

# Credit notes

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When cancelling a booking that has been invoiced you will want to raise a credit note.

This can be done before or after payments have been made but require a slightly different process.

Credit notes can either be viewed on the clients account page or in the Credit notes sub-tab within the Invoices tab.

## Before a payment has been made:

When cancelling an invoiced booking you will receive the following pop up, fill in the details and select the tick box asking if you would like to raise a credit note.

### Cancel Bookings

Notify the client(s) by email that you have cancelled these bookings?  
*Notifications sent to confirmed bookings only*

Reason for cancellation(s)

*This reason will be displayed on the credit note if raised*

One or more of these bookings has been billed - would you like to raise credit notes?

[Cancel these Bookings](#) [Go Back](#)

Once you have done this another tick box will appear asking if you want to notify the client by email that you have raised a credit note.

Then click Cancel these Bookings, this will then take you to the credit note.

On the credit note you will see full details of the booking, and which invoice it was raised on.

John James (Grange Park FC (WK))

Football Pavilion  
Grange Park  
Northampton  
NN5 8ZU

Credit Note CN\_GP830

05 October, 2016

Description	Net Value	VAT Rate	VAT Amount	Gross Value
Credit for cancelled booking: Badminton Court 1 on 24/10/2016 at 21:00. Billed on invoice GP1895	£10.00	20.0%	£2.00	£12.00
Credit for sundry: Caretaker	£10.00	0.0%	£0.00	£10.00
			<b>Net Total:</b>	<b>£20.00</b>
			<b>VAT:</b>	<b>£2.00</b>
			<b>Grand total:</b>	<b>£22.00</b>

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**Applied to 1 invoice:**

- £22.00 applied to [Invoice GP1895](#) on 14/01/2021 ([Remove](#))

Scroll down to the bottom of the credit note and you will see it has automatically been 'applied to invoice xxxxxxxx'

The booking will still appear on the invoice but the client will be able to see that a credit note has been allocated and only able to pay the outstanding amount less the value of the credit note.

**After a payment has been made:**

If a payment has been made the cancellation process is the same, however the account will show as in credit by the bookings value amount if there are no outstanding invoices for payment.

The credit note should be allocated to the relevant invoice number (this is listed under Description on the credit note). To do this you will need to click on the grey View Client button then click on the required invoice number (in blue).

Now unallocate the payment listed at the bottom by clicking on Remove (in blue) this will free up the invoice. Click back on View Client and scroll to the credit note you have just created and click on it (in blue).

**Freddy Football (KidsFootball)**

1 Footie Lane  
 Sheffield  
 S30 1AB

**Credit Note CN\_GP1911**

14 January, 2021

Description	Net Value	VAT Rate	VAT Amount	Gross Value
Credit for cancelled booking: AWP 1 (5 aside)- 7 aside Pitch A on 15/01/2021 at 15:00. Billed on invoice GP4882	£100.00	20.0%	£20.00	£120.00
				<b>Net Total: £100.00</b>
				<b>VAT: £20.00</b>
				<b>Grand total: £120.00</b>

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**£120.00 Unallocated**

Apply to invoice:

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Click on the drop down by Apply to invoice and select the invoice number listed under the Description on your credit note, click Save.

It would be at this point you would need to ask the client if they would like the credit to be allocated to a future invoice (such as if they are a weekly hirer) or if they would like the money refunded to them.

TIP – We would always advise that after doing an invoice run check credit notes sub-tab to see if any credits can now be allocated.

### Voiding a credit note:

To void a credit note you will first want to ensure it is not allocated to an invoice. You can do this by clicking on the Credit note and at the bottom of the Credit note all of the invoices will be listed. To unallocate them simply click (Remove).

The next step is to click back onto the credit note, and click  at the bottom of the screen.

A pop up will then appear asking for a Reason for voiding and Would you like to inform the customer via email? Then click Save.

If you would like to see further details on cancelling a booking please go to (cancelling a booking) article.