



Q: How do I create refunds in Spectra?

A: There is a difference in how refunds are issued in Spectra depending on whether or not the original invoice has been posted. Take a look at the steps below to see how to create a refund for an invoice that hasn't been posted, as well as for one that has been posted.

Refunds for Invoices NOT Posted

If the invoice has not been posted (or you do not post invoices), you aren't required to create a **Credit Memo** to record a refund and you can simply follow these steps. However, if you want to keep a separate record for the refund, you should create a **Credit Memo** by following the steps below for creating **Refunds for Posted Invoices**.

1. Open the invoice.
2. Go to the **Order Detail** tab. If the quantity of the item to be refunded is more than one, just reduce the quantity and the extended amount will reflect the change. If the quantity is equal to one, create a new line and record the item with a negative quantity (such as "-1"). The extended amount will be a negative amount and the invoice total will be reduced. Click **Save**.
3. Create a new payment/refund from the invoice and select **Refund** as the type.
4. Choose the **Refund Method** and enter the **Refund Amount**. *Note: You can either type in the amount or click the "<" button to easily enter the entire open credit amount.*
5. Save the refund, make sure the **Balance Due** is correct on the invoice, and then save the invoice.

Refunds for Posted Invoices

If the invoice has been posted, you will need to create a **Credit Memo** in order for the refund to be recorded in your accounting software.

1. Open the session the original invoice was created from. Or, if the invoice is client-based, open the client record.
2. Create a new session/client invoice and choose **Credit Memo** as the invoice type.
3. Go to the **Order Detail** tab of the new credit memo and record the item(s) that are being refunded. *Note: Because you are creating a credit memo, Spectra will automatically enter a negative amount.*
4. Create a new payment/refund from the credit memo and select **Refund** as the type.
5. Choose the **Refund Method** and enter the **Refund Amount**. *Note: This is also considered a negative amount by default.*
6. Save the refund, make sure the **Balance Due** on the credit memo is zero, and then save the credit memo.

Additional Information

- » [Spectra User Guide: "Managing Payments and Refunds"](#)