



## 09 A supplier's guide to processing credit notes

You can use Budget Manager to create credit notes against an invoice. This may be necessary if an error has been made on an invoice, leading to someone being charged more than they should have been, or for a disputed invoice.

To raise a credit note you must find the relevant invoice within the Invoice/Unpaid, Invoice/Disputed or Invoice/Paid folders. Credit notes for split invoices can only be raised from the Invoice/Replaced folder.

Action	State	Invoice creation date	Individual	Invoice number	Buyer name	Gross value
	Unpaid	15/04/2011	Justan Individual	RA000zz	Thera	£180.00
	Unpaid	15/04/2011	Justan Individual	RA000ll	Thera	£180.00
	Unpaid	15/04/2011	Justan Individual	RA000kk	Thera	£91.20
	Unpaid	15/04/2011	Justan Individual	RA000jj	Thera	£91.20
	Unpaid	15/04/2011	Justan Individual	RA000hh	Thera	£273.00
	Unpaid	15/04/2011	Justan Individual	RA000gg	Thera	£1,320.00
	Unpaid	15/04/2011	Justan Individual	RA000xx	Thera	£38.40
	Unpaid	15/04/2011	Justan Individual	RA000dd	Thera	£528.00
	Unpaid	15/04/2011	Justan Individual	RA000ss	Thera	£455.40
	Unpaid	24/05/2011	Anne Other Individual	RAC3	Thera Test Org (SP+BM)	£29.94

Fig. 1 Invoice Documents view

## Raising a product specific credit note

To raise a product specific credit note you must go to the appropriate folder (as detailed above) and

then the document detail page. You must then click on the Create CRN button



Next, go to the Catalogue items tab and deselect any products that are NOT to be included in the credit note. You should change the accepted quantity of selected products as appropriate. Once you have completed this, click on the Recalculate button to update the change to the credit note value.

Item code	Item name	Requested date	Appointment times	Net price	Unit of measure	Total units received	Actual date and times	Net total
<input checked="" type="checkbox"/>	RA026 Product No. 26	19/02/2011	-	£63.25	Each	6.000		£379.50

Total net: £379.50  
 Total VAT(20.0%): £75.90  
 Total for this order: £455.40  
 Total (gross): £455.40

Fig. 2 Credit Note Creation screen

Finally, click on the Submit button to submit the credit note to the budget manager. The credit note will be stored in the folder listed as Credit Note/ Approved for Payment. It will remain there until it is used by the budget manager, upon which it will move to the Credit note/Used folder.

Alternatively, you can click on the Save and Close button to store the credit note in the Credit Note/ Draft folder, ready to submit to the budget manager.

You can amend Credit notes whilst they are still listed in the Credit Note/Draft folder. This folder is not visible to the budget manager. To submit the credit note to the budget manager you must click on the Submit button.

Please note: A general discount can be used if the amount to be credited is less than the total for the original order. However, the general discount amount can not exceed the original invoice price.

## Cancelling a credit note

You can cancel a credit note at any stage up until the credit note has been used by the budget manager.

You can do this via the summary or orders detail pages found in the Credit Note/ Draft and Credit Note/Approved for payment folder.

To cancel the credit note via the Credit Note/Draft folder, you must click on the Delete action icon of the credit note to be deleted. The draft credit note will be deleted from the system.

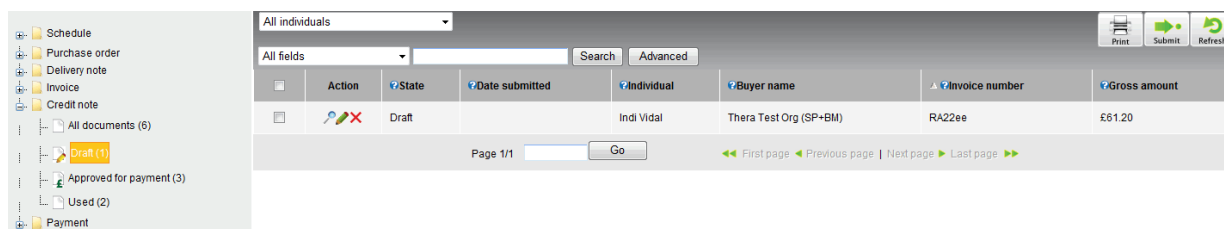




Fig.3 Cancelling a Draft Credit Note

To cancel a credit note via the Credit Note Approved for Payment sub folder, you must select the relevant credit notes to be cancelled and click on the Cancel button .

To add a note, go to the Notes tab and select a standard note template from the drop down menu.

Click on the Insert button to display the note in the New Note field. Further notes can be added by manually typing in the New Note field. When you are happy that you have added all the relevant

information, click on the Save and Close button .

The cancelled credit notes will be stored in the Credit Note/Cancelled folder.