

CREATING CREDIT NOTES

You can issue a credit note to:

- Resolve a dispute on an invoice, correct an invoice, or cancel a duplicate invoice.
- Record miscellaneous credit, for example, return/cancellation of goods, price adjustments, rebates and refunds.

To create a credit note:

1. Click on the **Create Credit Note** button above the **Invoices** table on the **Invoices** page or, on the **Orders** page, click on the **Create Credit Note** (credit note icon) for the PO in the **Actions** column of the **Purchase Orders** table.
2. In the appearing **Credit Note** popup, select the reason for your credit note.

Credit Note X

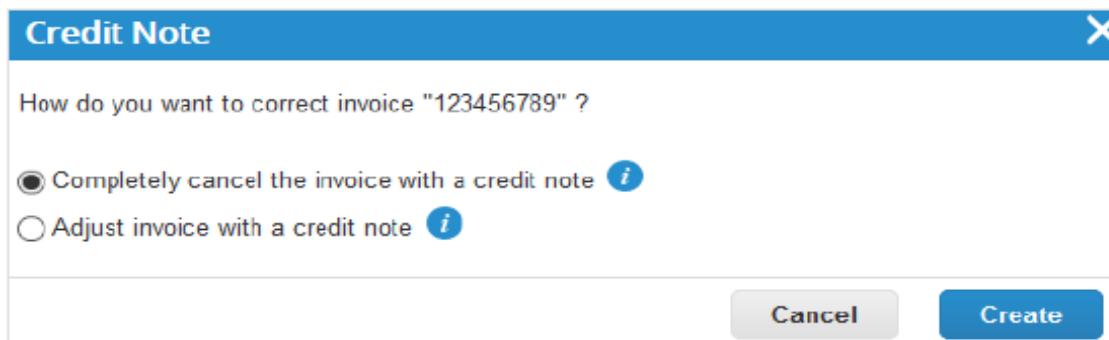
If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer please select other.

Reason Resolve issue for invoice number Other (e.g. rebate) Select an Option 

Cancel Continue

•Resolve a dispute

If the credit note is related to a problem with an invoice or the goods shipped, select the **Resolve issue for invoice number** radio button and, from the drop-down list, select the invoice number. Click **Continue** to select how you want to resolve the issue.



You can choose to issue a credit note to cancel and optionally correct the invoice or to adjust it.

NOTE: Only quantity or price can be reduced through partial credit notes.

Create the credit note similarly to creating an invoice.

If you completely cancel the invoice, you can edit the following fields: **Credit Note Number**, **Credit Note Date**, **Supplier Note**, and **Discount Amount**. You can also add attachments (file, URL, or text) and an **Image Scan**, and modify PO lines, the UNSPSC, and tax reason descriptions. The other fields are pre-populated and not editable so that all the information is carried over from the original invoice.

If you adjust the invoice, you can also edit the price or quantity. Line level taxes are carried over from the invoice and are prorated based on the credit amount.

•Record a credit

Select **Other** and click **Continue**. If a contract is available, you can also select it from the drop-down list.

Credit Note X

If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer please select other.

Reason Resolve issue for invoice number Other (e.g. rebate) Select an Option

Select a Contract (If applicable)



Cancel **Continue**

If you selected **Other**, you are asked to create a new or choose an existing invoice from address before editing the invoice.

Header level charges (for example, shipping, handling, miscellaneous, or header level tax) are not brought over from the original invoice. To provide a credit for header level charges, you need to submit a separate stand-alone credit note

VERSION CONTROL

Version:	1.1
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Document Review

The document will be reviewed annually to ensure the procedures remain accurate.

Review Details		
Author	Summary of changes	Date
Susana Santos	Guide reviewed into account R28 upgrade	30/12/2020