



## Credit Memos Grid

E-boekhouden Connection for Magento 2

The Credit Memos Grid shows all Magento credit memos queued for synchronization with e-Boekhouden. Use it to monitor refund sync status, review credit memo data, and manually push refunds to your accounting system.

**Location:** Accounting → Data → Credit Memos

## Columns

Column	Description
<b>ID</b>	Internal record ID
<b>Store View</b>	Magento store view for the credit memo
<b>Credit Memo</b>	Credit memo increment ID (links to Magento credit memo)
<b>Order</b>	Order increment ID (links to Magento order)
<b>Customer Company</b>	Customer's company name
<b>Customer Name</b>	Customer's full name
<b>Country</b>	Billing country
<b>Grand Total</b>	Credit memo total amount
<b>Tax</b>	Tax amount on credit memo
<b>Credit Memo Date</b>	Date credit memo was created
<b>Updated At</b>	Last update timestamp

### Hidden columns (available via column controls):

- Credit Memo Entity ID
- Order Entity ID
- Customer ID
- Currency
- Base Currency
- Base Exchange Rate
- Global Currency
- Global Exchange Rate
- Created At

## How Credit Memos Enter This Grid

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Credit memos appear in this grid when:

### 1. Credit memo is created in Magento:

- From order view → Credit Memo action
- From invoice view → Credit Memo action

### 2. Credit memo meets sync criteria:

- Store is enabled for e-Boekhouden sync
- Associated invoice was synced (if required)

### 3. Manual addition:

- Via row action from Sales → Credit Memos grid

### Requirements:

- Module must be enabled
- Store view must be configured for sync
- Credit memo must have complete billing information

## Actions

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### Row Actions

Click the **Actions** column on any row:

- **View Credit Memo:** Open the Magento credit memo
- **View Order:** Open the associated order
- **Push to e-Boekhouden:** Manually sync this credit memo

## Filtering

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Filter credit memos using:

- **Store View:** Show credit memos from specific stores
- **Country:** Filter by billing country
- **Text search:** Search by credit memo/order number, customer name

Use the **Filters** button to access all filter options.

## Common Workflows

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### Review Pending Credit Memos

1. Open the Credit Memos grid
2. Check Updated At column for recent activity
3. Review any credit memos that haven't synced

### Manual Push

If automatic sync failed or you need immediate sync:

1. Find the credit memo in the grid
2. Click **Actions** → **Push to e-Boekhouden**
3. Check the Credit Memo Log for results

### Investigate Sync Issues

1. Note the credit memo ID
2. Go to **Synchronisation Logs** → **Credit Memo**
3. Filter by credit memo ID
4. Review error messages

## Important Notes

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- Credit memos create negative entries in e-Boekhouden
- Ensure the original invoice was synced before syncing credit memos
- Partial refunds are supported
- Tax amounts are automatically calculated based on the refunded items

## Need More Help?

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### Documentation:

- [All Help Articles](#) - Complete documentation overview

### Support:

- [Contact Support](#) - Get help from our team

For a complete overview of features and configuration options, see the E-boekhouden Connection extension on [magmodules.eu](http://magmodules.eu)

# All articles for E-boekhouden Connection

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## Installation

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1	<a href="#">Installation using Composer (recommended)</a>
2	<a href="#">Installation using the Adobe Marketplace</a>
3	<a href="#">Install through FTP and SSH</a>

## Configuration

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1	<a href="#">Configuration Guide</a>
2	<a href="#">Quick Start Guide</a>
3	<a href="#">Setup OSS (One-Stop-Shop)</a>

## Troubleshooting

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1	<a href="#">Troubleshooting Guide</a>
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## Grids

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1	<a href="#">Invoices Grid</a>
2	<a href="#">Credit Memos Grid (current)</a>
3	<a href="#">Customers Grid</a>
4	<a href="#">Tax Rate Mapping</a>
5	<a href="#">Synchronisation Logs</a>

## Background

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1	<a href="#">CLI Commands</a>
2	<a href="#">Upgrading from v2.x to v3.0</a>

