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Processing Charges Awaiting Credits

Below are the steps for Accountholders when a charge is held awaiting a credit in Works:

Original TXN

- Update the transaction by assigning the appropriate GL values.
- Add a comment to identify a credit is needed with any other pertinent information before saving the transaction. The link for adding a transaction is here: [Job Aid-Adding Comments to Transaction](#) .
- Once the credit is received, add the credit TXN id to the comments and they should be referenced in your backup. Process your transaction.

Credit TXN

- Ensure the original TXN is referenced on the backup documentation. The original receipt can be used. However, it will need additional information added, such as an explanation for the credit and the items being refunded should be identified on the receipt. For example, circle the sales tax or the item returned and add an explanation.
- Add the original charge's TXN id to the comments of the credit.