Create a Credit Memo

A credit memo may be used when goods or services have been cancelled or returned, or when an error in the billing has been noticed after the invoice has been printed.

You may raise a credit memo for the full invoice amount or for part of the invoice amount.

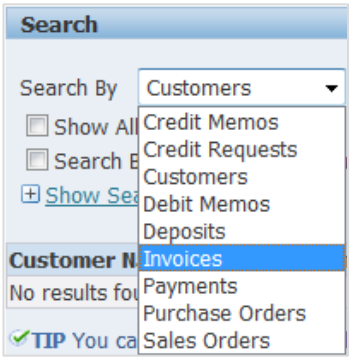
Important: A credit memo requires approval before it can be completed and sent to the customer. You **will not** have the option to change the financial approver during the creation of a credit memo. If you need to change your *UOM Financial Approver* you must update your User Profile Preferences before you begin. Refer to the *Setting your User Profile* reference card for instructions.

Raising a credit memo

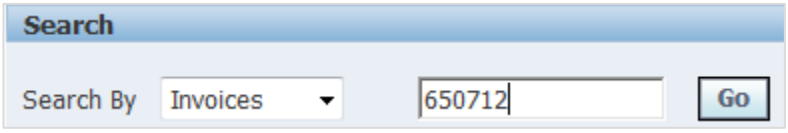
1 Navigate to your **iReceivables** responsibility.

The Customer Search screen will display.

2 Select *Invoices* from the Search By drop down list.



3 Enter the invoice number in the Search Criteria field and then click **Go**.



The invoice details that match your query are returned, showing the invoice number, customer name, number and address.

4 Check the invoice details to confirm you have retrieved the correct invoice to be credited.

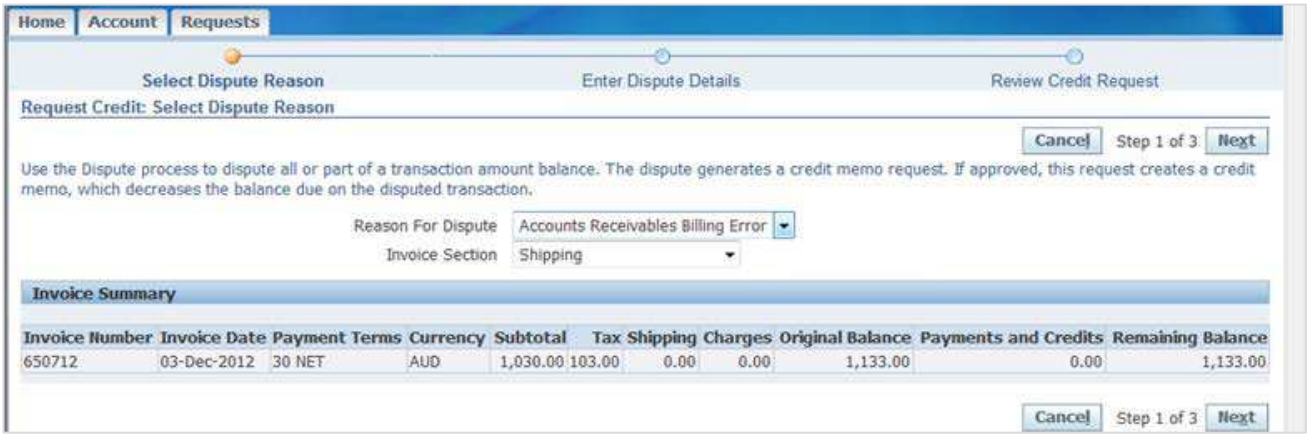
5 Click on the **invoice** link in the Transaction Number column.

Transaction Number	Customer Name	Customer Number	Organization	Address	Address Type	Primary Contact	Contact Phone	Account Summary
650702	CELL BIOSCIENCES PTY LTD	222749	All Organizations	All Locations				
650702	CELL BIOSCIENCES PTY LTD	222749	The University of Melbourne	PO BOX 243, HEIDELBERG, VIC, 3084, Australia	Bill To			

The invoice screen will display showing, header information, transaction lines (including tax) and the invoice total.

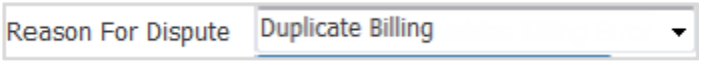
6 Click the **Dispute** button to create the credit memo request.

The Request Credit: Select Dispute Reason screen will display.



7 Select an appropriate reason from the Reason for Dispute drop down list.

For example: *Duplicate Billing*.



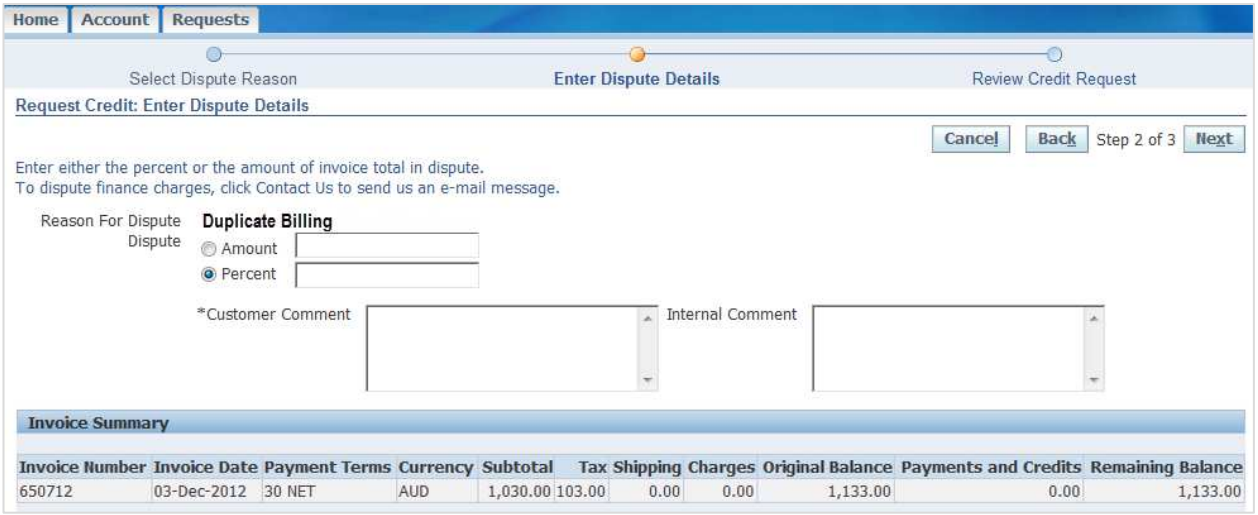
8 Select an option from the Invoice Section drop down list.

Your selection will determine the portion of the invoice to be credited.
Choose one of the recommended options, which are;

- *Specific Invoice Lines + Tax* (to reverse an entire line item plus tax)
- *Total* (to reverse a specific amount less than or equal to the invoice total)

We recommend you use *Total* to reverse a portion or full invoice amount.

9 Click on the **Next** button to progress to the Enter Dispute Details screen.



There are two ways to credit an invoice, the method you choose will depend on the information you have available:

- *Amount* (enter a specific dollar value to be credited)
- *Percentage* (enter a percentage of the total to be credited)

10 Select the appropriate radio button option and then enter the dollar value or percentage into the text field.

If the credit is for a percentage of the total invoice, select *percent*.
If the credit is for a specific dollar value, select *amount*.

For example: select *Percent* to credit 100% of the total invoice.

11 Enter the reason for raising the credit memo in the Customer Comment field.

Note: this is a mandatory field. The details entered here will be forwarded to your approver and will also appear against the invoice record under the **Notes** tab.
For example: *Duplicate invoice, refer to invoice number 6099887*

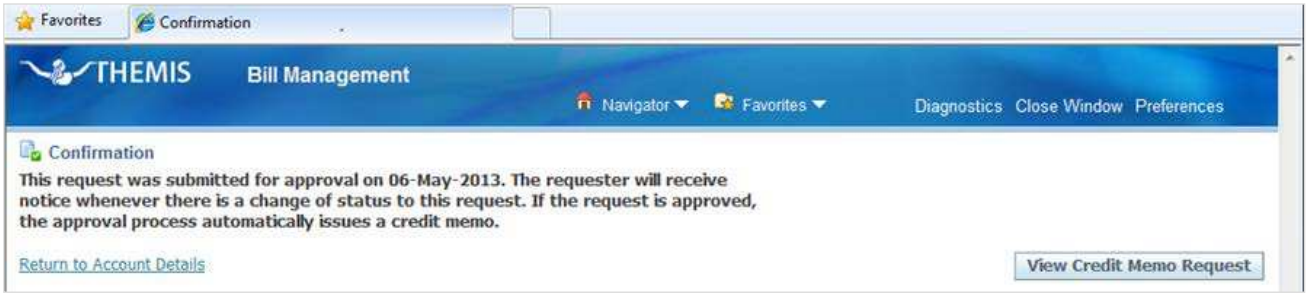
12 Click on the **Next** button.

A summary of your credit memo request will display.
From here you have the option of clicking on the;

- **Back** button (to go back and change your request details)
- **Submit** button (to submit your request for approval)

13 Click on the **Submit** button to proceed for approval.

A message will display confirming that the credit memo request has been forwarded for approval.



It is important that you check the balance of the invoice once your request has been approved to ensure the charges were successfully reversed and to print a copy of the credit memo to be sent to the customer.

To confirm the Invoice Balance

1 From your **UOM Manager** or **UOM Data Entry** responsibility, navigate to **Receivables > UOM Invoices**.

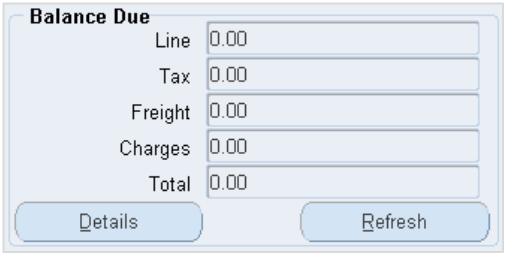
The Transaction Summary screen will display.

2 Retrieve the invoice.

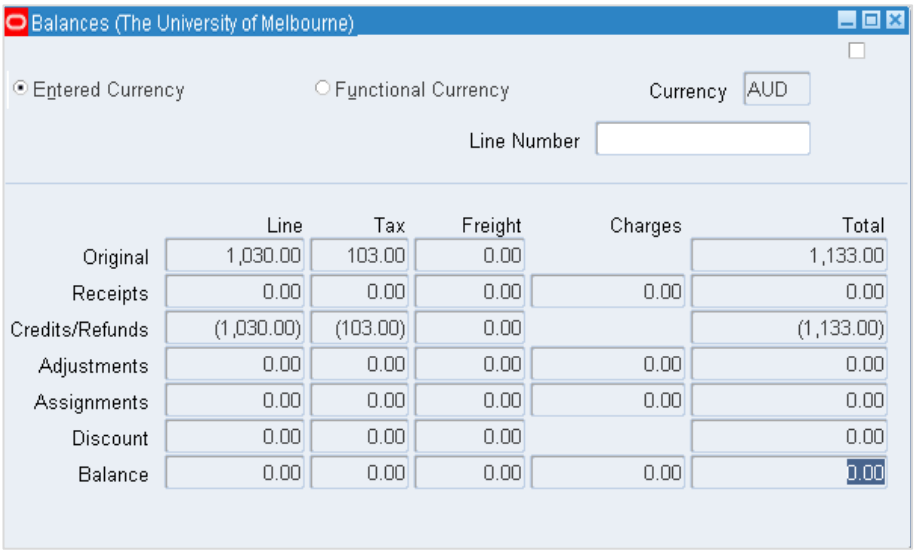
Press **F11** to enter query mode (or select **View > Query by Example > Enter** from the menu bar)
Enter your search parameters (e.g.: invoice number, customer, invoice date, etc).
Press **Ctrl + F11** to retrieve the invoice/s matching your search criteria (or select **View > Query by Example > Run** from the menu bar).

3 Select the appropriate invoice and click on the **Open** button.

4 Click on the **Details** button in the Balance Due section of the invoice, located in the top right hand corner of the screen.



The Balances screen will display.
Where 100% Credit Memo has been raised the Credit/Refund total should equal the total of the Original charges, leaving a balance of zero.

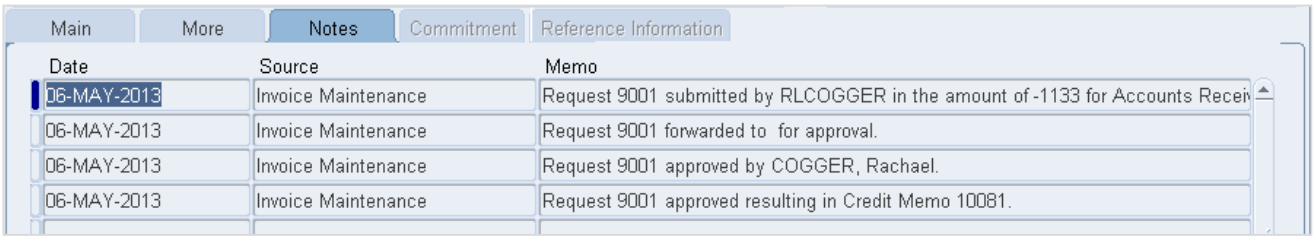


	Line	Tax	Freight	Charges	Total
Original	1,030.00	103.00	0.00		1,133.00
Receipts	0.00	0.00	0.00	0.00	0.00
Credits/Refunds	(1,030.00)	(103.00)	0.00		(1,133.00)
Adjustments	0.00	0.00	0.00	0.00	0.00
Assignments	0.00	0.00	0.00	0.00	0.00
Discount	0.00	0.00	0.00		0.00
Balance	0.00	0.00	0.00	0.00	0.00

5 Close the Balances screen to return to the Transaction Summary screen.

6 Click on the **Notes** tab to view the record history and check the record approval status.

Note: the record history will show the Customer Comment entered for **Step 11** of the *Raising a Credit Memo* section above and the approver status i.e. forwarded to approver and/or approved.
The assigned credit memo number will also appear as part of the Memo line information i.e. *credit memo 10081*.
Take note of the credit memo number in order to retrieve it for printing.



To Print the Credit Memo

Before you print the credit memo it is recommended that you enter the details of a contact person within your Business Centre. This should be the person the customer can contact regarding the credit memo details.

Note: you must have a printer set as your default printer in your user preferences for the document to print automatically.

Enter the contact details

1 From your **UOM Manager** or **UOM Data Entry** responsibility, navigate to **Receivables > UOM Invoices**.

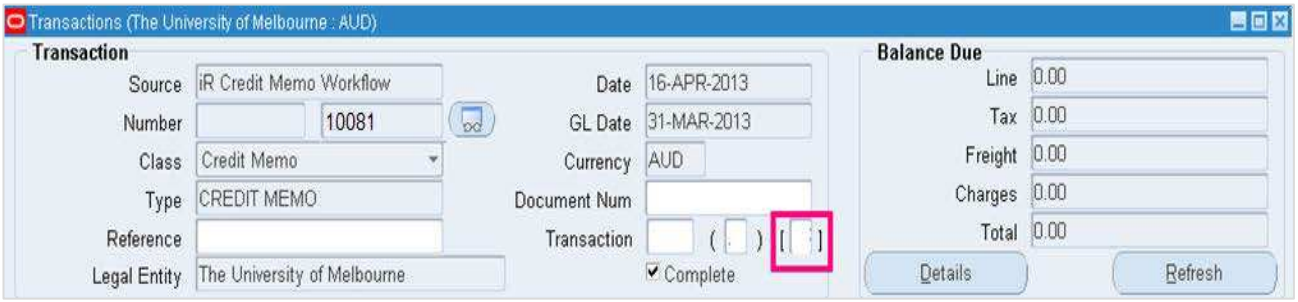
The Transaction Summary screen will display.

2 Retrieve the credit memo.

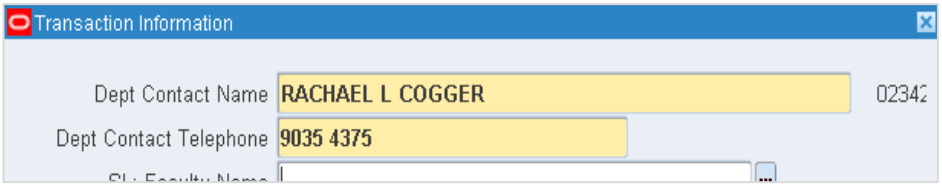
Press **F11** to enter query mode (or select **View > Query by Example > Enter** from the menu bar)
Enter your search parameters (e.g.: credit memo number).
Press **Ctrl + F11** to retrieve the invoice/s matching your search criteria (or select **View > Query by Example > Run** from the menu bar).

Note: the credit memo number will appear as part of the memo line information under the **Notes** tab of the Invoice (refer to **step 6** of *To confirm the Invoice balance* section above).

3 From the *Transactions Summary* screen, click into the [ ] flexfield at the top centre of the screen.



4 Enter the details for the Business Centre contact then click **OK.**



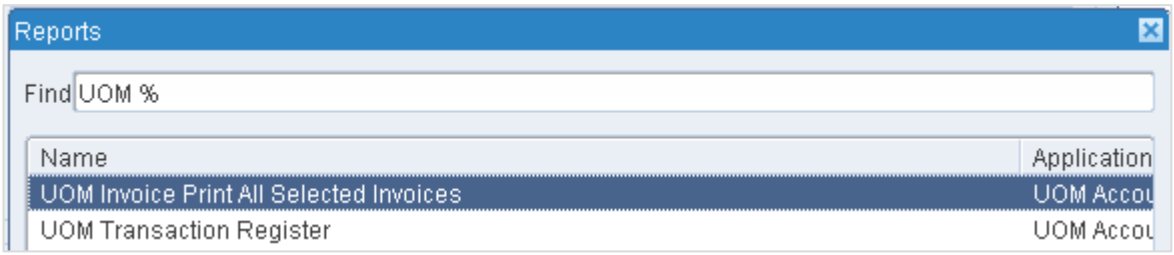
Print the credit memo

1 Navigate to **Receivables > AR Reports.**

2 Click **OK** to submit a single request.

The Receivable Reports screen will display.

3 In the Name field click on the List of Values (LOV) and select the *UOM Print All Selected Invoices* report.



4 Enter the report parameters.

Field	Action	Comment
Transaction Number Low	Enter the number of the credit memo you wish to print.	
Transaction Number High	Enter the number of the credit memo (as above).	

5 Click the **OK** button to close the Parameters screen.

6 Click on the **Options** button in the Upon Completion section and ensure your print copies are set to *1*.

7 Click the **Submit** button to run the report.

8 Select *No* when prompted to run another request.

Viewing the status of your request

You may view the status of progress of the request.

1 Select **View > Requests** from the menu bar.

The Find Requests screen will display.

2 Click the **Find** button to retrieve all your requests.

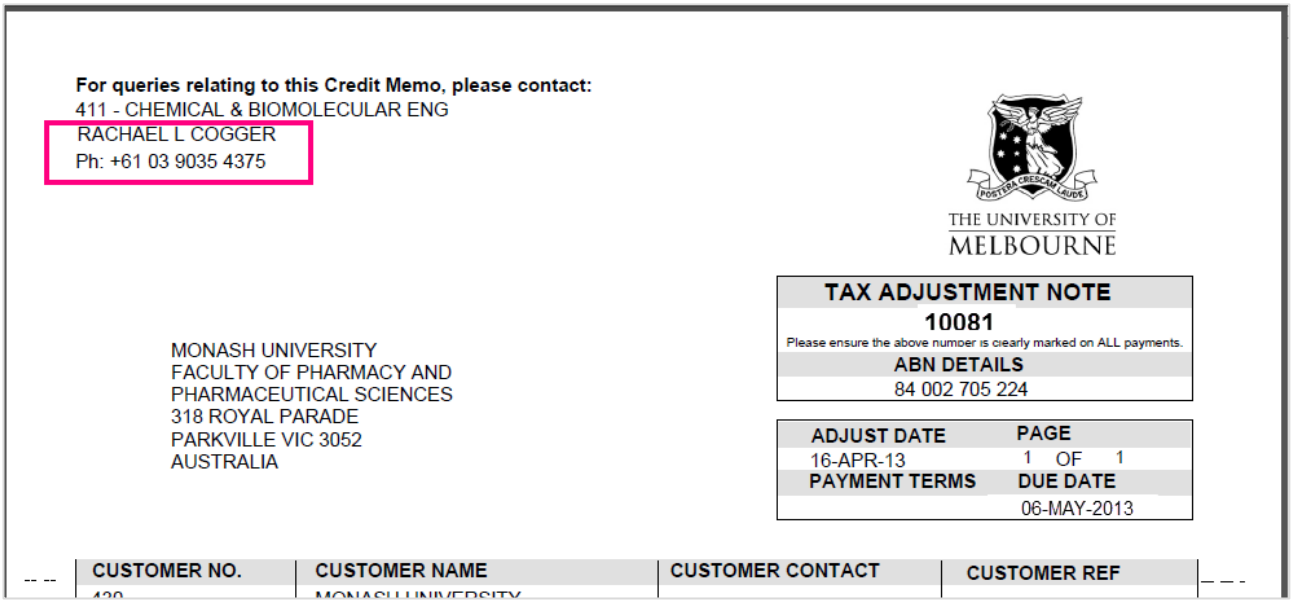
The Requests screen will display the progress of your request (Phase). Your most recent request will display at the top of the listed reports.
If the Phase field indicates that the report is pending or running, click on the **Refresh Data** button until the report is completed.

3 When the Phase field indicates that the report has completed, click on the **View Output** button.

The credit memo will open in PDF format (in Adobe Acrobat Reader).

4 Select **Tools > Reprint/Republish** from the toolbar to print the credit memo, if desired.

Note: you may only print an original version of the credit memo once. Each subsequent reprint will be printed with a watermark stating that it is a copy. It is advised that you save the original as a PDF document to an appropriate location on your local computer or network or keep a photocopy of the credit memo on file in case the customer requests you to send another original.


For queries relating to this Credit Memo, please contact:
411 - CHEMICAL & BIOMOLECULAR ENG
RACHAEL L COGGER
Ph: +61 03 9035 4375

THE UNIVERSITY OF MELBOURNE

TAX ADJUSTMENT NOTE
10081
Please ensure the above number is clearly marked on ALL payments.
ABN DETAILS
84 002 705 224

MONASH UNIVERSITY
FACULTY OF PHARMACY AND
PHARMACEUTICAL SCIENCES
318 ROYAL PARADE
PARKVILLE VIC 3052
AUSTRALIA

ADJUST DATE	PAGE
16-APR-13	1 OF 1
PAYMENT TERMS	DUE DATE
	06-MAY-2013

CUSTOMER NO.	CUSTOMER NAME	CUSTOMER CONTACT	CUSTOMER REF

Note: the entered contact person's details will appear in the top left hand corner of the document as shown.