



# Post a Credit Memo

**Path: Accounting > Financial Accounting > Accounts Receivable > Document Entry > Credit Memo**  
**Transaction Code: F-27**

**1. Enter the details from the paper source document into these fields:**

- Document Date: **The date of the business transaction**
- Document Type: **DG – Customer Credit Memo**
- Posting Date: **Most of the time, this will be the same as the document date**
- Company Code: **The four-digit Company Code Number**
- Period: **Enter the appropriate fiscal year period or allow the system to default the correct one.**
- Reference: **Enter the locally chosen unique reference identifier in this field. It will probably be a combination of the Company Code location and the date of the transaction.**
  
- Text: **Locally REQUIRED item. See your supervisor for the correct entry**

**Goto the bottom of the screen:**

Posting Key labeled PK: **11 Credit Memo (Credit to a customer)**  
 GL Account: **XXXXX Enter the Customer Number using the last 5 digits.**

**Press Enter or Click the Green Check Mark Icon **

- Amount: **Enter the dollar amount of the Credit Memo**
- Blind date: **Will default from the Document date.**
- Inv. Reference: **Enter the number of the invoice that this credit memo refers to or leave blank if the reference is unknown.**

**Goto the bottom of the screen:**

Posting Key labeled PK: **40 Debit Entry to General Ledger**  
 GL Account: **Enter the General Ledger revenue account that this credit memo refers to.**

**Press Enter or Click the Green Check Mark Icon **

- Amount: **The same amount as you entered above or use \* to have SAP enter the balancing amount.**
- Cost Center: **Enter the appropriate Cost Center number**
- Text: **Enter any appropriate text to explain the credit memo according to local procedures.**

Click on the “Moon Over Miami” icon, the Document Overview  to check both sides of your transaction.

IF THE ITEMS ARE:	THEN
Balanced (Debits equal Credits)	Click the Save Icon 
Not in Balance (Debits DO NOT equal Credits)	Double-click on the item, make the necessary changes and then  .

**Note and record the 10-digit document number \_\_\_\_\_**