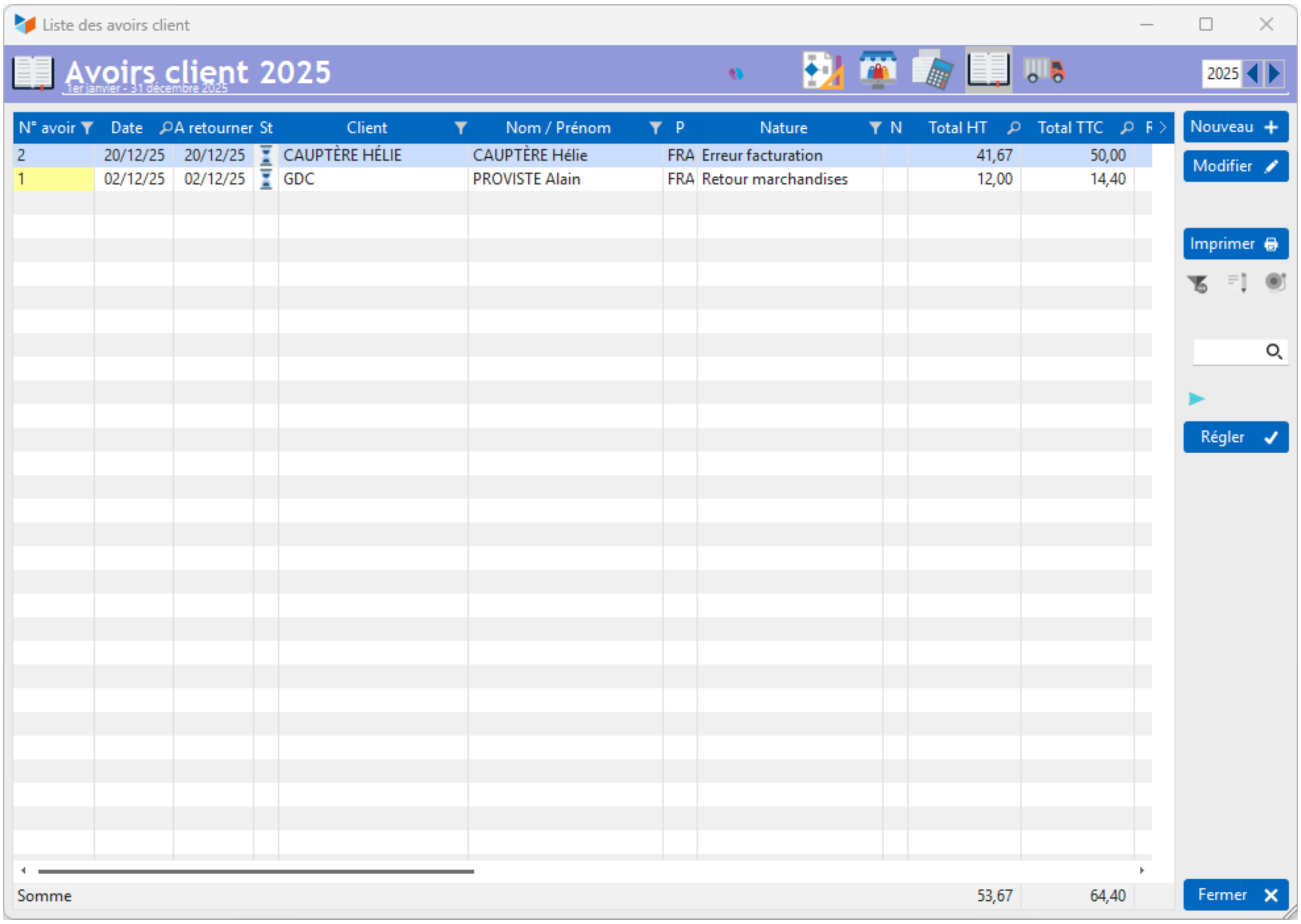
Gestan automatically manages invoice numbers, credit note numbers, and links between documents.

Please note that you can use the credit memo mechanism even for unpaid invoices, being more precise than the corrective invoice mechanism.

If the customer has not yet paid your invoice, you can simply establish a **corrective invoice** with reference to the invoice to be modified: right-clicking on the offending invoice allows you to note it as canceled, this will suffice then issue a new one, **explicitly mentioning the canceled invoice** (in the notes, for example).

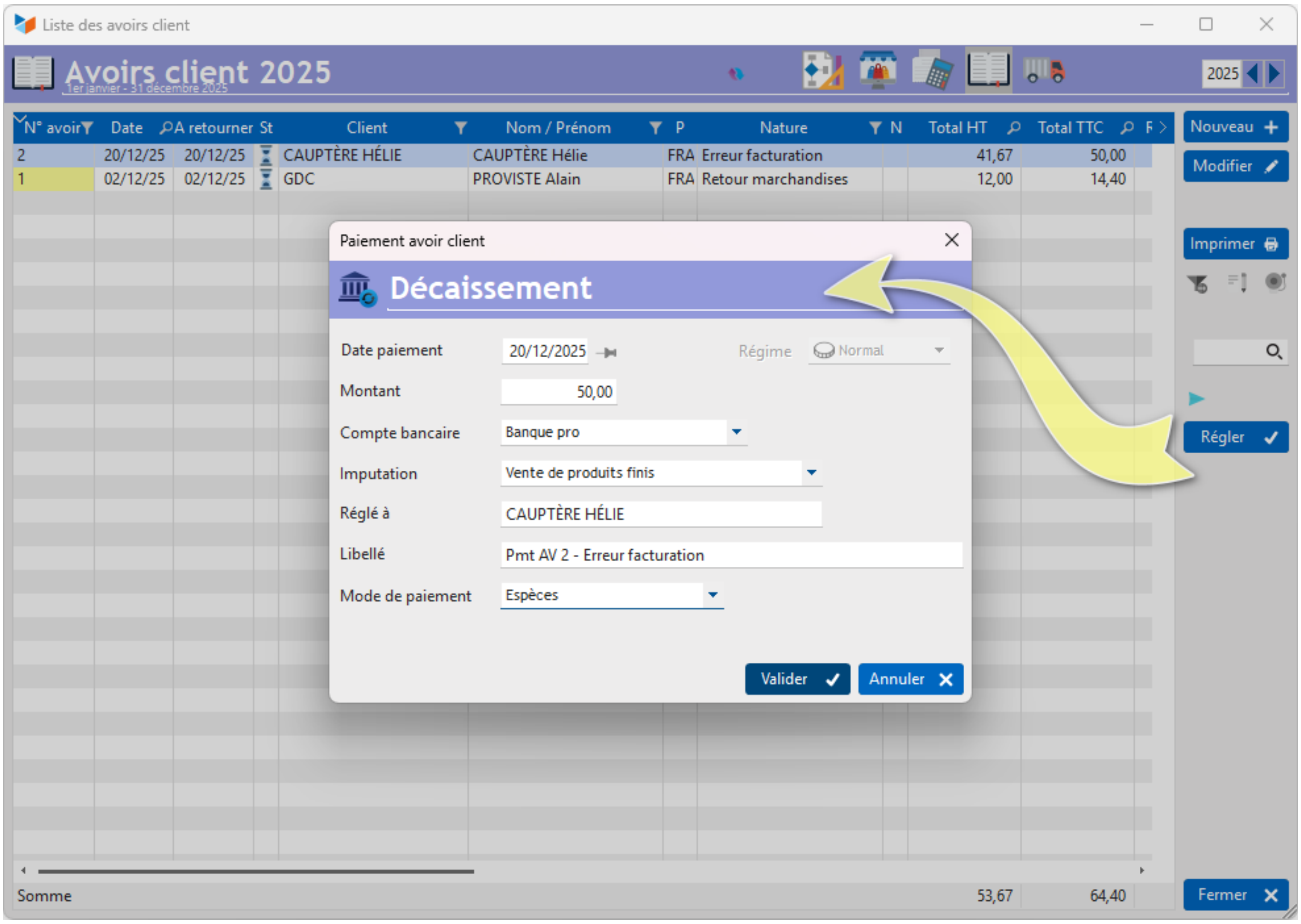
List of assets

The assets list screen displays all the assets established during the calendar year or fiscal year displayed in the parameter (if the first fiscal year date declared in the application settings is not January 1st).



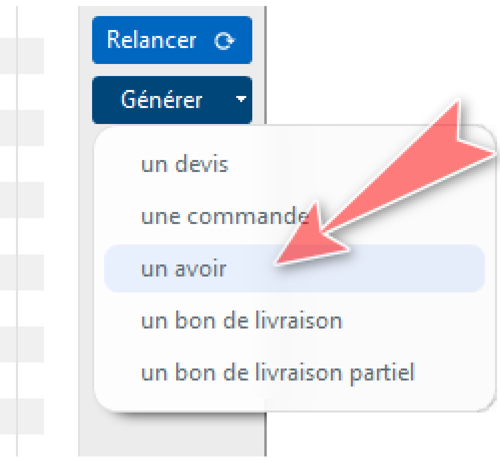
Establishment of a credit

Suppose we have created an invoice for a customer, as below.

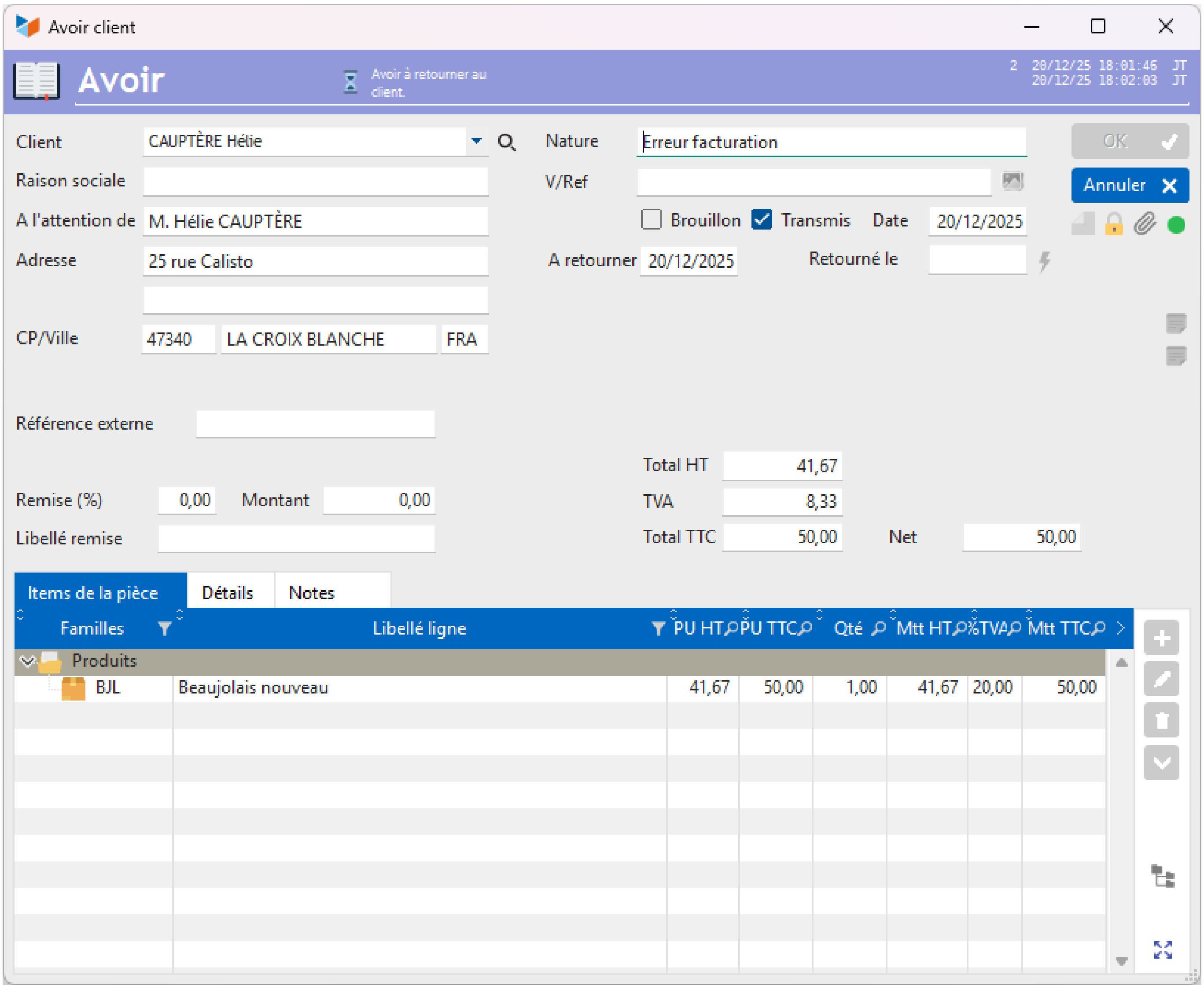


We forwarded this invoice to this customer, who paid us.

But he comes back to bring us a saucepan, which does not suit him. We then establish a credit note for this pan, via either the **New** button on the credit list screen, or the credit note generation button on the invoice list screen.



The credit will look like this:



The credit card screen contains data identical to that of the invoice card screen. It is the billing address data that is displayed (as opposed to the business address and delivery address).

Processing of a credit note

Case of direct reimbursement

On the list of credits, the **Pay** button allows you to record the fact that you have reimbursed the customer for the amount of their credit.

All you will have to do is proceed with the actual reimbursement of the credit directly to the customer, via a transfer or a check, or even cash taken from the company's cash account.

Case of payment by credit

If you issue an invoice for a customer who has a credit of an amount less than or equal to the amount of the invoice, Gestan will offer to settle the invoice with the credit.

For example, if you have a customer for whom you issue an invoice of 100, but who has a credit of 20, Gestan will offer you to settle this invoice with the credit: the **Cash** button in the invoice table will offer to collect 80, and an additional entry of 20 will be created to represent the balance of the invoice via the deposit. With one click ! (see also this link.)

Modification of a credit note

Modification of a credit note is freely authorized, as long as the credit note is not transmitted to the customer, or reimbursed.

If the “Draft” box is not checked, or the recovery date is entered, the credit note can no longer be modified. Only users with administrator privileges can make it editable again, by clearing the recovery date and checking the “Draft” box.

Deletion of a credit

Deleting an asset is prohibited.

Other Customer Billing articles

Billing: common elements

Billing: common elements
Deposits-Deposit
Document genealogy
Intermediation (practical case)
Optimize supplier orders
Part numbering
Parts links
Percentage line
Product Configurators
Warranty Holdbacks

Billing: Customer billing

Billing schedule
Customer credits
Customer invoices
Customer invoicing: common elements
Customer orders
Delivery notes (DN)

Deposit invoices
Digital certification of invoices
Factur-X
Hourly billing
Invoice reminder
Invoices under schedule
Margin sheet
Progress
QR-Invoice
Quote