# QUICK REF GUIDE: MANUAL CREDIT

## STEPS

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| MANUAL CREDIT | |
|  | Find the Service call which relates to the Manual credit |
|  | Complete the ‘Reopen call’ steps from SOP [SER\_5.5 Back out a Service Invoice](http://intra/files/ser-5-5-sop-backout-a-service-invoice-pdf-hNsWH4.pdf) |
|  | Create a new Segment on the Service call using **998** Credit as the Job code |
|  | Add Misc. costs with a Line category of **CLB** and use a negative quantity to achieve a negative Net amount for the GST exclusive credit amount |
|  | Follow the normal steps to process this Segment to invoice |