

BILLSTORE

Welcome to the BillStore Help Center.
Here you will find all the guides you need to get started quickly and easily.

Create a credit note

A credit note is created whenever you want to cancel or correct part of an original invoice.

A credit note can be issued both before the invoice has been fully paid and after payment has already been completed.

1. Select “Create Credit Note”

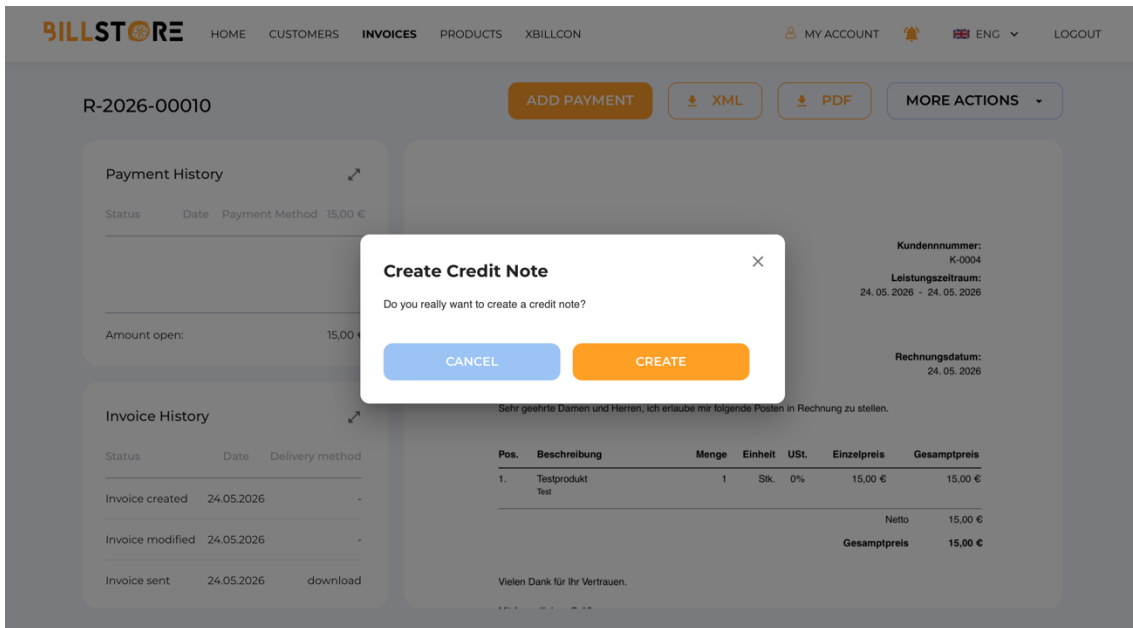
In the relevant invoice, open the “More Actions” menu and select “Create Credit Note.”

The screenshot displays the BillStore interface for invoice R-2026-00010. The top navigation bar includes the BillStore logo, menu items (HOME, CUSTOMERS, INVOICES, PRODUCTS, XBILLCON), and user options (MY ACCOUNT, ENG, LOGOUT). The invoice details section shows the invoice number R-2026-00010, an 'ADD PAYMENT' button, and download options for XML and PDF. The 'MORE ACTIONS' menu is open, listing options: Send again, Duplicate invoice, Create Reminder, Create Credit Note (highlighted), and Invoice Cancellation. The invoice content includes customer information (Musterunternehmen, Max Mustermann), a table with one item (Testprodukt), and a total price of 15,00 €. The 'Rechnungsdatum' is 24.05.2026.

Pos.	Beschreibung	Menge	Einheit	USt.	Einzelpreis	Gesamtpreis
1.	Testprodukt Test	1	Stk.	0%	15,00 €	15,00 €
						Netto 15,00 €
						Gesamtpreis 15,00 €

2. Confirm creation

Confirm the process to generate the credit note.



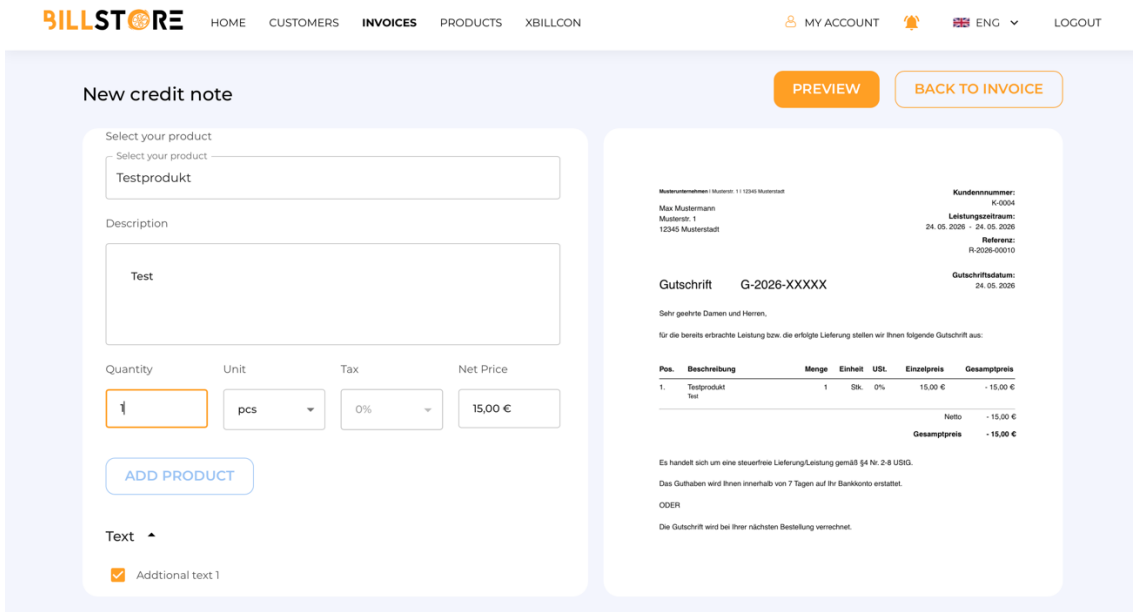
3. Review data

The original data from the source invoice will automatically be transferred.

Please review the information carefully.

4. Adjust invoice items

You can edit the transferred items or add new ones.



5. Complete the credit note

Review the credit note in the preview.

Afterwards, you can save and send it.

6. Payment reconciliation for credit notes

When processing credit notes, two situations must be distinguished:

Case 1: Invoice already fully paid

If the original invoice has already been paid in full, the credit note creates a refund claim for the customer.

→ The credited amount must be refunded to the customer.

Case 2: Invoice not yet fully paid

If the invoice has not yet been fully settled, the credit note reduces the outstanding invoice balance.

→ The customer only needs to pay the remaining amount due.

The screenshot displays the BILLSTORE web interface. At the top, there is a navigation bar with the BILLSTORE logo and menu items: HOME, CUSTOMERS, INVOICES, PRODUCTS, XBILLCON. On the right side of the navigation bar, there are links for MY ACCOUNT, a notification bell, language selection (ENG), and LOGOUT.

The main content area is titled "Preview credit note" and contains three buttons: MODIFY, READY TO SEND, and BACK TO INVOICE.

The credit note preview is shown in a white box with the following details:

Musterunternehmen | Musterstr. 1 | 12345 Musterstadt
Max. Mustermann
Musterstr. 1
12345 Musterstadt

Kundennummer: K-0004
Leistungszeitraum: 24. 05. 2026 - 24. 05. 2026
Referenz: R-2026-00010

Gutschrift G-2026-XXXXX
Gutschriftsdatum: 24. 05. 2026

Sehr geehrte Damen und Herren,
für die bereits erbrachte Leistung bzw. die erfolgte Lieferung stellen wir Ihnen folgende Gutschrift aus:

Pos.	Beschreibung	Menge	Einheit	USt.	Einzelpreis	Gesamtpreis
1.	Testprodukt Test	1	Stk.	0%	15,00 €	- 15,00 €
						Netto - 15,00 €
						Gesamtpreis - 15,00 €