

Organization Credits

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Exciting news! Our ConnectBooster Support documentation is moving to a new location. Be sure to bookmark the new link below.

<https://help.cb.kaseya.com/help/Content/0-HOME/Home.htm>

Credit Memos and Unapplied Payments

On the Overview overview page, any outstanding credit memos or Unapplied payments will be shown for the organization. This is a view only option and cannot be acted upon in the portal. To use/apply an available credit to an invoice, you will need to do so directly in the accounting package and then run a sync to update the portal.

ID	Type	Remaining Credit
		\$1,126.26
		\$4.63
		\$5.32
		\$6.30
		\$1,173.40

Security Permissions can restrict the viewing of credits on the customer portal. This is done under the [Client Profiles](#) section "Can View Credits" option.

*Note: we won't display "overage" type payments.