

CREATE CREDIT MEMO

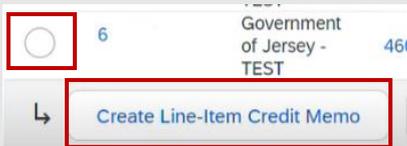
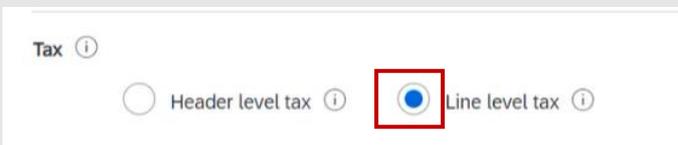
QUICK REFERENCE GUIDE



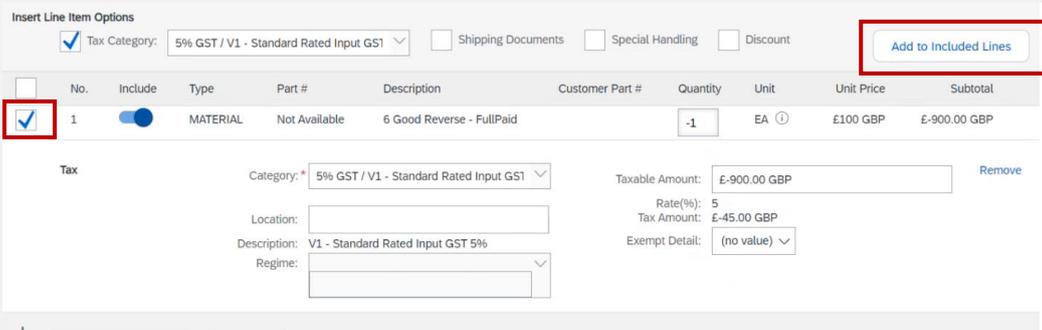
Step by step

To Create Credit Memo

Step **Action**

1.	Click the Workbench tab	
2.	Click the Orders tile	
3.	Click the PO number	
4.	IF ...	THEN ...
	Goods Order where the discount/credit is for a specific Line Item	Step 5 - Step 14
	Goods Order where the discount is for a lump sum of the total order	Step 15 – Step 23
	Service Order	Step 15 – Step 23
5.	Click Create Invoice and select Line Item Credit Memo	
6.	Use the radio button to select the Line Item you wish to credit and click Create Line-Item Credit Memo	
		
7.	Enter Invoice number or Credit Memo number in the Credit Memo # field	
		
8.	(Optional) Go to <i>Tax</i> section and use the radio button to select Line Level Tax to add tax if required	
		
	Note: Disregard <i>Shipping</i> and <i>Additional Fields</i> sections	
9.	Go to <i>Line Items</i> section at the bottom of page	
10.	IF ...	THEN ...
	Line Level tax is selected	Tick box next to Tax Category and select the appropriate tax from the dropdown
		

Step Action

	Line Level tax is not selected	Go to step 11
11.	<p>Tick box next to the line item and click Add to Included Lines Note: This will then add the tax below the line item</p> 	
12.	In the Quantity field input the credit quantity in negative numbers e.g -2	
13.	Click Update then click Next and review the credit memo	
14.	Click Submit	
END	The credit number displays on the purchase order under the related documents section. Sent credit memos can be viewed on invoice tiles in the Workbench.	
15.	Click Create Invoice and select Credit Memo .	
16.	Enter Invoice number or Credit Memo number in the Credit Memo Number field	
17.	(Optional) Input comments	
18.	Scroll down to the <i>Adjustment</i> section	
19.	In the Adjustment in Subtotal field input the credit amount in negative numbers e.g -50	
20.	Click Create Tax and select the relevant tax from the dropdown	
21.	(Optional) Make negative adjustments for any special handling and shipping as necessary	
22.	Click Next and review the credit memo	
23.	Click Submit	
END	The credit number displays on the purchase order under the related documents section. Sent credit memos can be viewed on invoice tiles in the Workbench.	