

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.

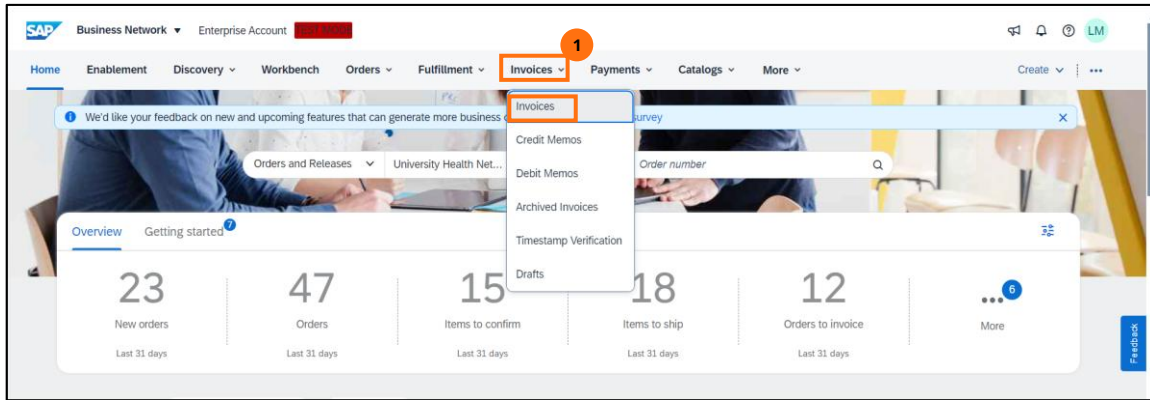
A **credit memo invoice**, also known as a **credit note**, is a commercial document issued by the seller and sent to the buyer when there is a reduction in the amount payable to the seller. By issuing a credit memo invoice, the seller promises to pay back the reduced amount or adjust it in a subsequent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

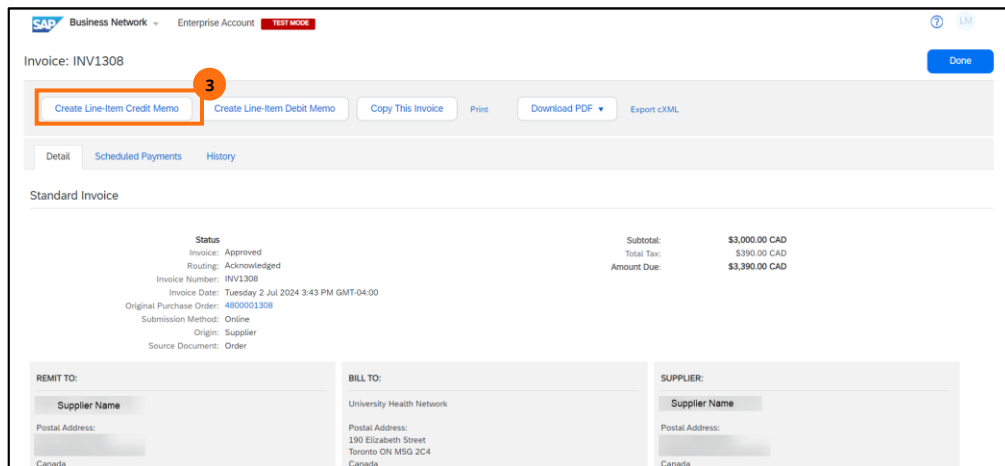


2. You will see a list of invoices submitted. Each invoice number is a hyperlink to open and view that invoice. Select the invoice you want to issue a credit memo invoice for by clicking on the hyperlink.

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 address	Actions
INV1287	University Health Network - TEST	4800001287	Jul 3, 2024	\$9246.47 CAD	Acknowledged	Sent			...
INV1287	University Health Network - TEST		Jul 3, 2024		Failed	Rejected			...
CM1308	University Health Network - TEST	4800001308	Jul 2, 2024	\$-1130 CAD	Acknowledged	Approved			...
CM145	University Health Network - TEST	4800001308	Jul 2, 2024	\$-1130 CAD	Acknowledged	Approved			...
INV1308	University Health Network - TEST	4800001308	Jul 2, 2024	\$3390 CAD	Acknowledged	Approved			...
INV0012812	University Health Network - TEST	4800001281	Jul 2, 2024	\$9246.47 CAD	Acknowledged	Approved			...

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



Invoice: INV1308

Create Line-Item Credit Memo Create Line-Item Debit Memo Copy This Invoice Print Download PDF Export cXML

Detail Scheduled Payments History

Standard Invoice

Status: Invoice: Approved
Routing: Acknowledged
Invoice Number: INV1308
Invoice Date: Tuesday 2 Jul 2024 3:43 PM GMT-04:00
Original Purchase Order: 4800001308
Submission Method: Online
Origin: Supplier
Source Document: Order

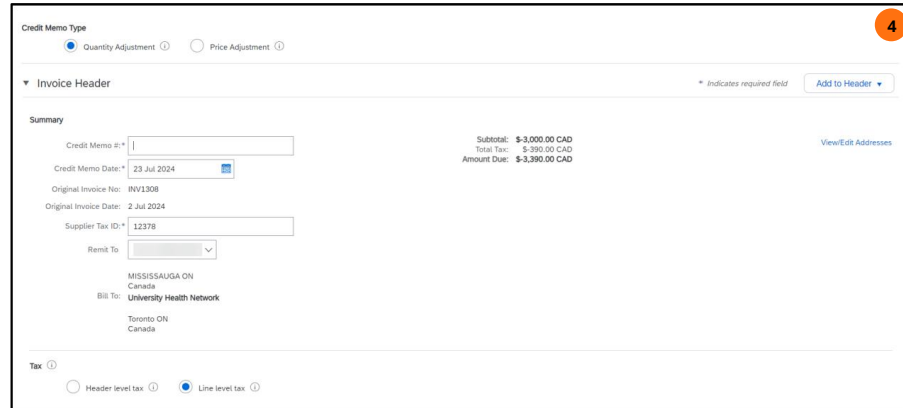
Subtotal: \$3,000.00 CAD
Total Tax: \$390.00 CAD
Amount Due: \$3,390.00 CAD

REMIT TO: Supplier Name
Postal Address: Canada

BILL TO: University Health Network
Postal Address: 190 Elizabeth Street
Toronto ON M5G 2C4
Canada

SUPPLIER: Supplier Name
Postal Address: Canada

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:

- Based on the **Credit Memo Type**, select **Quantity Adjustment** or **Price Adjustment**.
- 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.
- The **Credit Memo Date** must match the exact date on the attached supplier invoice.
- Tax must be at Line level tax. Select **Line level tax** if it has not defaulted to this selection.

Credit Memo Type

☒ Quantity Adjustment ⓘ
☐ Price Adjustment ⓘ

Invoice Header

* Indicates required field
Add to Header ▼

Summary

Credit Memo #: *

Credit Memo Date: *
23 Jul 2024 ⓘ

Original Invoice No:
INV1308

Original Invoice Date:
2 Jul 2024

Supplier Tax ID: *
12378

Remit To

MISSISSAUGA ON
Canada
Bill To: University Health Network
Toronto ON
Canada

Subtotal: \$-3,000.00 CAD
Total Tax: \$-390.00 CAD
Amount Due: \$-3,390.00 CAD

View/Edit Addresses

Tax ⓘ

☐ Header level tax ⓘ
☒ Line level tax ⓘ

- 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.

Shipping

☒ Header level shipping ⓘ ☐ Line level shipping ⓘ

Ship From:

Supplier Name and Address

Canada

Ship To: Toronto General Hospital
Toronto ON
Canada
Deliver To: Toronto General Hospital

Additional Fields

Supplier Account ID #:

Customer Reference:

Supplier Reference:

Payment Note:

Supplier:

Supplier Name and Address

Canada

Bill From:

Supplier Name and Address

Canada

Service Start Date:
Service End Date:

Customer: University Health Network - TEST
Toronto ON
Canada
Email: apexceptions@uhn.ca

Supplier VAT

Supplier VAT/Tax ID: 12378

Customer VAT

Customer VAT/Tax ID:

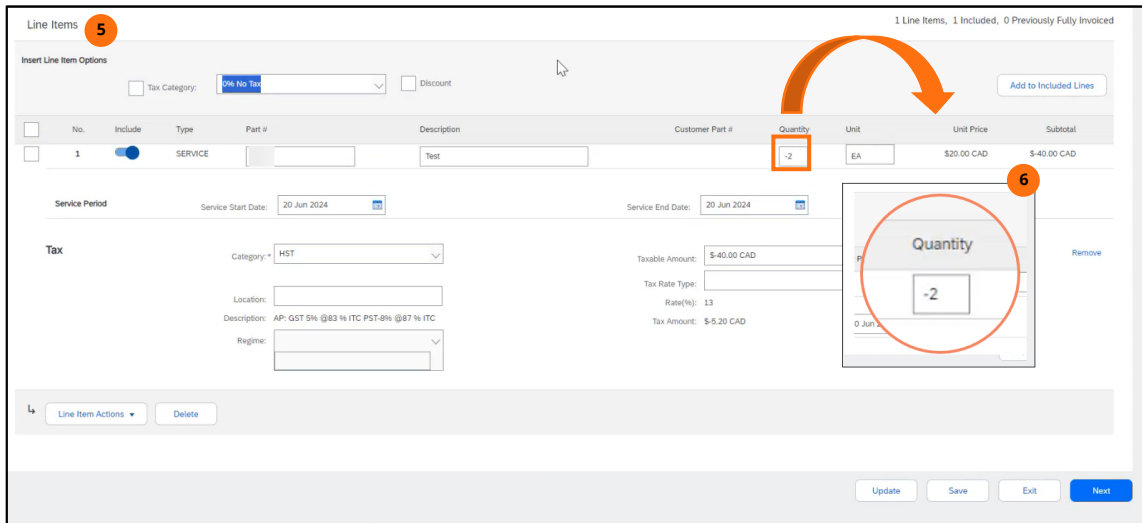
- f. Comments are mandatory for a credit memo invoice. Enter a comment in the **Comment** field.

Comment

Reason for Credit Memo:* Test credit memo

Default Credit Memo Comment Text:

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.



Line Items 5

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: 0% No Tax ☐ Discount

☐ No. ☒ Include Type Part # Description Customer Part # Quantity Unit Unit Price Subtotal

1 1 SERVICE PSW Test NA 2 HR \$100 CAD \$200.00 CAD

Service Period Service Start Date: 20 Jun 2024 Service End Date: 20 Jun 2024

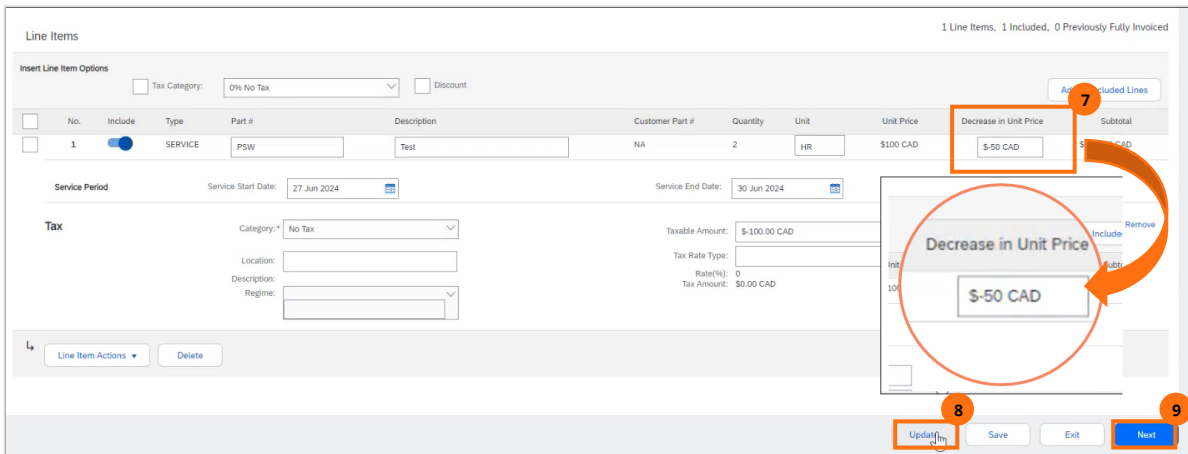
Tax Category: HST Taxable Amount: \$-40.00 CAD Tax Rate Type: 13 Tax Amount: \$-5.20 CAD

Location: Description: AP: GST 5% @83 % ITC PST-8% @87 % ITC Regime:

Line Item Actions Delete

Update Save Exit Next

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**.



Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: 0% No Tax ☐ Discount

☐ No. ☒ Include Type Part # Description Customer Part # Quantity Unit Unit Price Subtotal

1 1 SERVICE PSW Test NA 2 HR \$100 CAD \$200.00 CAD

Service Period Service Start Date: 27 Jun 2024 Service End Date: 30 Jun 2024

Tax Category: No Tax Taxable Amount: \$-100.00 CAD Tax Rate Type: 0 Tax Amount: \$0.00 CAD

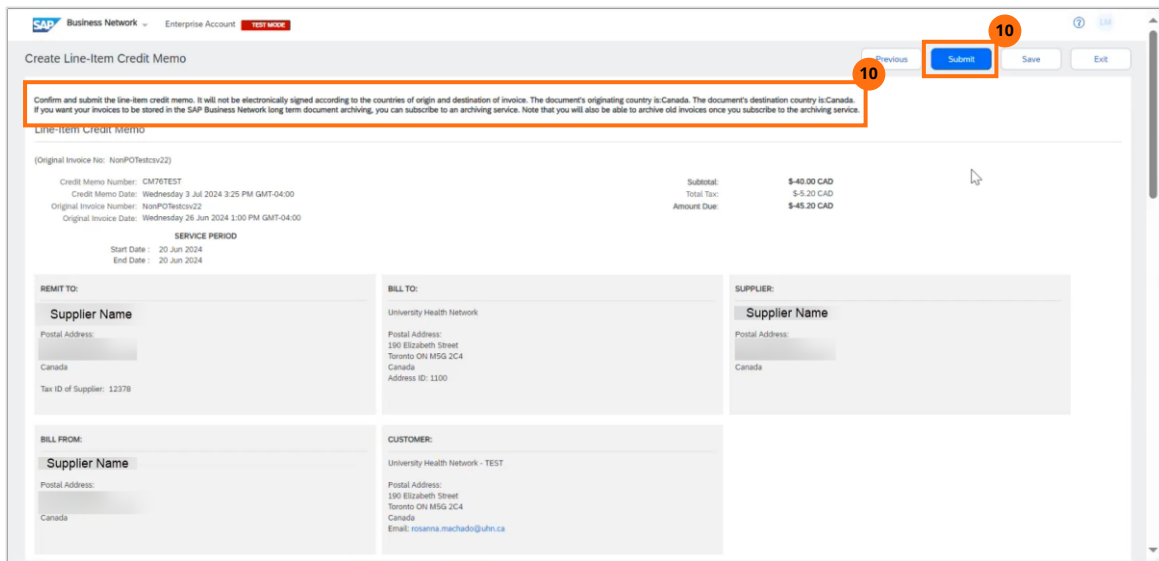
Location: Description: Regime:

Line Item Actions Delete

Decrease in Unit Price \$-50 CAD

Update Save Exit 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 submission, it will be credited 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.