How to Create a Credit Memo Invoice

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Description

This document provides the steps on how to create a credit memo invoice on the **SAP Business Network** for a PO or non-PO invoice.

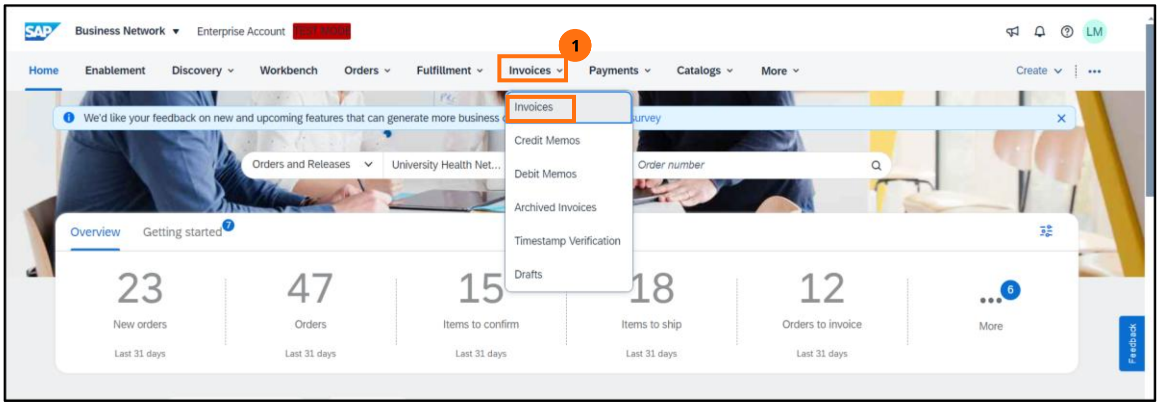
A **credit memo invoice**, also known as a **credit note**, is a commercial document issued by the seller and sent to the buyer when there is a reduction in the amount payable to the seller. By issuing a credit memo invoice, the seller promises to pay back the reduced amount or adjust it in a subsequent transaction.

Audience: SAP Business Network suppliers who are transacting with the University Health Network on the SAP Business Network.

Disclaimer: Any information or numerical values shown in images are provided for training purposes only. They do not reflect actual supplier information.

Create a Credit Memo Invoice

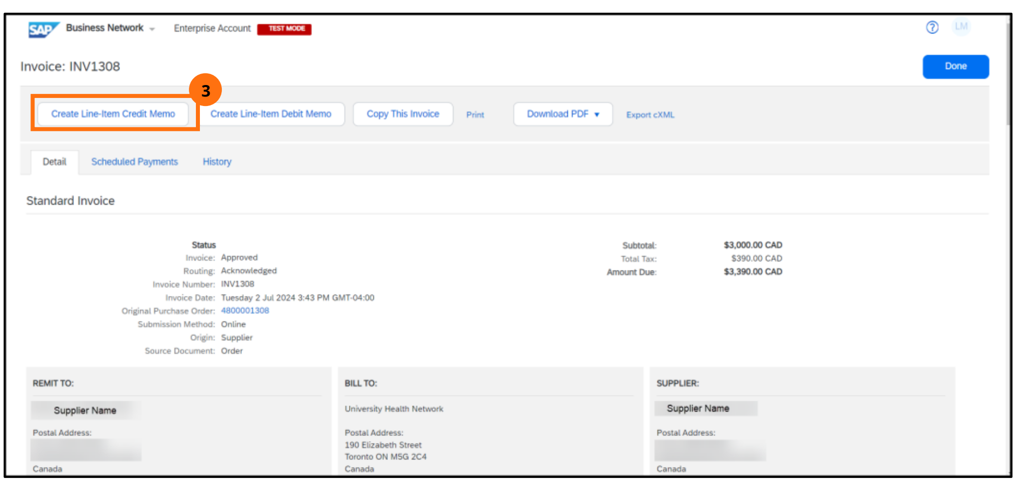
1. On the **SAP Business Network** home page, click the **Invoices Tab** dropdown menu and select **Invoices.**



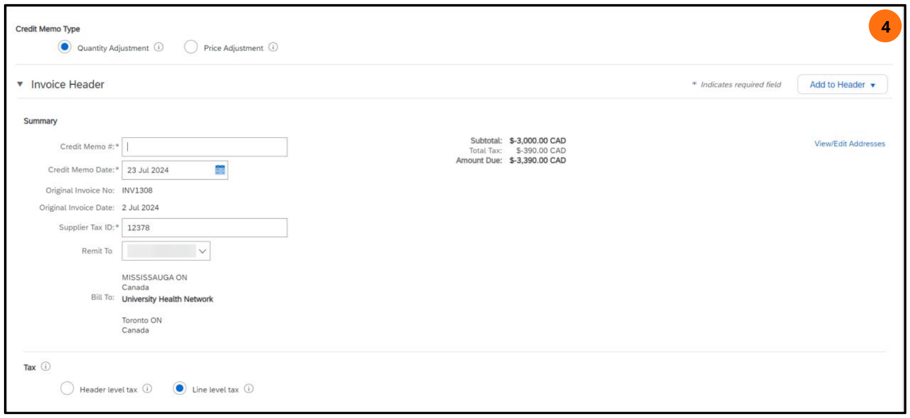
2. You will see a list of invoices submitted. Each invoice number is a hyperlink to open and view that invoice. Select the invoice you want to issue a credit memo invoice for by clicking on the hyperlink.
   Note: The **Invoice Status** (i.e. Sent, Acknowledged, and Approved) will not have an impact on creating a credit memo invoice.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	To ad	Actions
INV1287	University Health Net work - TEST	4800001287	Jul 3, 2024	$9246.47 CAD	Acknowledged	Sent			...
INV1287	University Health Net work - TEST		Jul 3, 2024		Failed	Rejected			...
CM1308	University Health Net work - TEST	4800001308	Jul 2, 2024	$-1130 CAD	Acknowledged	Approved			...
CM145	University Health Net work - TEST	4800001308	Jul 2, 2024	$-1130 CAD	Acknowledged	Approved			...
INV1308	University Health Net work - TEST	4800001308	Jul 2, 2024	$3390 CAD	Acknowledged	Approved			...
INV0012812	University Health Net work - TEST	4800001281	Jul 2, 2024	$9246.47 CAD	Acknowledged	Approved			...

3. The selected invoice will open. Click **Create Line-Item Credit Memo**.



4. The Credit Memo form will open.



Note: It is important to understand that some fields will auto populate based on the original invoice submission.

Complete information in the form of a credit memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks are filled in.

Fill in fields accurately to ensure proper submission of the credit memo invoice.

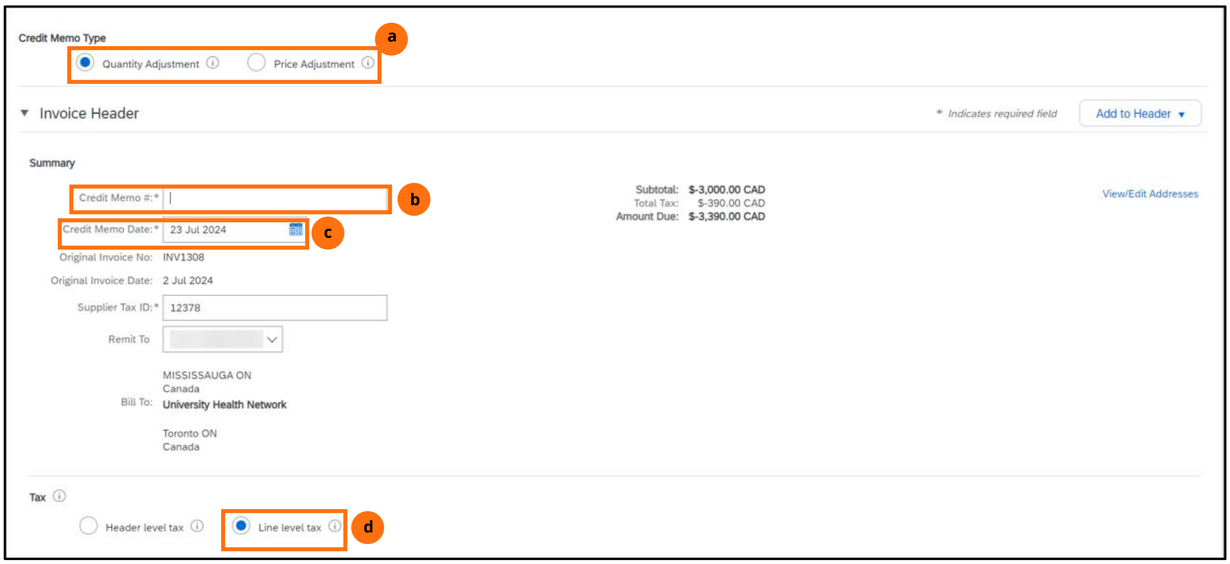
Fill in the following information:

a. Based on the **Credit Memo Type**, select **Quantity Adjustment** or **Price Adjustment.**

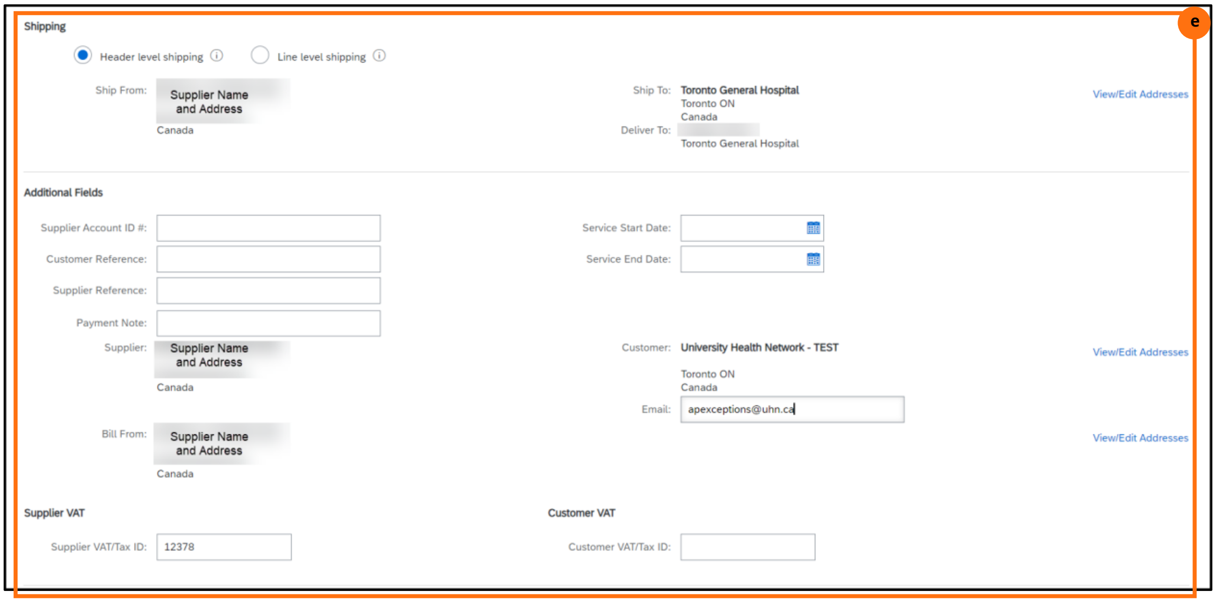
b. Enter the **Credit Memo #.** It must match the exact number on the attached supplier invoice. Prefix the credit memo # with “CM” although this step is not mandatory.

c. The **Credit Memo Date** must match the exact date on the attached supplier invoice.

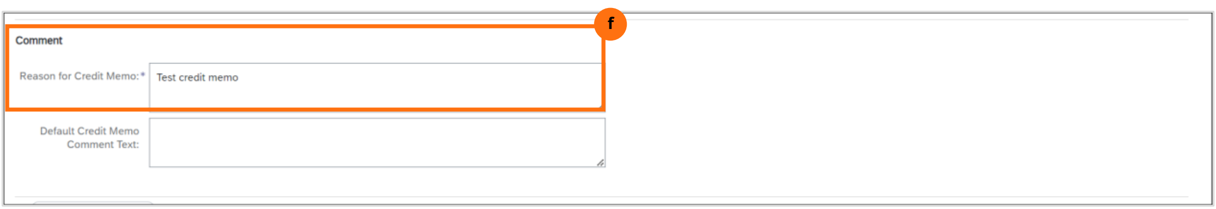
d. Tax must be at Line level tax. Select **Line level tax** if it has not defaulted to this selection.



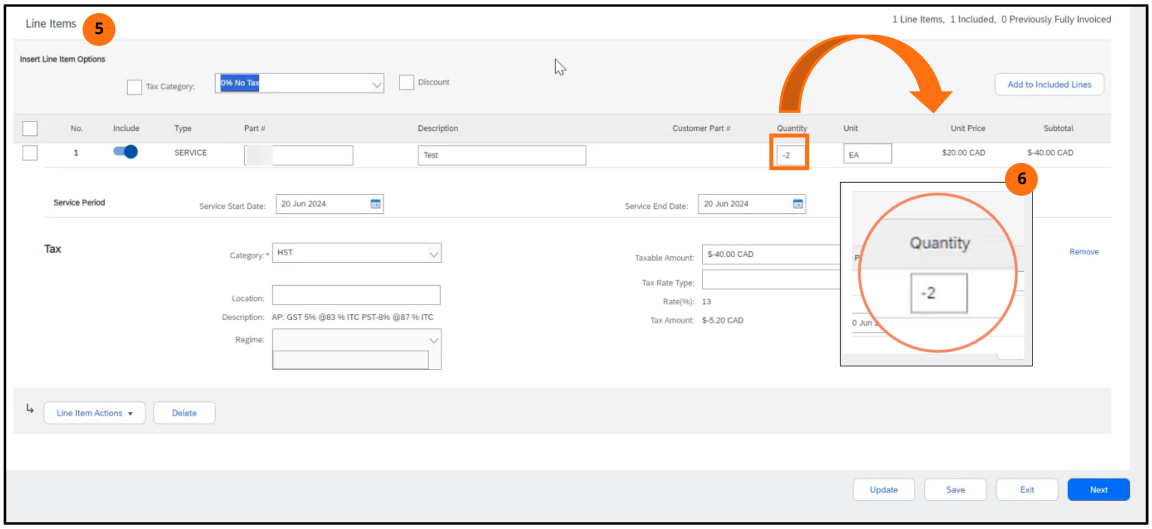
e. For the **Shipping, Additional Fields** and **Supplier VAT** sections highlighted below, no changes or additional information is required. Information will be auto populated from the original invoice submission.



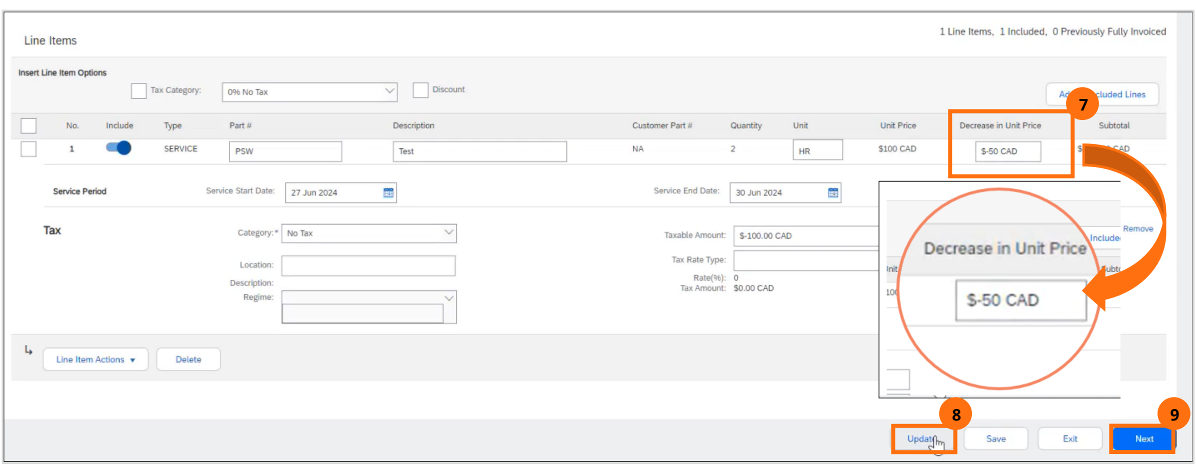
f. Comments are mandatory for a credit memo invoice. Enter a comment in the **Comment** field.



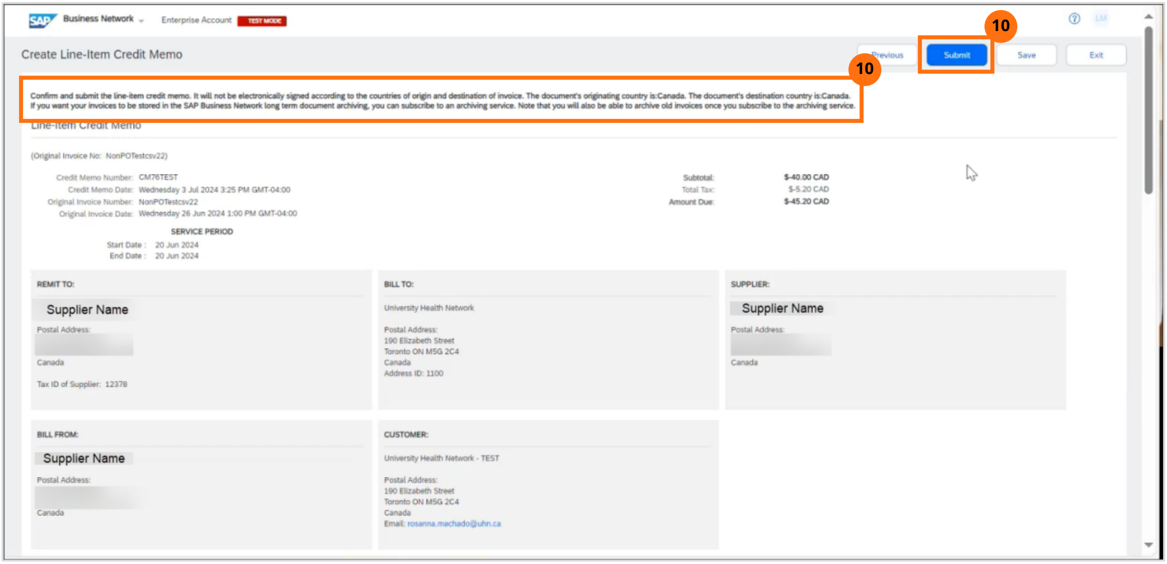
5. The **Line Items** section will display the same number of lines on the original invoice.
6. If a **Quantity Adjustment** credit memo invoice type is selected, in the line item, the **Quantity** field will reflect a negative number.



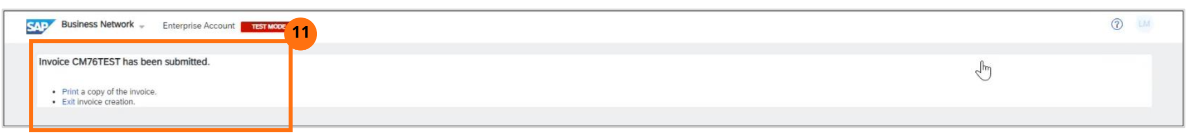
7. If a **Price Adjustment** credit memo invoice type is selected, you will enter in the **Decrease Unit Price.**
8. For either, click **Update.**
9. Click **Next.**



10. A message will appear to confirm and submit the line-item credit memo. Scroll down to review the entire details for accuracy and then click **Submit.**



11. Confirmation message will appear to confirm submission of the credit memo invoice. You have the option to **Print** or **Exit.**



If tax was applied to the original invoice sumission, it will be creditted as well. Suppliers do not need to change the tax fields in the line level.

Next Steps

After submitting the credit memo invoice, the UHN Accounts Payable department will receive the credit memo invoice for review and approval.