



HOW TO

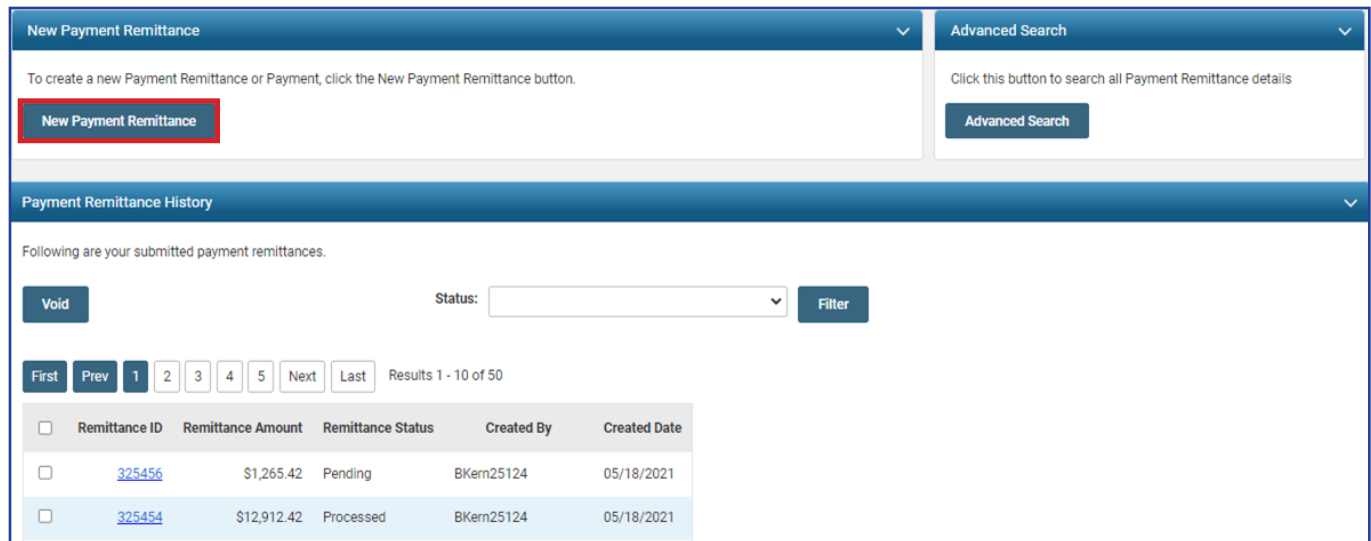
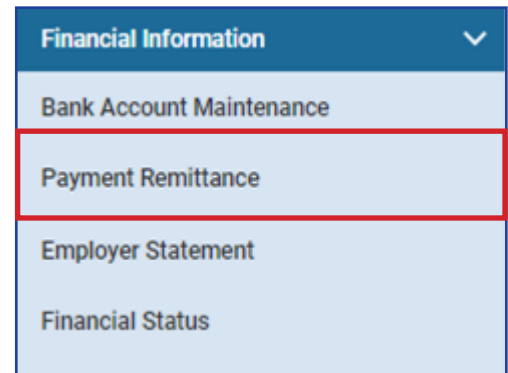
Apply a Credit Memo on eSERS

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."



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.”

Remittance ID : Payment Remittance Status : Pending

Total Liability Amount Selected : \$0.00 Total Payment Amount : \$0.00

Cancel Previous Next Finish & Submit

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
25186	\$10.00	\$10.00	07/12/2023	BWK0006	

Employer Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
25187	\$14.00	\$0.00	07/12/2023	BWK0006	

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**

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<input type="checkbox"/>	Liability ID	Linked to Remittance	Liability Type	Liability Amount	Remaining Balance	Pay Date	Contribution Cycle Code	Contractor Name	SSN	Name	Invoice
<input checked="" type="checkbox"/>	391834	No	Employee Contributions	\$1,288.72	\$1,288.72	06/28/2023	BWK0006				
<input type="checkbox"/>	391835	No	Employer Contributions	\$1,804.21	\$1,804.21	06/28/2023	BWK0006				



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.

6. 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.
7. Click "Next."

Previous Next Finish & Submit

Remittance ID : _____ Payment Remittance Status : Pending

Total Liability Amount Selected : \$0.00 Total Payment Amount : \$0.00

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
25186	\$10.00	<input style="width: 80px;" type="text" value="\$10.00"/>	07/12/2023	BWK0006	

Employer Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
25187	\$14.00	<input style="width: 80px;" type="text" value="\$0.00"/>	07/12/2023	BWK0006	

Unpaid Liabilities

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"/>	391834	Employee Contributions	\$1,288.72	<input style="width: 80px;" type="text" value="\$10.00"/>	06/28/2023	BWK0006					

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

8. Click "Finish & Submit."

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.