

Create a Credit Memo

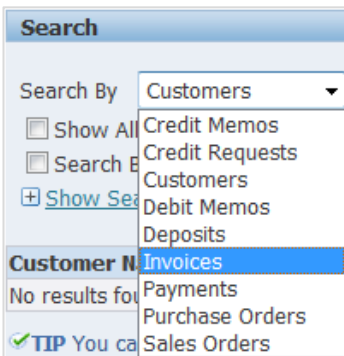
A credit memo may be used when goods or services have been cancelled or returned, or when an error in the billing has been noticed after the invoice has been printed.

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.



The screenshot shows a 'Search' window with a 'Search By' dropdown menu open. The dropdown list includes: Credit Memos, Credit Requests, Customers, Debit Memos, Deposits, **Invoices** (highlighted), Payments, Purchase Orders, and Sales Orders. There are also checkboxes for 'Show All' and 'Search By', and a 'Show Search' button. A 'Customer Number' field is visible with the text 'No results found'. A tip at the bottom says 'TIP You can...'

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



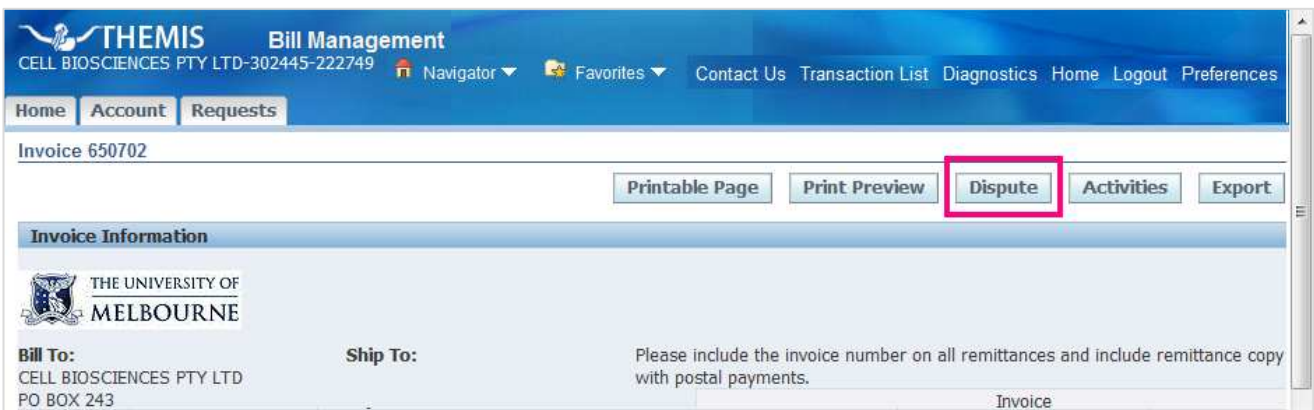
The screenshot shows the 'Search' window with 'Invoices' selected in the 'Search By' dropdown. The search criteria field contains the number '650712'. A 'Go' button is visible to the right of the search criteria field.

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.



The screenshot shows the 'THEMIS Bill Management' interface for invoice 650702. The header includes the customer name 'CELL BIOSCIENCES PTY LTD-302445-222749' and navigation links like 'Navigator', 'Favorites', 'Contact Us', 'Transaction List', 'Diagnostics', 'Home', 'Logout', and 'Preferences'. Below the header, there are buttons for 'Printable Page', 'Print Preview', **Dispute** (highlighted with a red box), 'Activities', and 'Export'. The 'Invoice Information' section shows the logo for 'THE UNIVERSITY OF MELBOURNE' and 'Bill To' information for 'CELL BIOSCIENCES PTY LTD'. A note at the bottom says 'Please include the invoice number on all remittances and include remittance copy with postal payments.'

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

The Request Credit: Select Dispute Reason screen will display.

Invoice Number	Invoice Date	Payment Terms	Currency	Subtotal	Tax	Shipping	Charges	Original Balance	Payments and Credits	Remaining Balance
650712	03-Dec-2012	30 NET	AUD	1,030.00	103.00	0.00	0.00	1,133.00	0.00	1,133.00

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.

Invoice Number	Invoice Date	Payment Terms	Currency	Subtotal	Tax	Shipping	Charges	Original Balance	Payments and Credits	Remaining Balance
650712	03-Dec-2012	30 NET	AUD	1,030.00	103.00	0.00	0.00	1,133.00	0.00	1,133.00

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

- From your **UOM Manager** or **UOM Data Entry** responsibility, navigate to **Receivables > UOM Invoices**.
The Transaction Summary screen will display.
- 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).
- Select the appropriate invoice and click on the **Open** button.
- Click on the **Details** button in the Balance Due section of the invoice, located in the top right hand corner of the screen.

Balance Due	
Line	0.00
Tax	0.00
Freight	0.00
Charges	0.00
Total	0.00

Details Refresh

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.

Balances (The University of Melbourne)						
<input checked="" type="radio"/> Entered Currency		<input type="radio"/> Functional Currency		Currency AUD		
Line Number <input type="text"/>						
	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	

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

Date	Source	Memo
06-MAY-2013	Invoice Maintenance	Request 9001 submitted by RLCOGGER in the amount of -1133 for Accounts Receiv
06-MAY-2013	Invoice Maintenance	Request 9001 forwarded to for approval.
06-MAY-2013	Invoice Maintenance	Request 9001 approved by COGGER, Rachael.
06-MAY-2013	Invoice Maintenance	Request 9001 approved resulting in Credit Memo 10081.

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.

Name	Application
UOM Invoice Print All Selected Invoices	UOM Accou
UOM Transaction Register	UOM Accou

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.

<p>For queries relating to this Credit Memo, please contact: 411 - CHEMICAL & BIOMOLECULAR ENG RACHAEL L COGGER Ph: +61 03 9035 4375</p>		 THE UNIVERSITY OF MELBOURNE											
<p>MONASH UNIVERSITY FACULTY OF PHARMACY AND PHARMACEUTICAL SCIENCES 318 ROYAL PARADE PARKVILLE VIC 3052 AUSTRALIA</p>		<table border="1"> <tr> <th colspan="2">TAX ADJUSTMENT NOTE</th> </tr> <tr> <td colspan="2" style="text-align: center;">10081</td> </tr> <tr> <td colspan="2" style="text-align: center;"><small>Please ensure the above number is clearly marked on ALL payments.</small></td> </tr> <tr> <th colspan="2">ABN DETAILS</th> </tr> <tr> <td colspan="2" style="text-align: center;">84 002 705 224</td> </tr> </table>		TAX ADJUSTMENT NOTE		10081		<small>Please ensure the above number is clearly marked on ALL payments.</small>		ABN DETAILS		84 002 705 224	
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---	CUSTOMER NO. 120	CUSTOMER NAME MONASH UNIVERSITY	CUSTOMER CONTACT	CUSTOMER REF ---									

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