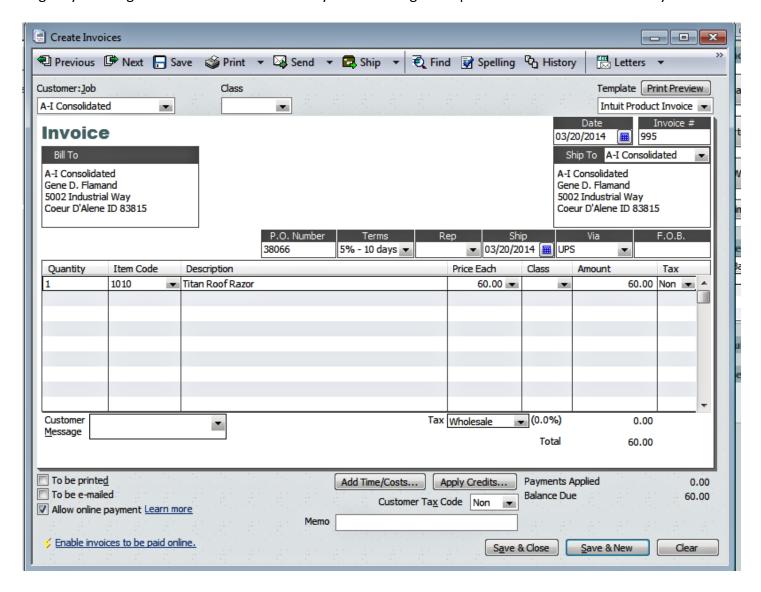
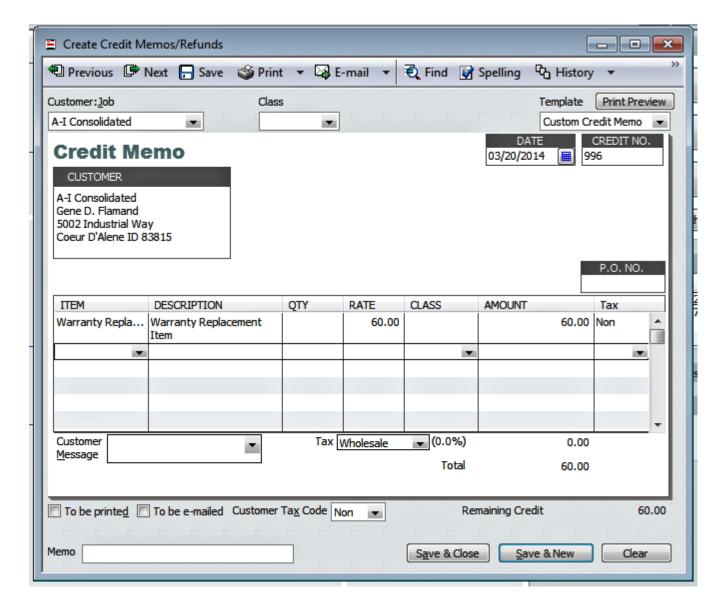
Accounting for Warranty Replacement

Begin by creating an invoice for the customer you're sending the replacement item under warranty to:



Make sure you change the price of the item to its cost. In the example above, the price of the Titan has been changed to its cost of \$60. Add any other items you are replacing under warranty (if any). Once you're finished, click Save & Close.

Now create a credit memo for the same customer. For the item, choose **Warranty Replacement** (this will be the very last item you can choose). Change the rate so it's the same amount as the Balance Due of the invoice you previously created. Finally, in the Memo box, type in any information about the credit memo you want.

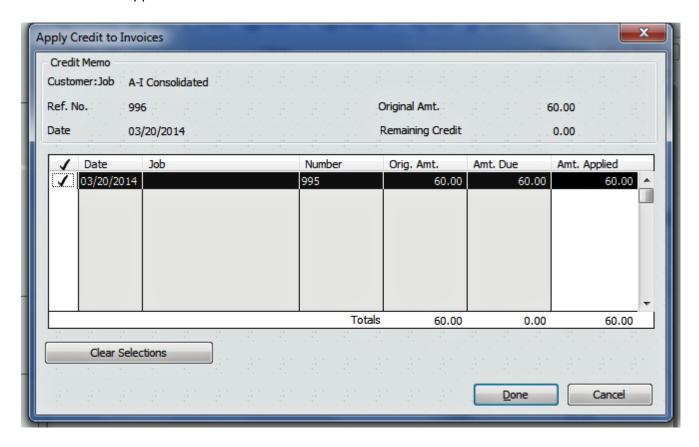


Once you're finished, click Save & Close.

The following dialogue box asking what you would like to do with the credit will now appear:



The default is **Apply to an invoice**. Do NOT change that option, and click OK. The **Apply Credit to Invoices** screen will now appear:



If you just have one invoice, it will default to applying the credit to that invoice. If there are multiple invoices, it will default to the oldest unpaid invoice that is the exact amount. If that is the case, make sure it is the correct invoice, and if it's not, make sure you uncheck the wrong invoice (the check mark on the left-hand side of the invoice) and check the correct invoice.

Once you have the correct invoice checked, click **Done**. The screen will now close.