



Process Documentation

Department:

Customer Support

Last Updated:

9/30/2025 11:25 AM

NAME OF PROCESS

Generating a Current Credit Memo Report

Use Case / Objectives

This process will walk you through how to generate a report listing any current credit memos in the system for a specified time period.

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

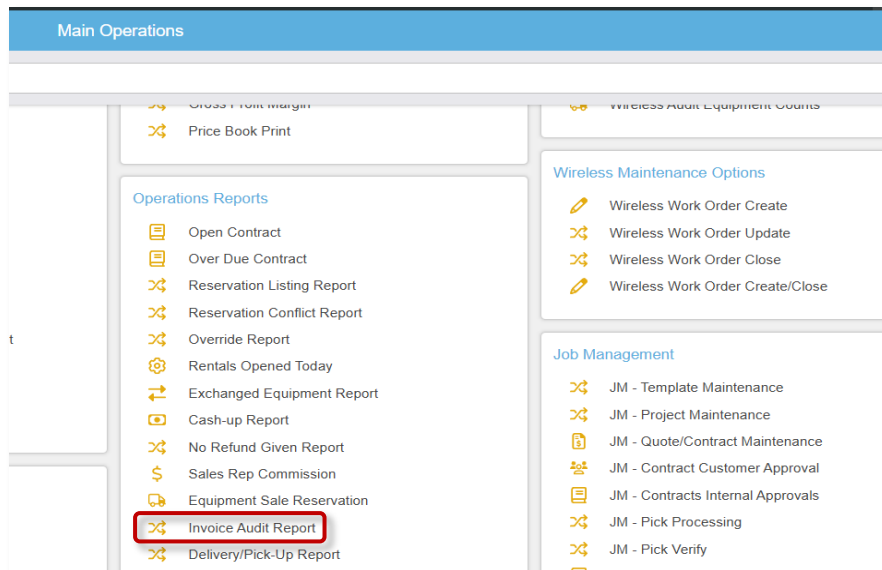
Menu options to access:

Main Operations > Invoice Audit Report

Generating a Current Credit Memo Report

Process Steps

1. Log into the [Roleplay Environment](#) using your credentials.
2. Select the **Main Operations** menu from the left toolbar.
3. In the **Operations Reports** section, click on the **Invoice Audit Report** option.



4. The **Invoice Audit Report** screen opens where you will enter your reports parameters.

9/26/25 10:44:10 Invoice Audit Report Sys: DEMO V12
Cmp: RM Loc: DMO

From date:
To date:

Invoice Currency

Print Credit Memos: (I=Include,E=Exclude,0=Only)

Credit Memo Reasons:

Charge or Cash Cust: (Blank=both, C=chg, \$=cash)

Customer #:

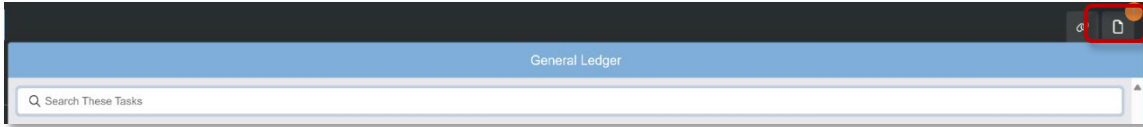
Or Drivers Lic:

Report type: (D=Detailed, S=Summary)

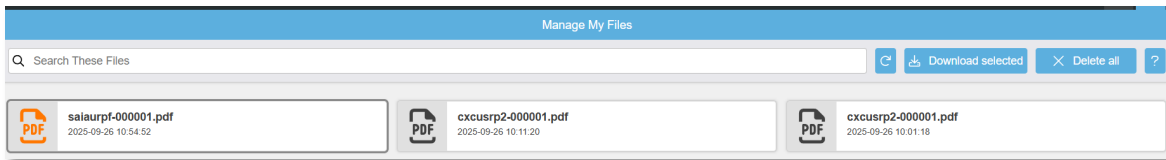
Sales rep #:

Sort by: (C=Customer, S=Sales Rep, T=Type, U=Use Code)

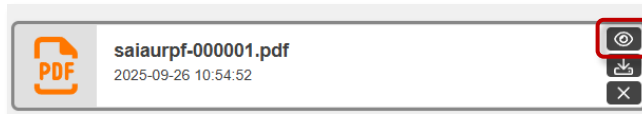
- a. The **Submit Job** screen closes, and the **Account Receivable** menu screen displays. . **NOTE:** The report is complete when the orange indicator displays by the **Manage My Files** icon.



- 9. Click the Manage My Files icon.
 - a. The **Manage My Files** screen opens displaying your files.



- 10. Click the Open icon or double click on the desired file.



- 11. The **Invoice Audit Report** opens showing credit memos in the system. **NOTE:** The screenshot below is only a sample of the **Invoice Audit Report**.

Location: DMO IRVINE		EQUIPMENT SALES										
Currency: USD US DOLLAR												
Credit Memos: O ONLY ALL												
Charge and Cash Customers												
Invoice Number	Customer	ALL Customers	Name	Rep	Quantity	UM	Cost	Invoice	Profit	Empl.	RS	
Type	Item Number	Description										
69264-0002	799	Turnkey Customer 2		2237	9/10/25	11:12	9/10/25	11:12			RM0001DA	
Invoice Date	9/10/25											
E 1196		SPACE HEATER 125K BTU		1.00	EA			250.00-	250.00-100.00	OC		
T		SALES TAX						19.38-		OC		
									TOTAL EQP SALES (E):	250.00-	250.00-	100.00
									TOTAL TAX (T):	19.38-		
									TOTAL INVOICE:	269.38-		
69395-0002	799	Turnkey Customer 2		2237	9/10/25	10:19	9/10/25	10:19			RM0001DA	
Invoice Date	9/10/25											
E 1802		NAILER, FRAMING		1.00	EA			450.00-	450.00-100.00	OC		
T		SALES TAX						34.88-		OC		
									TOTAL EQP SALES (E):	450.00-	450.00-	100.00
									TOTAL TAX (T):	34.88-		
									TOTAL INVOICE:	484.88-		
Location totals for: DMO IRVINE												
									TOTAL EQP SALES (E):	700.00-	700.00-	100.00
									TOTAL TAX (T):	54.26-		
									TOTAL LOCATION:	754.26-		

Reference Glossary

Field Definitions for Tasks

Invoice Audit Report

- *From date* - Enter or accept the start date for the report
- *To date* - Enter or accept the end date for the report
- *Invoice Currency* - Enter or accept the code for the currency that appears on the report.
- *Print Credit Memo* - Enter whether to Include (I), Exclude (E) or Only (O) show credit memos on the report
- *Credit Memo Reasons* - Enter the credit memo reason(s) to include on the report.
NOTE: Pressing F4 opens a list of opens available in the system.
- *Charge or Cash Customers* - Enter the type of customer to include on the report.
Options available include:
 - Blank - Both
 - C - Charge
 - \$ - Cash
- *Customer #* - Enter the number of the customer to display on the report
- *Drivers Lic* - Enter the state and number of the cash customer's driver's license to display on the report
- *Report Type* - Enter the format to run the report.
 - D - Detailed
 - S - Summary