Last Updated February 1, 2022

Credit memos are *unearned revenue* on customer accounts and can be generated for several reasons:

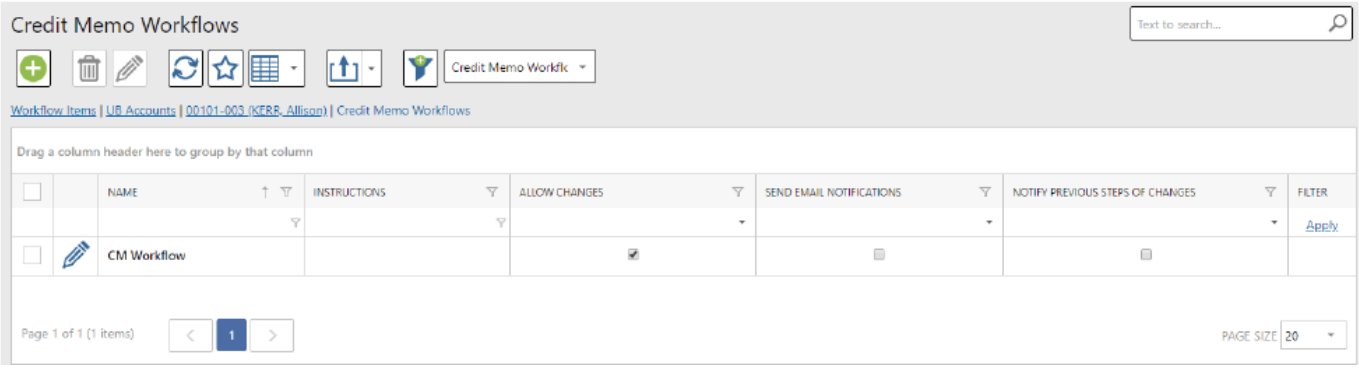
- Data conversion – accounts with credit balances in eGov Utility Billing or another software package when data was converted to VIP UTILITY BILLING.
- Posted payments more than balances due.
- Finaling of accounts that results in a credit balance.
- Manually created credit memos.

This document explains how a required workflow for manually created credit memos is created. For more information on creating manual credit memos, see Creating Manual Credit Memos with Video.

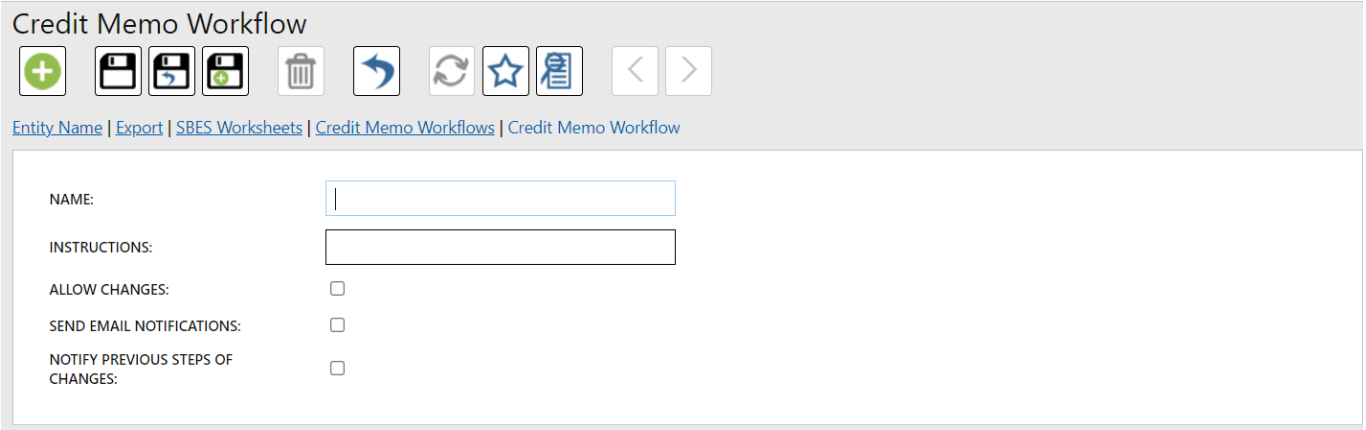
It is recommended that an account be adjusted rather than a manual credit memo entered. If the account or service has a zero ($0.00) bill balance and it cannot be adjusted or the adjustment cannot wait until the next billing period, a manual credit memo can be issued.

Remember, if you enter a manual credit memo, you are stating that you have unearned revenue on the account.

At a minimum, a single-step workflow is required for authorizing manually created credit memos. *Navigate* to ADMINISTRATION | Maintain | Workflows | Credit Memo Workflows and a grid displaying any existing credit memo workflows will be displayed:

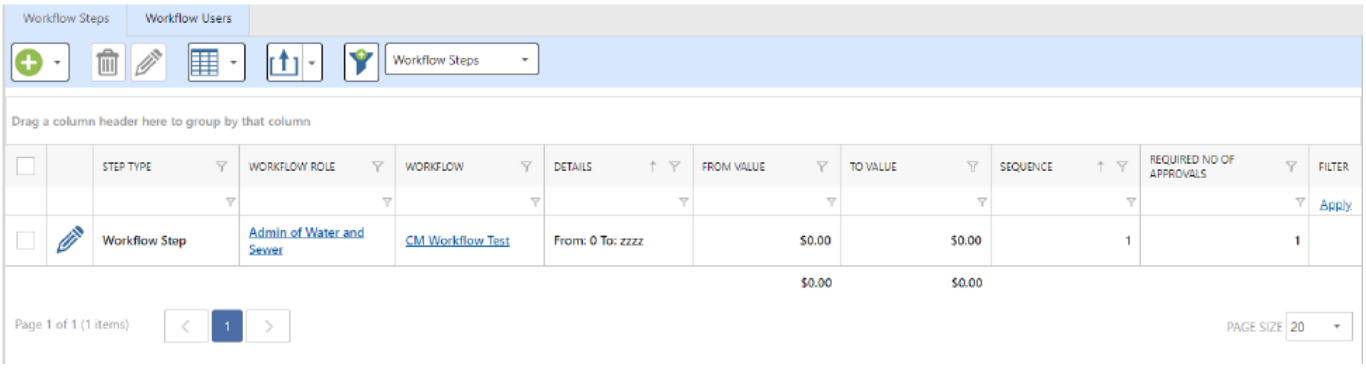


Click the Add Credit Memo Workflow icon to add a new Credit Memo Workflow and a screen like this will be displayed:

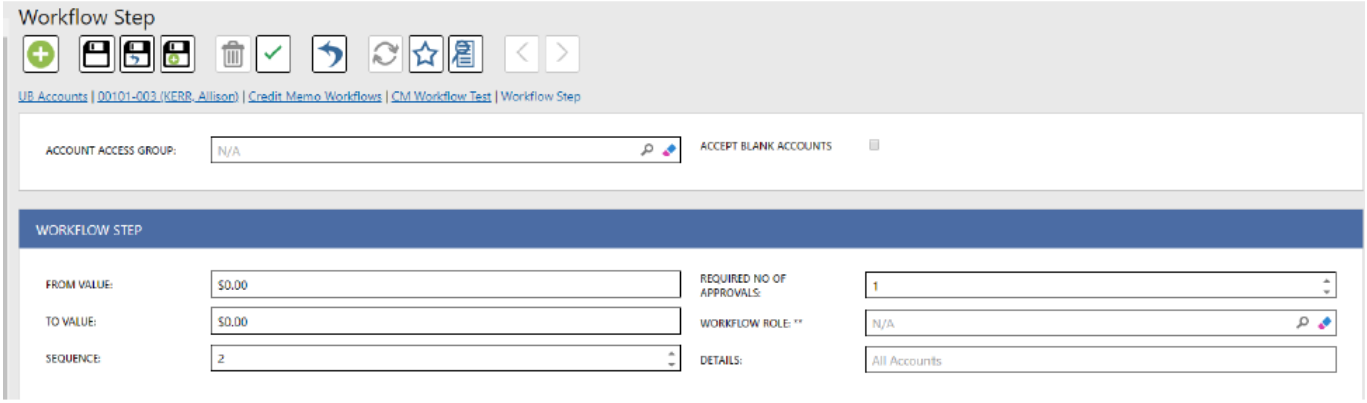


- NAME
  - Enter a name for this workflow.
- INSTRUCTIONS
  - Enter any instructions related to this workflow. This is optional.
- ALLOW CHANGES
  - *Select* this check box if others in the workflow can make changes while the item is in their queue. This is optional.
- SEND EMAIL NOTIFICATIONS
  - *Select* this check box if your system is set-up to send emails and you would like the others in the workflow to receive an email when the item is in their queue for review. This is optional.
- NOTIFY PREVIOUS STEPS OF CHANGES
  - *Select* this check box if all the previous users in the workflow should be notified if this item is changed. This is optional.

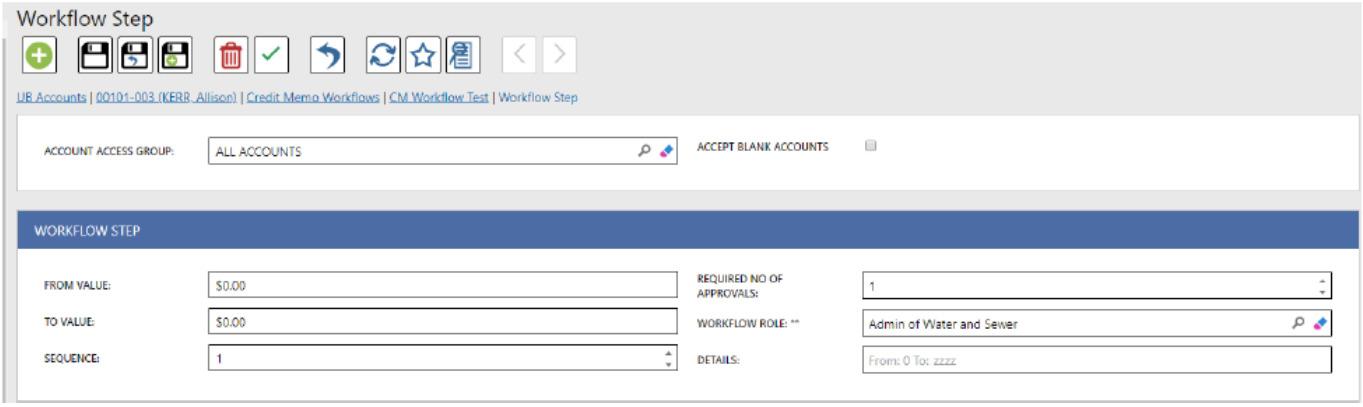
Click the Save and Close icon and additional tabs will be displayed at the bottom of the screen:



Since this is a one-step workflow, there will only be a single step entered on the Workflow Steps tab. To add the workflow step, *click* the Add button on the Workflow Steps tab and *select* Workflow Step and you will be prompted:



Here is an example of the one-step workflow step setup for manual credit memo approval:



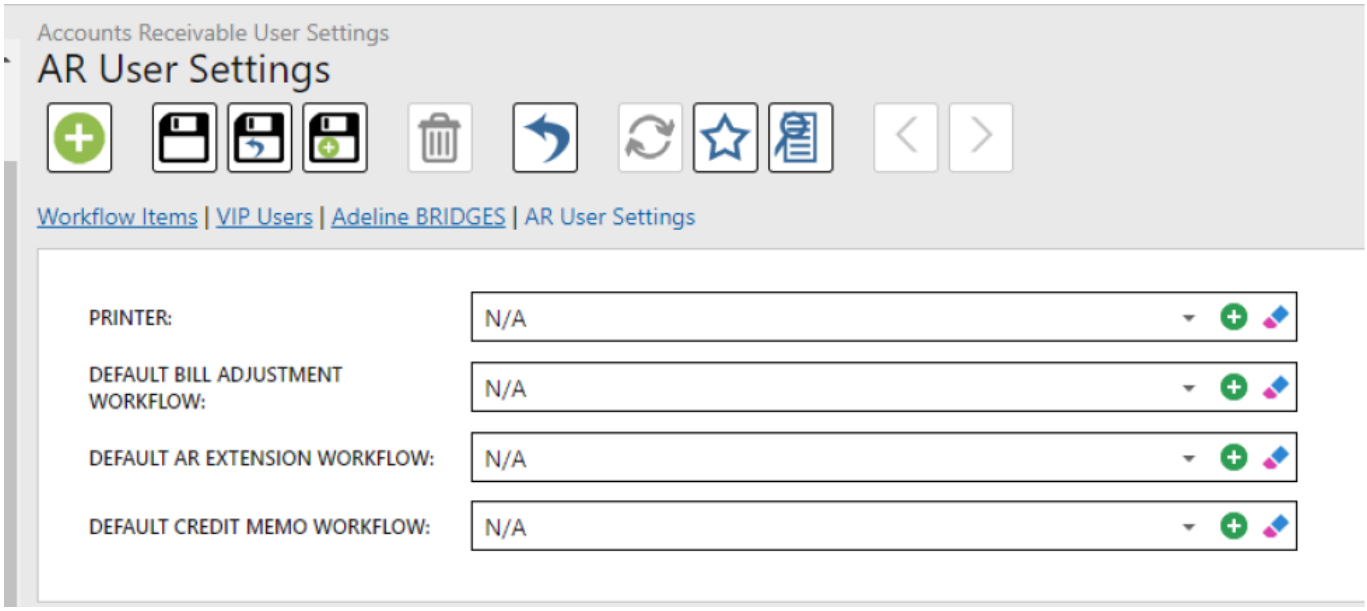
The WORKFLOW ROLE will be custom for your installation and your SSI Implementation Specialist will help you set this up.

Click the Save and Close icon.

Select the Workflow Users tab to link the users to this workflow. *Click* the Link button to link the VIP users to this workflow. The workflow is now ready to use.

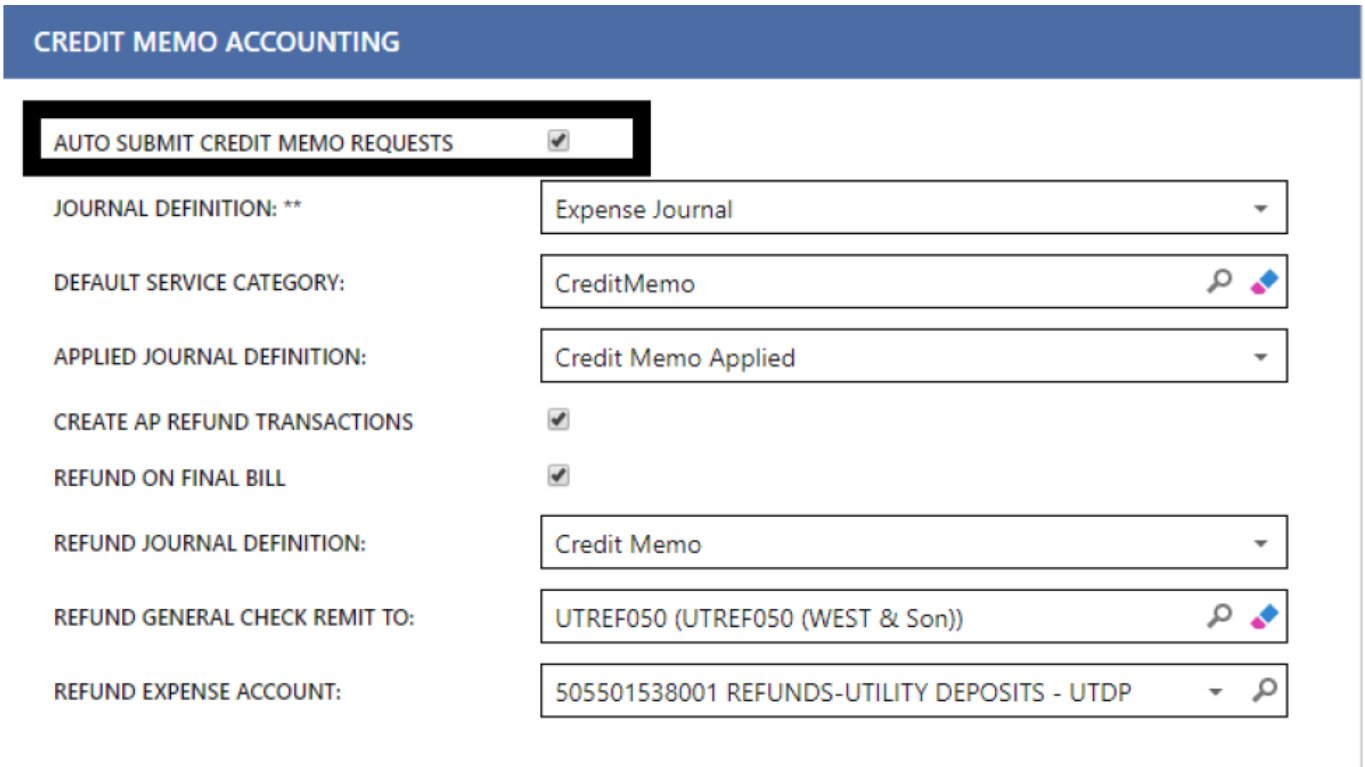
VIP Users can have a default workflow setup to ease the entry of manual credit memos. If you have a default credit memo workflow, you should set this up for all users assigned to this workflow.

To set the default credit memo workflow for manually created credit memos, *navigate* to ADMINISTRATION | Configure | VIP Users. *Click* into the VIP User and *scroll down* to the User Settings tab. *Click* the Add button and *select* Accounts Receivable User Settings and you will be prompted:



Select the DEFAULT CREDIT MEMO WORKFLOW for this VIP User and *click* the Save and Close icon.

To have manual credit memo requests automatically submitted when entered, *navigate* to ACCOUNTS RECEIVABLE | Configure | Accounts Receivable System and *click* the Edit icon. *Scroll dowm* to the CREDIT MEMO ACCOUNTING section and *select* the check box
for AUTO SUBMIT CREDIT MEMO REQUESTS.



Click the Save and Close icon.