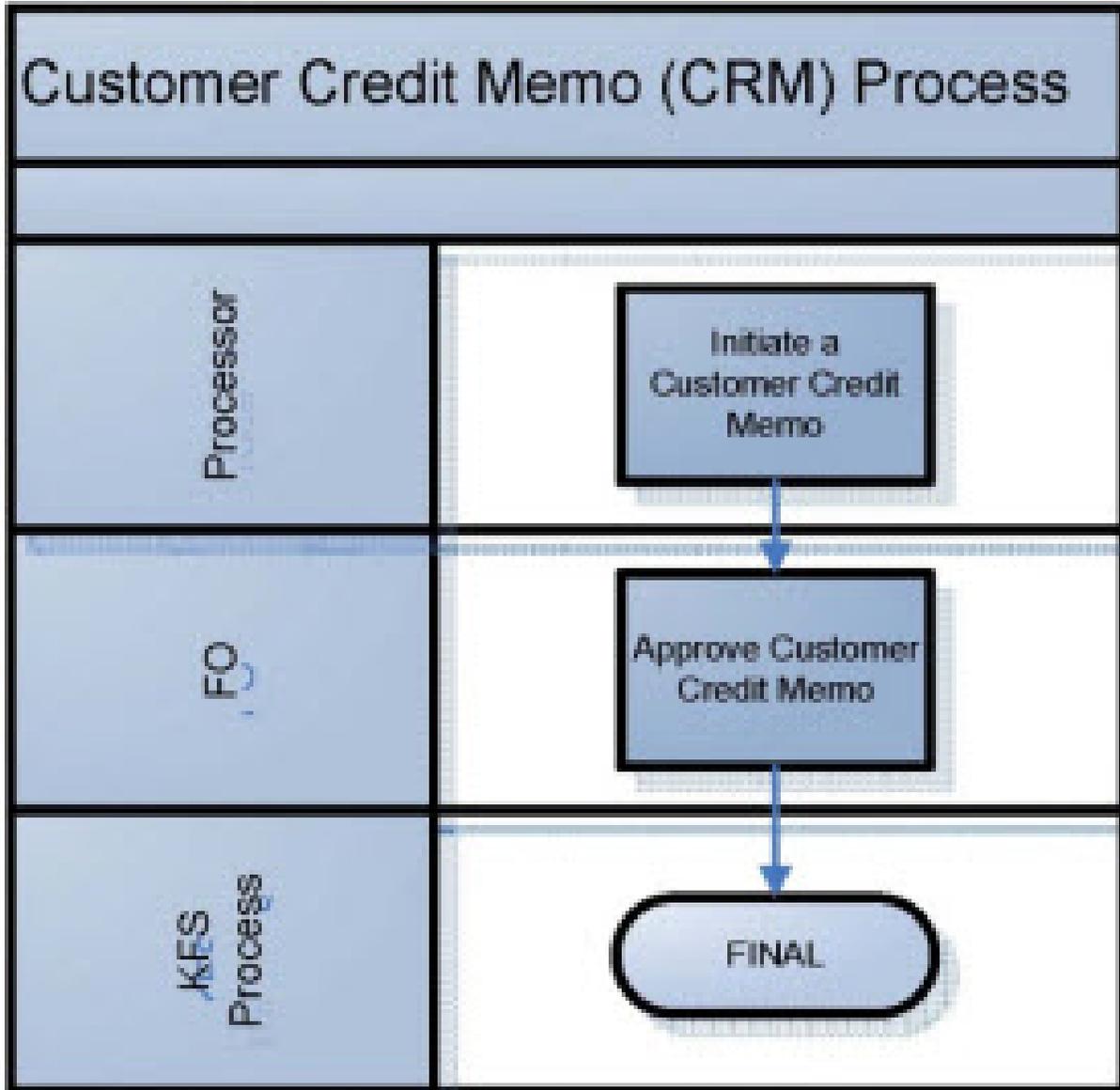**Kuali Financial System**

AR Customer Credit Memo

AR Business Process Flow

Doc Type CRM

Customer Credit Memo (CRM) Process

Processor	Initiate a Customer Credit Memo
FO	Approve Customer Credit Memo
KFS Process	FINAL

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

Step #	Procedure
1.	Click the "**Customer Invoice Credit Memo**" link in the Transactions section from the **Main Menu.**
2.	Enter the **Customer Invoice Number** in the **Invoice Reference Number** field.
3.	Click the "**continue**" button.

Step #	Procedure
4.	On the **Document** Overview tab, enter "**Credit Memo for Invoice XXXXXXX**" 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.

Step #	Procedure
6.	The fields on the **General** tab will populate based on the **Customer Invoice Number** entered on the initial **Customer Credit Memo** screen.

Step #	Procedure
7.	On the **Items** tab the information will display from the **Customer Invoice Number** entered on the initial **Customer Credit Memo** screen.
8.	Enter the **Quantity** or the **Amount** for the Invoice Item the credit is being applied to.
9.	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.
10.	Click "**show**" on the **General Ledger Pending Entries** tab, check the entries and click the "**submit**" button.

UNIVERSITY OF MARYLAND
Student Financial Services and Cashiering

Student Financial Services and Cashiering
Lee Building, 7809 Regents Drive
College Park, MD 20742-5151
FED ID #52-6002033

CREDIT MEMO

Customer Number: UMD-20084

KATIE MORRIS (UMBC)
UMBC @ THE UNIVERSITIES AT SHADY GROVE
9636 GUDELSKY DRIVE III-4141
ROCKVILLE, MD 20850

Credit Memo Number: 8172514
Credit Memo Date: 06/01/2020
Reference Invoice Number: 8176532
Billed By: VPAF-Compt-Systems Control
Prepared By: Julia Walker
Phone: (301) 405-2603
Email: jdwalker@umd.edu

QTY	UNIT	DESCRIPTION	ITEM CODE	UNIT PRICE	AMOUNT
1.00	EA	PARKING FEES FOR 2020		75.00	75.00

DRAFT

Credit Memo Total:	$75.00