

A credit note may be used when good 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 note for the full invoice amount or for part of the invoice amount.

Raising a credit note for the full invoice amount

1 Navigate to **Receivables > UOM Invoices**.

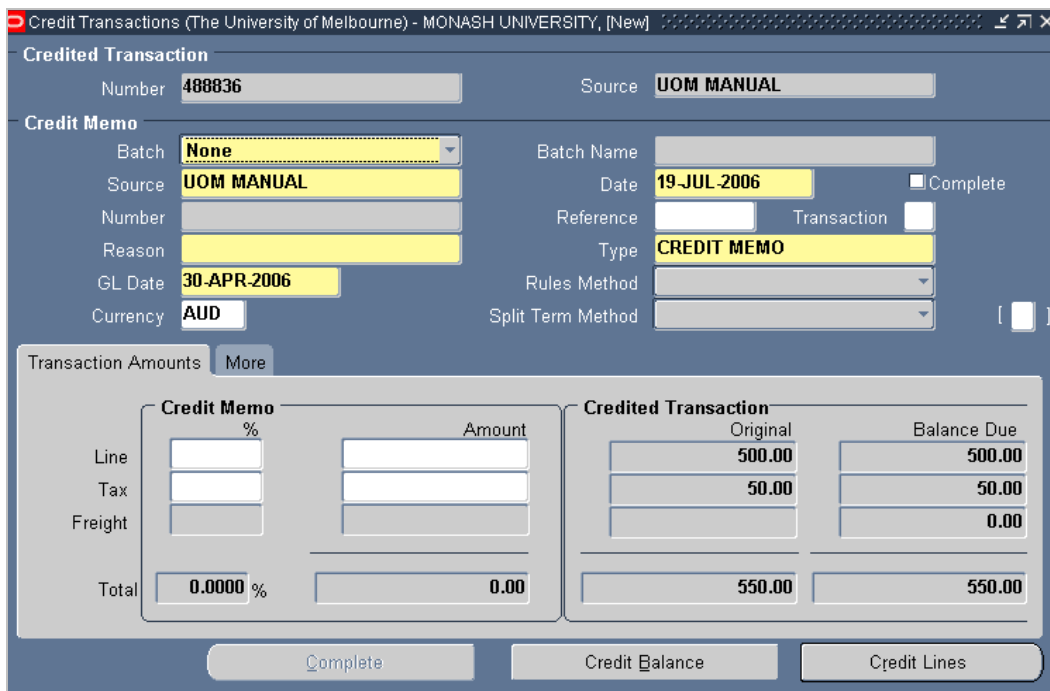
The Transaction Summary screen will display.

2 Retrieve the invoice you wish to credit.

- 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 **Credit** button.

The Credit Transactions screen will display. Most of the details will default from the invoice selected.



Credit Memo		Credited Transaction	
Line	%	Original	Balance Due
		500.00	500.00
Tax		50.00	50.00
Freight			0.00
Total	0.0000 %	550.00	550.00

4 Click on the [] descriptive flexfield located on the bottom right of the Credit Memo section.

The Transaction Information screen will display.

- The Department Contact Name will default to your name.
- Enter your contact details in the Dept Contact Telephone field and click **OK** to close the screen. This will allow others to direct queries to you if required.

5 Click on the **Credit Balance** button.

A message will display advising that the balance of the invoice has been credited (in this case the balance will be 100%). Click **OK** to close the message screen.

6 In the Credit Memo section complete the following field:

Field	Action	Comment
Reason	Select an appropriate reason for crediting the invoice from the List of Values (LOV).	

7 If a more detailed explanation is required, click on the **More** tab and enter your details in the Comments field.

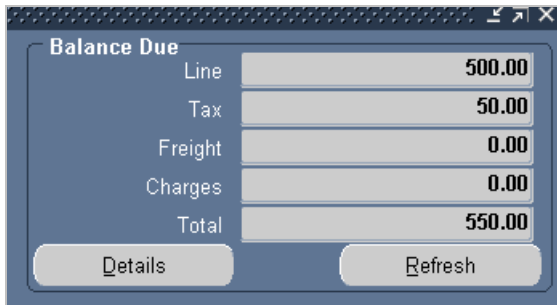
For example, you may wish to enter the new (replacement) invoice number.

8 Click on the **Save** icon in the Toolbar then click on the **Complete** button to finalise the credit note.

It is important that you check the balance of the invoice once you have completed the credit note to ensure that the charges were successfully reversed.

To confirm the invoice balance:

- 9 Open the invoice record.
- 10 Click on the **Details** button in the Balance Due section located in the top right of the screen.



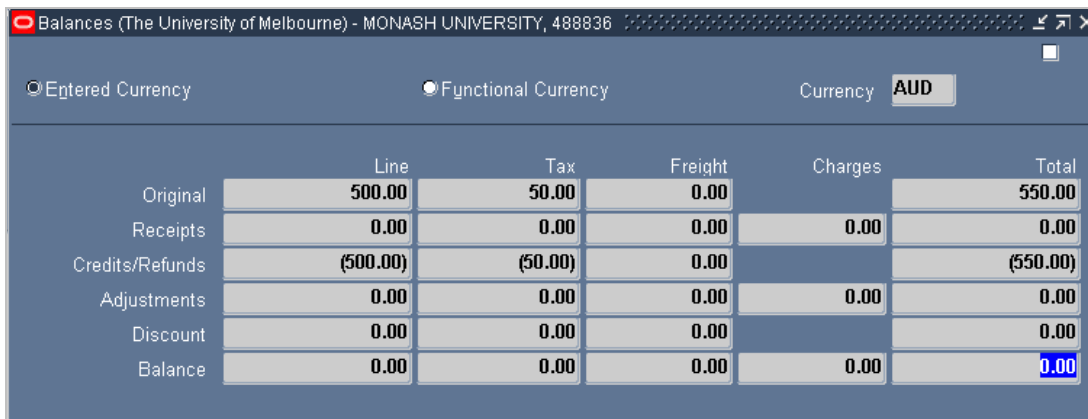
A dialog box titled "Balance Due" with a close button (X) in the top right corner. It contains a table with the following data:

Line	500.00
Tax	50.00
Freight	0.00
Charges	0.00
Total	550.00

At the bottom of the dialog box, there are two buttons: "Details" and "Refresh".

The Balances screen will display.

The Credits/Refunds total should equal the total of the Original charges, leaving a balance of zero.



The screenshot shows the "Balances" screen for "The University of Melbourne - MONASH UNIVERSITY, 488836". The currency is set to AUD. The screen displays a table with the following data:

	Line	Tax	Freight	Charges	Total
Original	500.00	50.00	0.00		550.00
Receipts	0.00	0.00	0.00	0.00	0.00
Credits/Refunds	(500.00)	(50.00)	0.00		(550.00)
Adjustments	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

Raising a credit note for part of the invoice amount

1 Navigate to **Receivables > UOM Invoices**.

The Transaction Summary screen will display.

2 Retrieve the invoice you wish to credit.

- 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 **Credit** button.

The Credit Transactions screen will display. Most of the details will default from the invoice selected.

Line	Credit Memo %	Amount	Credited Transaction Original	Balance Due
			12,000.00	12,000.00
Tax			0.00	0.00
Freight				0.00
Total	0.0000 %	0.00	12,000.00	12,000.00

4 Click on the [] descriptive flexfield located on the bottom right of the Credit Memo section.

The Transaction Information screen will display.

- The Department Contact Name will default to your name.
- Enter your contact details in the Dept Contact Telephone field and click **OK** to close the screen. This will allow others to direct queries to you if required.

5 In the Credit Memo section complete the following field:

Field	Action	Comment
Reason	Select an appropriate reason for crediting the invoice from the LOV.	

6 Click on the **Credit Lines** button.

The Credit Lines screen will display.

Transaction	Lines	Tax	Freight
Total 0.00	0.00	0.00	0.00

Num	Item	Description	UOM	Quantity	Unit Price	Amount	Tax Code	Trans

- 7 Click on the **LOV** in the Number field and select the line you wish to credit.
The details of the specified line will populate (e.g.: description, UOM, etc).
- 8 In the Amount field enter the amount you wish to credit, preceded by a minus sign.

Note: do not include any punctuation (i.e.: comma or \$ sign) when entering the amount.
For example, if you wish to credit the line by \$2,000, enter -2000.

Num	Item	Description	UOM	Quantity	Unit Price	Amount	Tax Code
1		Research project fi				-2,000.00	GST-0 LOCAL

- 9 Click on the **Save** icon in the Toolbar then close the Credit Lines screen.
The credited amount and the balance due will display in the Transaction Amounts tab.
- 10 Click on the **Complete** button to finalise the credit note.
Note: you should make a note of the Credit Memo number, which you may print if the customer requests it.
To print a credit memo refer to the *Printing a tax invoice in Themis* reference card (Option 2).