

# Credit Notes

Today we introduced the concept of Credit Notes. A Credit Note is simply a negative invoice. Unless activated on a customer group or a customer account, negative invoices are not possible.

To enable credit notes go to the customer account and enable the checkbox.

This number or code can be used to match a customer to external records

Billing Option

▼  
Type of invoicing for this customer

**Enable Credit Notes**  
This option allows negative invoices to be posted in the form of credit notes. Otherwise credits are carried forward to the next invoice.

Customer Fuel Rate

Without credit notes enabled, a negative invoice looks like this:

# INVOICE

Date: 2015-Oct-01  
Invoice #: 330000000  
Customer #: 220082885  
Page: 1 of 1  
Shipments: 1

To

GST# 851226795  
QST# 1213156647  
HST# 851226795

Date	Shipment	Description	Net	Gross
2015-04-08	440603361	FedEx International Priority (780470989860) #729207837	-33.05	-33.05
2015-10-01		Credit Carried Forward	33.05	33.05
			SubTotal	0.00
			TOTAL (CAD)	33.05
			Credits and Payments	-33.05
			DUE NOW (CAD)	0.00

Notice that the only content on the invoice was negative, resulting in a **Carry Forward** transaction bringing the total to zero. When posting a negative invoice, a positive carry transaction is attached to the invoice and a detached negative carry transaction is added to the invoicee's account. In effect, the carry forward is applied to future invoices.

There will be cases, however, where it is necessary to issue a credit note. Enabling the credit note results in this invoice:

# CREDIT NOTE

Date: 2015-Oct-01  
Invoice #: 330000000  
Customer #: 220082885  
Page: 1 of 1  
Shipments: 1

GST# 851226795  
QST# 1213156647  
HST# 851226795

description	Net	Gross
170989860) #729207837	-33.05	-33.05
	SubTotal	-33.05
	TOTAL (CAD)	0.00
	Credits and Payments	-33.05
	DUE NOW (CAD)	-33.05

Note that the title changes to **Credit Note** and the total can now be negative.