



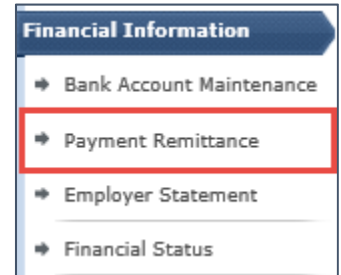
HOW TO: Apply a Credit Memo on eSERS

When a school district uploads a separate adjustment file or manually enters an adjustment, a Credit Memo will appear in the Payment Remittance application. Before the liability is paid, the Credit Memo will need to be applied.

In order to apply the Credit Memo for your district, it will need to be used in a new and separate payment remittance.

Steps:

1. Click on the **Payment Remittance** menu item.
2. Click **New Payment Remittance**.



Payment Remittance

[Record displayed]

New Payment Remittance

To create a new Payment Remittance or Payment, click the New Payment Remittance button.

New Payment Remittance

Payment Remittance History

Following are your submitted payment remittances.

Void Status:

1 2

<input type="checkbox"/>	Remittance ID	Remittance Amount	Remittance Status	Created By	Created Date
<input type="checkbox"/>	<u>24024</u>	\$33,213.25	Void	KTalbe09100	06/07/2017



Please Note: Employer Contribution Credit Memos must be applied to Employer Contribution liabilities, and Employee Contribution Credit Memos need to be applied to Employee Contribution liabilities.

eSERS will show only the amount(s) available in the Credit Memo fields.

3. Enter the Credit Memo amount that you would like to apply to the unpaid liability.
 - A user can apply the amount to multiple liabilities at once if needed.
 - *Employee* Contribution Credit Memos must be applied on a different Payment Remittance than *Employer* Contribution Credit Memos.
4. In the Unpaid Liabilities panel, select the unpaid liability that applies to your Credit Memo.
5. Click **Add Selected to Pay**.

Payment Remittance


[Wizard Started]

Remittance ID : Payment Remittance Status : Pending
Total Liability Amount Selected : \$0.00 Total Payment Amount : \$0.00

Available Credit Memo

Following Credit Memo is available to apply. Enter the amount in the 'Credit Amount To Use'.

Employee Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
8968	\$10.00	<input type="text" value="\$10.00"/>	03/02/2018	BWK0004	

Employer Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
8969	\$14.00	<input type="text" value="\$0.00"/>	03/02/2018	BWK0004	

Unpaid Liabilities

Select the Liabilities to pay and click 'Add Selected To Pay'. To pay all Liabilities, click 'Add All To Pay'.

<input type="checkbox"/>	Liability ID	Linked to Remittance	Liability Type	Liability Amount	Remaining Balance	Pay Date	Contribution Cycle Code	SSN	Name	Invoice
<input checked="" type="checkbox"/>	93987	No	Employee Contributions	\$1,030.00	\$1,030.00	03/02/2018	BWK0004			
<input type="checkbox"/>	93988	No	Employer Contributions	\$1,442.00	\$1,442.00	03/02/2018	BWK0004			



Tip: Employers are able to see what report created their Credit Memo. The Credit Memos are broken out by Pay Date, Contribution Cycle Code, and Contractor Name.

- When you click Add Selected to Pay, the liability moves to the Liabilities to Pay panel. Enter the **Credit Memo amount** in the Payment Amount field.
- Click **Next**.

Payment Remittance

Msg ID : 8 [All changes successfully saved.]

Remittance ID : Payment Remittance Status : Pending
 Total Liability Amount Selected : \$0.00 Total Payment Amount : \$0.00

Next **Cancel**

Available Credit Memo

Following Credit Memo is available to apply. Enter the amount in the 'Credit Amount To Use'.

Employee Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
8968	\$10.00	\$10.00	03/02/2018	BWK0004	

Employer Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
8969	\$14.00	\$0.00	03/02/2018	BWK0004	

Unpaid Liabilities

Select the Liabilities to pay and click 'Add Selected To Pay'. To pay all Liabilities, click 'Add All To Pay'.

Add Selected To Pay **Add All To Pay**

<input type="checkbox"/>	Liability ID	Linked to Remittance	Liability Type	Liability Amount	Remaining Balance	Pay Date	Contribution Cycle Code	SSN	Name	Invoice
<input type="checkbox"/>	93988	No	Employer Contributions	\$1,442.00	\$1,442.00	03/02/2018	BWK0004			

Liabilities to Pay

To pay other than the listed Liabilities, select the Liability Type and click Add Expected Liability button.

Expected Liability Type: Pay Date: **Add Expected Liability**

Remove Selected **Remove All**

<input type="checkbox"/>	Liability ID	Liability Type	Remaining Balance	Payment Amount	Pay Date	Contribution Cycle Code	SSN	Name	Invoice	Remittance Item ID	Remittance Item Type
<input type="checkbox"/>	93987	Employee Contributions	\$1,030.00	\$10.00	03/02/2018	BWK0004					

The user will need to verify that the information for the Credit Memo is correct.

8. Click Finish & Submit.

Payment Remittance

[Wizard moved to Next step.]

Remittance ID :
Total Liability Amount Selected : \$10.00
Payment Remittance Status : Pending
Total Payment Amount : \$10.00

Tip: When you click Finish & Submit, you are confirming the Credit Memo information in the Confirm Payment Remittance Details Panel.

Confirm Payment Remittance Details

Following Liabilities are selected for payment

<input type="checkbox"/>	Liability ID	Liability Type	Remittance Item ID	Remittance Item Type	Payment Amount	Pay Date	Contribution Cycle Code	SSN	Name
<input type="checkbox"/>	93987	Employee Contributions			\$10.00	03/02/2018	BWK0004		

Following Credit Memo will be applied against Liabilities.

Employee Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
8968	\$10.00	\$10.00	03/02/2018	BWK0004	

Employer Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
8969	\$14.00	\$0.00	03/02/2018	BWK0004	

Following payments will be applied against the Liabilities

<input type="checkbox"/>	Payment Type	Check/Reference Number	Bank Account	Payment Amount	Payment Date
No records to display					

The Credit Memo will automatically show a **processed** status on the main Payment Remittance page under the Payment Remittance History panel.

This means the Credit Memo has been applied to the liability.

Payment Remittance

[Record displayed]

New Payment Remittance

To create a new Payment Remittance or Payment, click the New Payment Remittance button.

Advanced Search

Click this button to search all Payment Remittance details

Payment Remittance History

Following are your submitted payment remittances.

Status:

1 2 3 4 5

<input type="checkbox"/>	Remittance ID	Remittance Amount	Remittance Status	Created By	Created Date
<input type="checkbox"/>	78533	\$1,020.00	Pending	3Train09166	03/25/2020
<input type="checkbox"/>	78532	\$14.00	Processed	3Train09166	03/25/2020
<input type="checkbox"/>	78531	\$10.00	Processed	3Train09166	03/25/2020