Tip of the Week: How To Issue a Credit Memo to Clients

Do you need to allocate credit to an outstanding receivable balance for a client? With TimeSolv, you can easily issue a credit memo to your clients in these simple steps below:

Under the **Payments>Payment** tab, specify the appropriate **Client-Matter** you wish to issue a credit memo for.

Under the **Credit Type** field, select the **Credit Memo** option.

Under the **Payment Method** field drop down, select **Internal.**

Specify the **Credit Amount** in the **Amount** field.

You can write a **note** for the client to view, then click **Save.**

After you click on the save button, the credit memo will appear towards the bottom of your page. Click on the **Allocate** link next to the credit memo to allocate the amount to an already issued invoice.

All Matters for this client will automatically be listed in the ‘Allocate Credit’ window. If you have several Matters for this client that you need to sift through, simply uncheck the ‘**Include All Matters for the Client**‘ checkbox to reduce the list down to the Matter you specified for this credit memo.

Make sure the relevant Matter is selected, then click on the **Allocate** button at the top.

You will see a window requiring you to click on the **Save** button to complete the process of allocating the credit memo.

If you'd like more help with issuing credit memos, call us at 1.800.715.1284, email us at support@timesolv.com or Contact support.

Contact support

Don't forget to register for our Wednesday Webinars where we review all the Tip of the Week posts from the past month. Our next Wednesday Webinar will be November 1 at 1 p.m. EDT/10 a.m. PDT.

Register now button