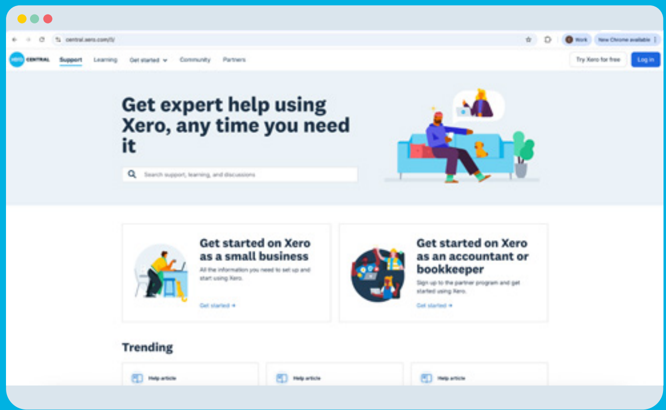
GETTING SUPPORT

Where to find help when you need it

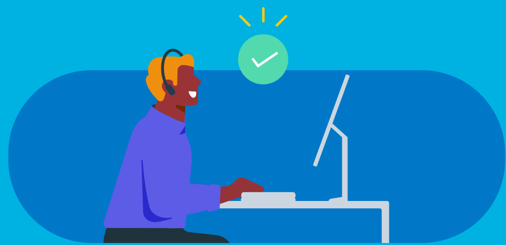
xero | your business supercharged

xero CENTRAL



YOUR ONLINE HUB FOR ALL THINGS SUPPORT

Access immediate answers and solutions through our extensive self-service channels via Xero Central, your go-to spot for support.



RAISE A CASE

when self-service doesn't fully resolve a query
Our intelligent systems guide you through a smooth process to seek direct support.

RAISE A CALL

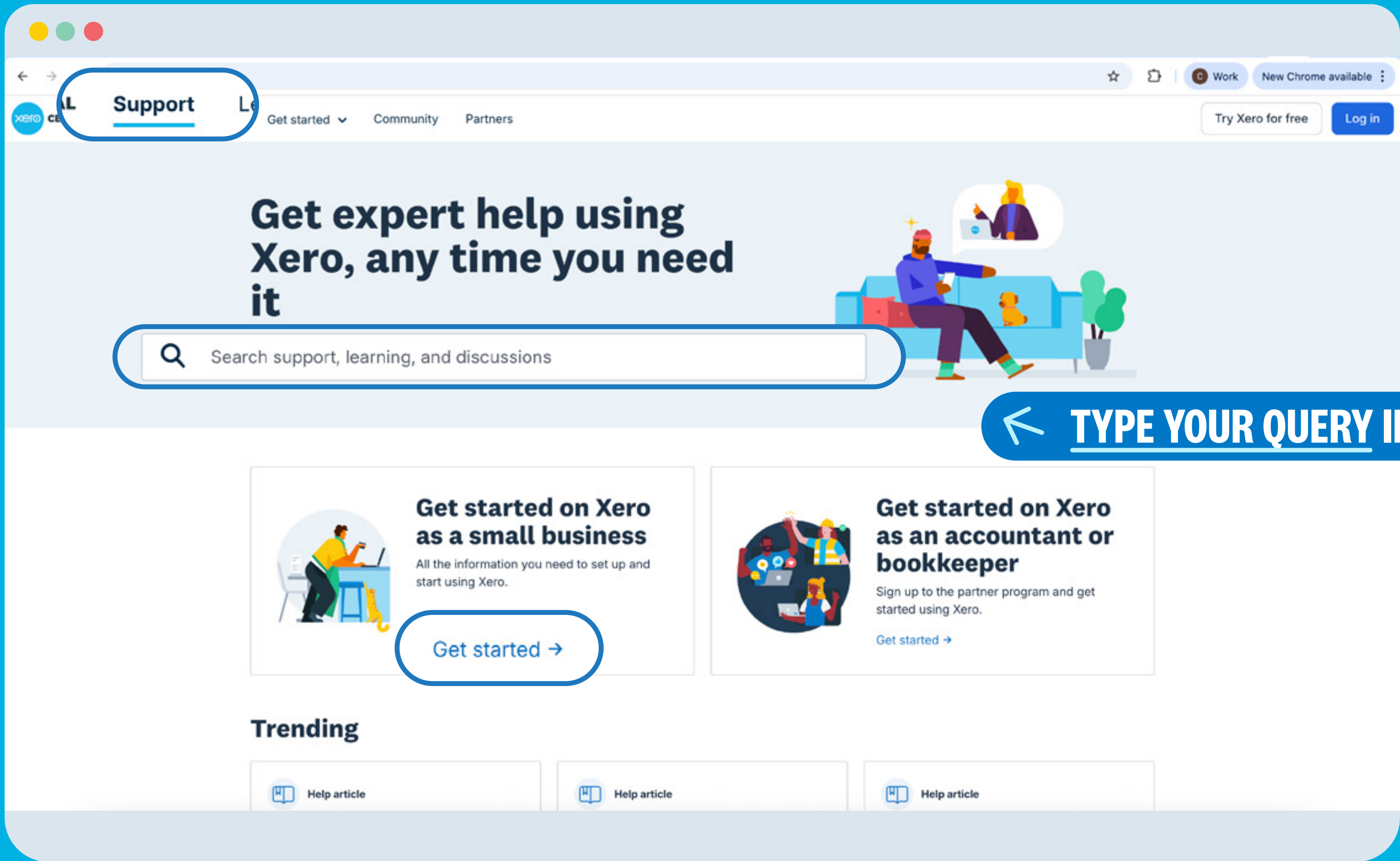
with on-demand phone support
Request a phone call from the customer support team, at a time that suits you best.

IN-PRODUCT HELP

in the flow of work
Access thousands of Xero Central help articles **instantly**, without leaving the product.

XERO CENTRAL: CENTRAL.XERO.COM

CLICK ON THE SUPPORT TAB



TYPE YOUR QUERY IN HERE

OR CLICK 'GET STARTED' FOR OUR SMALL BUSINESS GETTING STARTED GUIDES

XERO CENTRAL

Results for "how to enter a credit note"

AI GENERATED ANSWERS

AI Generated answer

How to Enter a Credit Note

1. **Access Accounts Payable**: After saving your Accounts Payable balances, click on **Add Credit Note**.
2. **Enter Supplier Information**:
   - In the **From** field, enter the name of your supplier's business or organization. This will create a new contact record for that supplier.
3. **Input Credit Note Details**:
   - Enter the date of the original credit note.
   - (Optional) Enter the credit note number from your previous system in the **Reference** or **Description** field.
   - Select whether to enter unit prices including or excluding tax (Tax Inclusive or Tax Exclusive).
   - If applicable, select **No Tax** if the credit note does not have tax.
4. **Line-Item Details**:
   - Enter the description, quantity, price, account, tax rate, and amount for each line item.
5. **Save the Credit Note**: Click **Save** to finalize the entry.

By following these steps, you can successfully enter a credit note in your accounting system.

Sources 1. Enter unpaid invoice... 2. Create and approve...

Show less

Generated content may contain errors. Verify important information.

HELP ARTICLES

Help article

Add a supplier credit note

... files related **to** the **credit note** Click Approve **to** approve the **credit note** You can also click ... From New, select Bill **credit note Enter** the **credit note** details. You'll notice the fields ...

For small businesses | Xero

Help article

Create a credit note

... costs **to** create **a credit note** About **credit notes** In Practice Manager, **a credit note** is **a** negative invoice. ... Under ... **Notes** - (Optional) **Enter** your comments or **notes** on this **credit note**

For accountants & bookkeepers | Practice Manager

Still have questions?

Contact Xero support

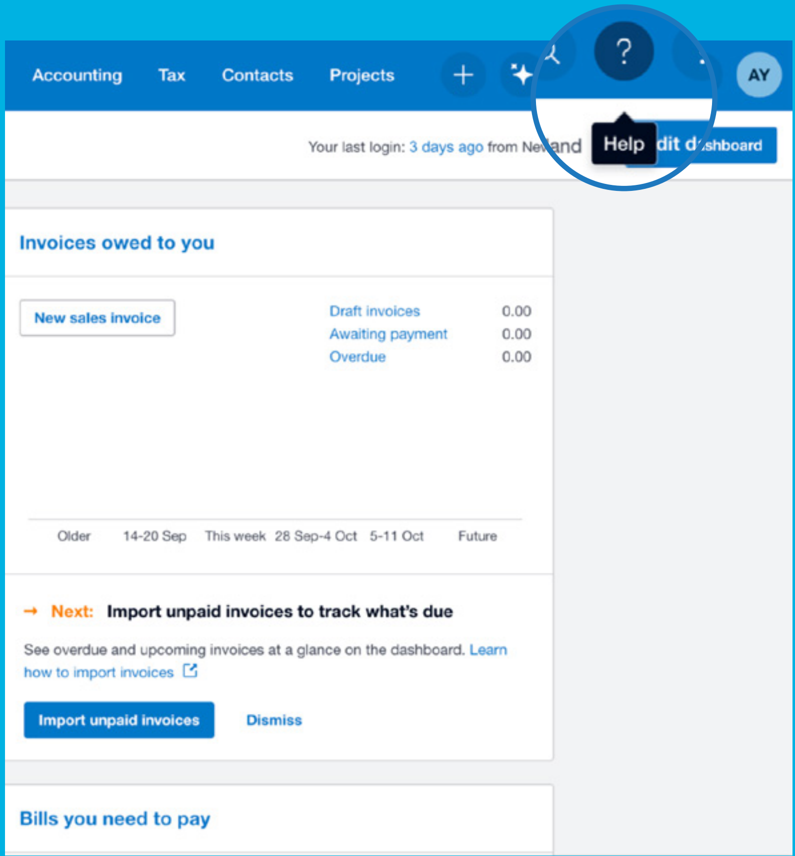
→

Raise a case with our support team

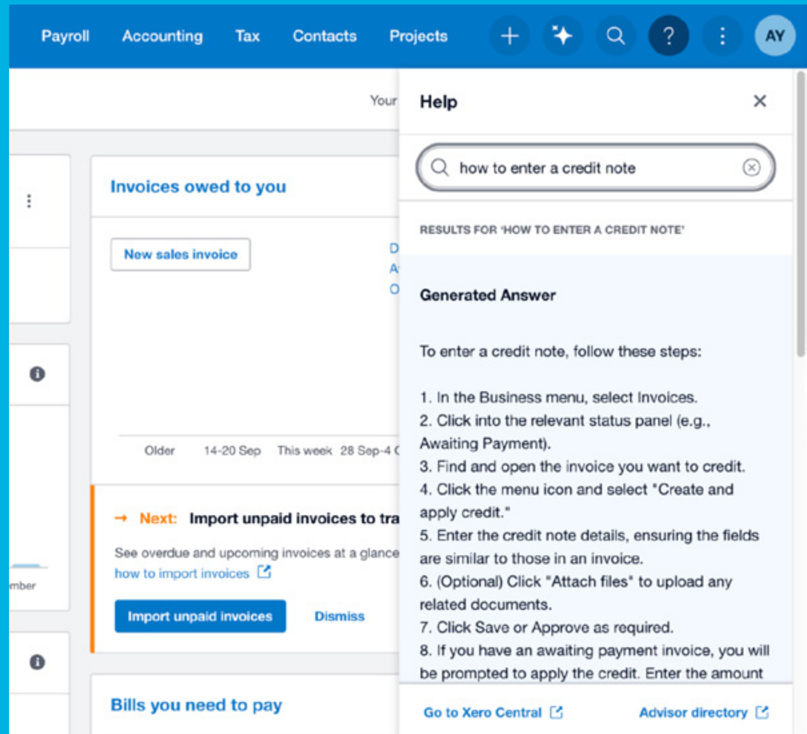
WHEN SELF-SERVICE DOESN'T FULLY RESOLVE A QUERY RAISE A CASE WITH THE SUPPORT TEAM

GETTING HELP INSIDE THE PRODUCT

CLICK ON THE HELP ICON



TYPE YOUR QUERY IN HERE



INSTANT ACCESS TO AI GENERATED ANSWERS & HELP ARTICLES