magmodules



Credit Memos Grid

Moneybird Integration for Magento 2

Refunds have their own queue in the Moneybird Integration, and they behave differently enough from invoices to be worth a page of their own: a credit memo is booked as a separate document with negative amounts, it carries its own reference, and it follows the route that was current when it was created. This page covers the columns, the actions, and the two things that surprise people — the prefix in front of the number, and why a credit note never overwrites the invoice it credits.

Location: Accounting → Data → Credit Memos

How a credit memo gets here

It is queued the moment Magento creates it, with the same setting that queues invoices: **Auto add invoices and creditmemos** under **Stores → Configuration → Accounting → General → Automation**. The next cron run sends it.

Columns added by this module

Column	What it tells you
Moneybird Sync	Pending, Synced, Error, Failed or Skipped — the same meanings as on the invoice queue
Moneybird Sync Result	Why it is not Synced, in the platform's own words

The reference carries a prefix

A credit memo is booked under its Magento number with a prefix in front of it — `C000000002` by default. The prefix comes from **Stores → Configuration → Accounting → General → Advanced → Creditmemo Prefix**, and it exists because Magento numbers invoices and credit memos in separate sequences: without it, credit memo 000000002 and invoice 000000002 would both ask Moneybird for the same reference.

If you search Moneybird for a credit note by the bare Magento number, you will not find it. Search with the prefix.

A credit note is its own document

On both booking routes the module posts a second document with negative amounts, rather than modifying the invoice or asking Moneybird to reverse it. That is deliberate:

- Moneybird's own "duplicate as credit invoice" reverses the whole invoice, and a Magento credit memo is as often one line out of six as it is a full refund.
- The original booking has to stay exactly as it was booked. Your bookkeeping shows a sale and a reversal, which is what happened.

So after a full refund you have two documents in Moneybird for one order. That is correct.

Actions

The same set as on the invoice queue: **Sync (DryRun)**, **Sync**, **Remove from Moneybird**, **Remove from Queue**, **Add to Queue** and **Skip from Queue**, plus the matching mass actions.

The lines of a credit memo are frozen when it is queued — the tax rates and ledger accounts it will use are decided at that moment. If you change a mapping afterwards and want the new one applied, remove the row from the queue and add it again.

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 Moneybird Integration extension on magmodules.eu

All articles for Moneybird Integration

Installation

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

Configuration

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2	Quickstart

Troubleshooting

1	Troubleshooting

Other

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3	Synchronization Routes

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1	**Credit Memos Grid (current)**
2	Invoices Grid
3	Tax Rate Mapping

Background

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2	CLI Commands

