



Process

Documentation

Department:

Customer Support

Last Updated:

4/7/2025 9:10 AM

NAME OF PROCESS

Running a Credit [Roleplay]

Use Case / Objectives

You may need to issue your customers a credit if they overpay for a rental; if they return an item early; if an asset breaks while it's out on rent; or if you are issuing a goodwill refund to compensate for an inconvenience. You may also need to refund tax payments if a customer gets a tax-exempt certificate after billing has started. This how-to guide teaches you how to run a credit memo for delivery/pick up charges, equipment rental fees, and/or taxes.

Menu options to access:

Main Operations > Rental Credit Memo

Training

| Role | Description |
|------------------------|----------------------|
| Operations, Accounting | Open Contract Report |

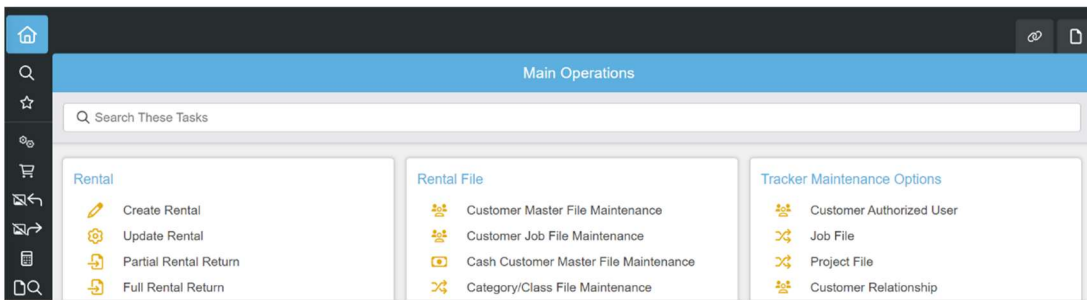
Reporting

Operations Report

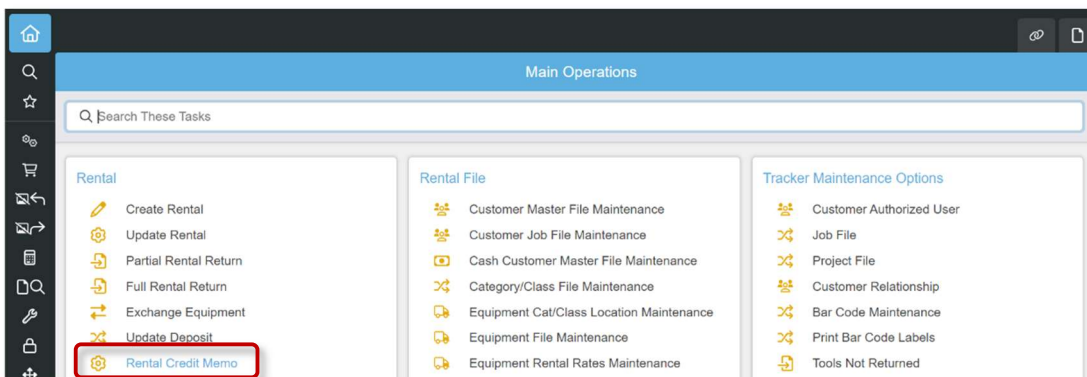
Running a Credit [Roleplay]

Process Steps

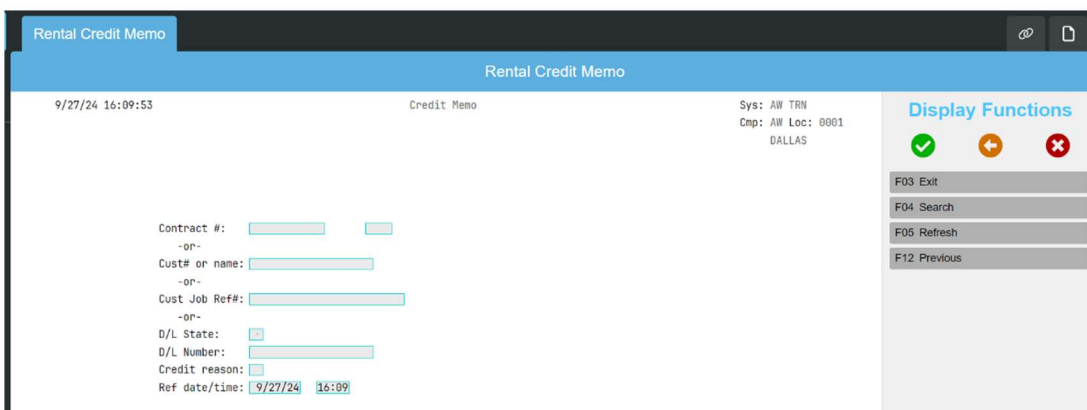
1. Log into the [Roleplay Environment](#) using your credentials.
2. The **Main Operations** menu will populate upon log in.



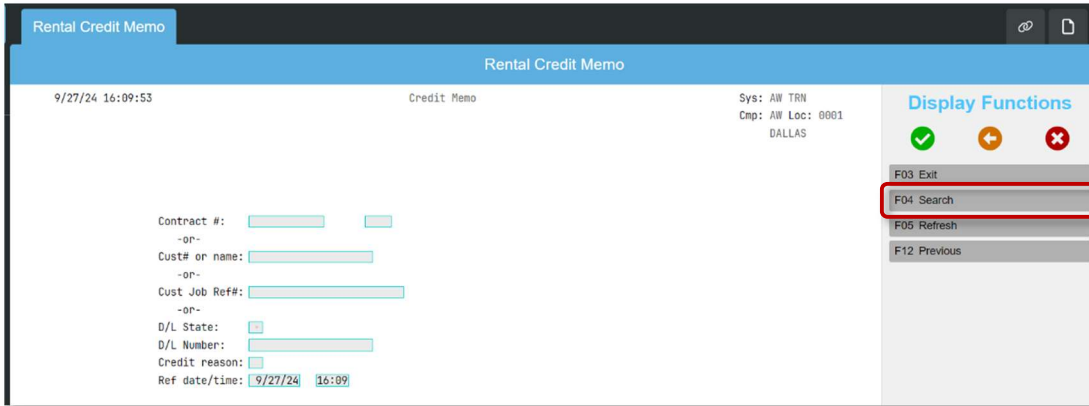
3. Under the **Rental** section, click on **Rental Credit Memo**.



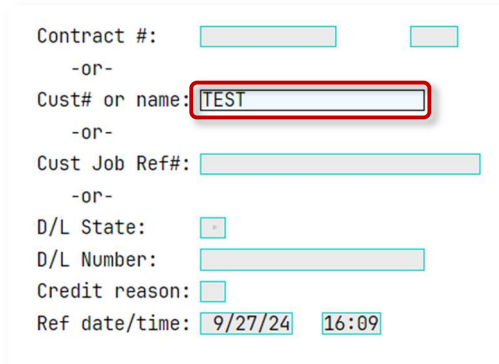
4. The **Credit Memo** screen will populate with multiple fields.



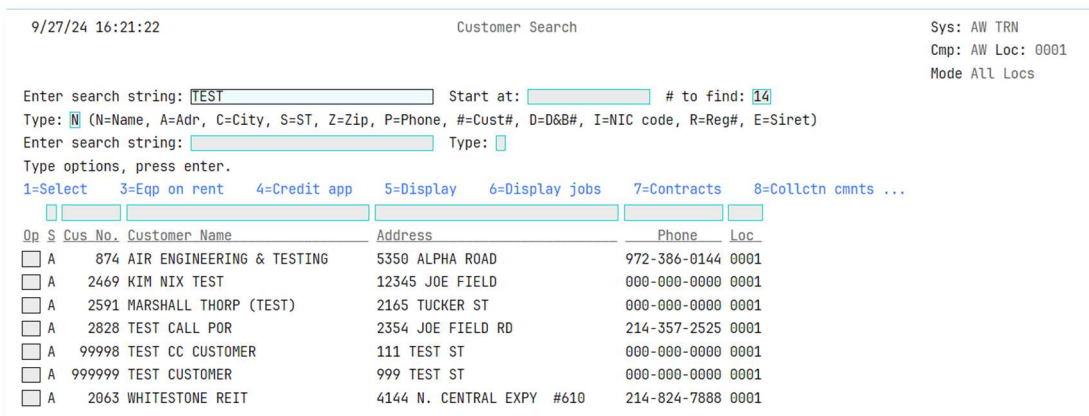
- a. For this process you can search by *Contract #*, *Cust# or name*, *Cust Job Ref#*, or *D/L State & Number*. It is up to you which field to use. If you don't know the information for the fields, you can place your cursor in any field and press F4 on your keyboard or click on F04 Search in the Display Functions menu.



- b. For this example, we will use the *Cust# or name* field. Type in the customer's name and press enter.



- c. A list of customers will populate in the Customer Search screen.



- d. To select the customer, in the leftmost column *Op* (options), type 1 next to the customer name and press enter.

9/27/24 16:21:22 Customer Search Sys: AW TRN
 Cmp: AW Loc: 0001
 Mode ALL Locs

Enter search string: TEST Start at: # to find: 14
 Type: N (N=Name, A=Adr, C=City, S=ST, Z=Zip, P=Phone, #=Cust#, D=D&B#, I=NIC code, R=Reg#, E=Siret)
 Enter search string: Type:
 Type options, press enter.
 1=Select 3=Eqp on rent 4=Credit app 5=Display 6=Display jobs 7=Contracts 8=Collctn cmnts ...

| Op | S | Cus. No. | Customer Name | Address | Phone | Loc |
|-------------------------------------|---|----------|---------------------------|---------------------------|--------------|------|
| <input type="checkbox"/> | A | 874 | AIR ENGINEERING & TESTING | 5350 ALPHA ROAD | 972-386-0144 | 0001 |
| <input type="checkbox"/> | A | 2469 | KIM NIX TEST | 12345 JOE FIELD | 000-000-0000 | 0001 |
| <input type="checkbox"/> | A | 2591 | MARSHALL THORP (TEST) | 2165 TUCKER ST | 000-000-0000 | 0001 |
| <input type="checkbox"/> | A | 2828 | TEST CALL POR | 2354 JOE FIELD RD | 214-357-2525 | 0001 |
| <input type="checkbox"/> | A | 99998 | TEST CC CUSTOMER | 111 TEST ST | 000-000-0000 | 0001 |
| <input checked="" type="checkbox"/> | A | 999999 | TEST CUSTOMER | 999 TEST ST | 000-000-0000 | 0001 |
| <input type="checkbox"/> | A | 2063 | WHITESTONE REIT | 4144 N. CENTRAL EXPY #610 | 214-824-7888 | 0001 |

5. The screen will take you back to the **Credit Memo** screen. This time, the customer number will be in the *Cust # or name* field. The Ref date/time field will have the current date and time filled in automatically.

Contract #:

-or-

Cust# or name:

-or-

Cust Job Ref#:

-or-

D/L State:

D/L Number:

Credit reason:

Ref date/time:

- a. Place your cursor in the *Credit reason* field and press F4 on your keyboard to search for reasons. The **Credit Reason** box will populate.

Contract #:

-or-

Cust# or name:

-or-

Cust Job Ref#:

-or-

D/L State:

D/L Number:

Credit reason:

Ref date/time:

CREDIT REASONS

1=Select

Q Cd Description

BD EQUIPMENT BREAK DOWN

DW DAMAGE WAIVER ADJUSTMENT

MR MERCHANDISE RETURN

NS CUSTOMER NOT SATISFIED

OC OVER CHARGE

RB RE-BILL

RD RAIN DAY

RS RESTOCK RETURN

TX TAX ADJUSTMENT

More...

0}}
 Information and press Enter to continue.

- b. To select the **Credit Reason**, type 1 in the *O (options)* column next to the description that best matches your scenario.

CREDIT REASONS

1>Select

| O | Cd | Description |
|-------------------------------------|----|--------------------------|
| <input type="checkbox"/> | BD | EQUIPMENT BREAK DOWN |
| <input type="checkbox"/> | DW | DAMAGE WAIVER ADJUSTMENT |
| <input type="checkbox"/> | MR | MERCHANDISE RETURN |
| <input type="checkbox"/> | NS | CUSTOMER NOT SATISFIED |
| <input checked="" type="checkbox"/> | OC | OVER CHARGE |
| <input type="checkbox"/> | RB | RE-BILL |
| <input type="checkbox"/> | RD | RAIN DAY |
| <input type="checkbox"/> | RS | RESTOCK RETURN |
| <input type="checkbox"/> | TX | TAX ADJUSTMENT |

More...

- 6. The **Credit Memo** screen will populate once again, this time with the *Credit reason* field filled in.
 - a. Press enter.

Contract #:

-or-

Cust# or name:

-or-

Cust Job Ref#:

-or-

D/L State:

D/L Number:

Credit reason:

Ref date/time:

- b. After pressing enter, the screen will prompt you to enter the original invoice date and time; the *Ref date/time* field will now be blank for entry. This prompt will appear no matter which credit reason you choose.

Contract #:

-or-

Cust# or name:

-or-

Cust Job Ref#:

-or-

D/L State:

D/L Number:

Credit reason: OVER CHARGE

Ref date/time:

- c. *Type in* the invoice original date and time.

Contract #:

-or-

Cust# or name:

-or-

Cust Job Ref#:

-or-

D/L State:

D/L Number:

Credit reason: OVER CHARGE

Ref date/time:

- d. Press enter.

7. The Customer Job Selection screen will open.

Rental Credit Memo

Rental Credit Memo

10/01/24 10:53:30 Customer Job Selection

Customer #: 999999 TEST CUSTOMER Sys: AW TRN
Cmp: AW Loc: 0001

Address 1: Mode ALL Locs
City: State: Zip code: Sort JOB LOC

Date open: to

1=Select 2=Change 3=Copy 5=Display 6=Auth emp/Ordr 7=Act/Inact job...

| Job Name | Job Location | Contact | P | PR |
|----------------|--------------------------------|---------|---|----|
| TEST CUSTOMER | 111 TEST AVE, DALLAS | | N | |
| TEST CUSTOMER | 4201 STATE HWY 31 W, CORSICANA | | N | |
| JOBSITE TEST 1 | 555 5TH ST, FRISCO | | N | |
| TEST CUSTOMER | 999 TEST ST, DALLAS | | N | |

Display Functions

- F03 Exit
- F06 Add
- F07 Location Toggle
- F08 Sort Toggle (Single Customer Only)
- F09 Purchase Order Toggle

- a. To select the Job Location from the original invoice, type 1 in the leftmost *Op* (options) column. Press enter.

10/01/24 10:53:30 Customer Job Selection Sys: AW TRN
 Customer #: 999999 TEST CUSTOMER Cmp: AW Loc: 0001
 Address 1: _____ Mode ALL Locs
 City: _____ State: TX Zip code: _____ Sort JOB LOC
 Date open: _____ to _____
 1=Select 2=Change 3=Copy 5=Display 6=Auth emp/Ordr 7=Act/Inact job...

| Op | Job Name | Job Location | Contact | P | PR |
|----|----------------|--------------------------------|---------|---|----|
| 1 | TEST CUSTOMER | 111 TEST AVE, DALLAS | | N | |
| | TEST CUSTOMER | 4201 STATE HWY 31 W, CORSICANA | | N | |
| | HOBSITE TEST 1 | 555 5TH ST, FRISCO | | N | |
| | TEST CUSTOMER | 999 TEST ST, DALLAS | | N | |

8. The next screen, where the credit amount is applied for delivery, is the **Credit Memo Customer Information** screen. If you are not crediting a delivery charge, press enter to continue.

10/01/24 13:52:46 Credit Memo Customer Information

Cust #: 999999

| | | | |
|----------------------------|------------------------|-----------------------------|------------------------|
| <u>Billing Information</u> | | <u>Shipping Information</u> | |
| Name: TEST CUSTOMER | Addr 1: 999 TEST ST | Name: TEST CUSTOMER | Addr 1: 111 TEST AVE |
| Addr 2: | City: DALLAS State: TX | Addr 2: | City: DALLAS State: TX |
| Zip/Ph: 75007 000-000-0000 | | Zip/Ph: 75019 | |

Job Loc/ #: 111 TEST AVE, DALLAS / 00012301247
 P.O. Number: _____ USE: Rep: _____
 Ordered By: _____ Signature: _____
 Tax District: 441130760
 Taxes (Y/N): N

Delivery: Orig amt: _____ Credit amt: _____
 Pickup:
 Calc D/W:
 Ancillary:
 EPA # 1:

- c. A message at the bottom of the screen will ask you to review the information; press enter to continue.

10/01/24 15:06:19 Credit Memo

Order comments

Customer was over charged for delivery

Review information and press Enter to continue.

- 9. The next screen populates equipment number and sales fields. If there are credits being applied to a piece of equipment, type in the *Equipment #* in the Equipment field; the *Quantity*, and the *Credit Amount* being applied in the Rental field. Press enter to continue.

10/01/24 15:10:43 Credit Memo Equipment Information Sys: AW TRN
Cmp: AW Loc: 0001

Type option, press Enter.
1=Search 2=Work with detail 6=Equip messages 7=Addition Info

| Opt | Equipment # | Qty | Description | Credit Amounts | | |
|--------------------------|-------------|-----|--------------------|----------------|---------------|-----------|
| | | | | Rental | Damage Waiver | Ancillary |
| <input type="checkbox"/> | 00111 | 1 | WAREHOUSE FORKLIFT | 50.00 | | |
| <input type="checkbox"/> | | | | | | |
| <input type="checkbox"/> | | | | | | |
| <input type="checkbox"/> | | | | | | |
| <input type="checkbox"/> | | | | | | |
| <input type="checkbox"/> | | | | | | |
| <input type="checkbox"/> | | | | | | |

More...

10. The final screen will display all the information and the credit will populate as well. If all information is correct, press enter to write the credit memo. This will complete the process.

```
10/01/24 15:11:56                                     Credit Memo Review
Cust #: 999999                                         Contract #:
Billing Information                                     Shipping Information
Name: TEST CUSTOMER                                   Name: TEST CUSTOMER
Addr 1: 999 TEST ST                                   Addr 1: 111 TEST AVE
Addr 2:                                               Addr 2:
City: DALLAS                                         City: DALLAS
State: TX                                           State: TX
Zip/Ph: 75007 000-000-0000                           Zip/Ph: 75019
Job Lc: 111 TEST AVE, DALLAS                          PO #:

Rental amount:                                       50.00-
Delivery/pickup amount:                             100.00-

Total invoice amt to credit:                         150.00-

Review screen and press Enter to write credit memo.
```