magmodules



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

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

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

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

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

- 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?

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

All articles for E-boekhouden Connection

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	Configuration Guide
2	Quick Start Guide
3	Setup OSS (One-Stop-Shop)

Troubleshooting

1	Troubleshooting Guide

Grids

1	Invoices Grid
2	**Credit Memos Grid (current)**
3	Customers Grid
4	Tax Rate Mapping
5	Synchronisation Logs

Background

1	Upgrading from v2.x to v3.0
2	CLI Commands

