

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).

Liste des avoirs client

Avoirs client 2025

1er janvier - 31 décembre 2025

N° avoir	Date	À retourner St	Client	Nom / Prénom	P	Nature	N	Total HT	Total TTC	F
2	20/12/25	20/12/25	CAUPTÈRE HÉLIE	CAUPTÈRE Hélie	FRA	Erreur facturation		41,67	50,00	
1	02/12/25	02/12/25	GDC	PROVISTE Alain	FRA	Retour marchandises		12,00	14,40	

Paieement avoir client

Décaissement

Date paiement: 20/12/25 Régime: Normal

Montant: 50,00

Compte bancaire: Banque pro

Imputation: Vente de produits finis

Réglé à: CAUPTÈRE HÉLIE

Libellé: Pmt AV 2 - Erreur facturation

Mode de paiement: Espèces

Valider Annuler

Somme 53,67 64,40 Fermer

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.

Relancer

Générer

- un devis
- une commande
- un avoir
- un bon de livraison
- un bon de livraison partiel

The credit will look like this:

Avoir client

Avoir

Avoir à retourner au client.

20/12/25 18:01:46 JT

20/12/25 18:02:03 JT

ClientCAUPTÈRE Hélie

NatureErreur facturation

Raison sociale

V/Ref

A l'attention deM. Hélie CAUPTÈRE

☐ Brouillon

☒ Transmis

Date20/12/2025

Adresse25 rue Calisto

A retourner20/12/2025Retourné le

CP/Ville47340LA CROIX BLANCHEFRA

OK

Annuler

Référence externe

Total HT41,67

TVA8,33

Total TTC50,00

Net50,00

Remise (%)0,00Montant0,00

Libellé remise

Items de la pièce

Détails

Notes

Familles

Libellé ligne

PU HT

PU TTC

Qté

Mtt HT

% TVA

Mtt TTC

Produits

BJL

Beaujolais nouveau

41,67

50,00

1,00

41,67

20,00

50,00

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.

<https://manuel.gestan.fr/>

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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

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Billing: Customer billing

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