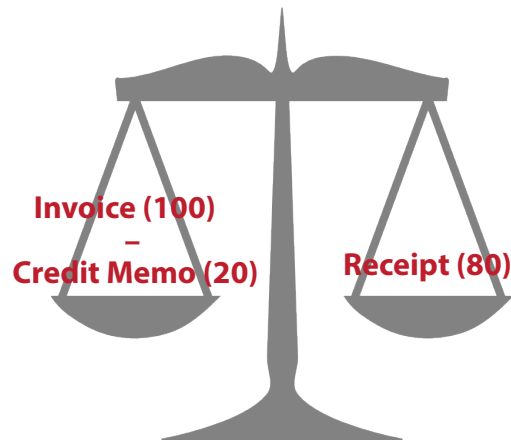


1. Contact the supplier to request and arrange for item pickup or shipment.



2. Do you need a **Credit Memo**? A Credit Memo is a document issued by the supplier to Accounts Payable, reducing the amount that the University owes to the supplier. A Credit Memo makes it possible to balance the amount on the invoice with the amount to be paid. The invoice must balance with the amount to be paid because a partial invoice cannot be paid. (**Invoice – Credit Memo = Amount received and to be paid**)



**Ask Supplier for a Credit Memo if:**

- a. The supplier sent more items than you requested, or
- b. The supplier sent what you ordered, but you no longer need the items, or
- c. The invoice indicates a higher price than is listed on the PO.

**A Credit Memo is NOT needed if:**

- a. The returned items are damaged and you anticipate a replacement soon, or
- b. You prefer a check refund for the payment made for returned items.

3. Make a **Comment** on the PO in UShop to document the reason for the return.



4. **Reverse the receipt**, if necessary. If you created a receipt in UShop indicating that you did receive the items being returned, create a second receipt to reverse it.

**Click here for instructions.**

5. Review UShop Vouchers and Management Reports to ensure the credit memo was correctly applied.

- a. To review Credit Memos in UShop Vouchers, Click on the Invoices tab on your UShop PO. Note that the Credit Memo line indicates a negative dollar amount. This amount subtracted from the total Invoice amount will amount to be paid, under "Extended Price" in the example below.

**Purchase Order:**  
**U000011620 Revision 0**  
59068231

Supplier: MCKESSON MEDL...  
Status: Completed  
Document Total: **568.60 USD**  
[View Related Documents](#)

Status

[Purchase Order >](#)

**Invoices**

### Invoices Docume

Invoicing Summary						
Invoice No	Supplier Invoice Number	Invoice Date	Due Date	Invoice Type	Payment Status	Invoice Total
V0015403	79994508	6/8/2016	7/8/2016	Credit memo	Paid	-44.40 USD
V0015404	79563754	6/1/2016	7/1/2016	Invoice	Paid	613.00 USD

Invoice Line Details						
Line No.	Product Name	Catalog No.	Unit Price	Qty / UOM Ordered	Extended Price	Invo
1	Clinic Medical Supplies		568.60 USD	1	568.60 USD	

- b. i. To review Credit Memos in CIS, go to the Financial and Business Services section. Under "Transaction Detail Search", click on "Vouchers".

Financial & Business Services

**REPORTS**

- [Effort Distribution Report \(EDR\)](#)
- [ePAR Quarterly Effort Certification](#)
- [Endowment Market Report](#)
- [Financial Information Library](#)
- [Management Reports](#)
  - [Evidence of Review \(EOR\)](#)
  - [PDF Bundle](#)
  - [PI Budget Planning Tool](#)

**TRANSACTION DETAIL SEARCH**

- [Journals](#)
- [Purchase Orders](#)
  - [WFG Credit Card Detail](#)
- [Vendor Search](#)
- [Vouchers](#)

**FORMS**

ii. On the Voucher Criteria page, insert your PO number and click on "Search".

iii. Note that both the invoice and the credit memo are given a voucher number.

The invoice has a positive dollar amount and the credit memo has a negative dollar amount.

Download to Excel

Vendor Name	Vendor Num	Voucher Num	Set ID	V	C	P	PO Num	Invoice Num	Gross Amt	Hold	Check Num	Handling Code	Check Date	Status	Paid Amt	Source Document	Document Control Num
MCKESSON MEDICAL SURGICAL INC	<a href="#">0000248435</a>	<a href="#">V0015404</a>	ALL	P	O	P	<a href="#">U000011620</a>	<a href="#">79563754</a>	613.00		<a href="#">3067093</a>	US	06/29/2016	P	613.00	PO	
MCKESSON MEDICAL SURGICAL INC	<a href="#">0000248435</a>	<a href="#">V0015403</a>	ALL	P	O	P	<a href="#">U000011620</a>	<a href="#">79994508</a>	-44.40		<a href="#">3065748</a>	US	06/23/2016	P	-44.40	PO	

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