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. \( \text{Invoice} - \text{Credit Memo} = \text{Amount received and to be paid} \)

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.

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

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**Purchase Order:**

**U000011620 Revision 0**

| Supply:       | MCKESSON MEDL...
| Status:       | Completed
| Document Total| 568.60 USD
| View Related Documents |

**Invoices**

**Invoicing Summary**

<table>
<thead>
<tr>
<th>Invoice No</th>
<th>Supplier Invoice Number</th>
<th>Invoice Date</th>
<th>Due Date</th>
<th>Invoice Type</th>
<th>Payment Status</th>
<th>Invoice Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>V0015403</td>
<td>79994508</td>
<td>6/8/2016</td>
<td>7/8/2016</td>
<td>Credit memo</td>
<td>Paid</td>
<td>-44.40 USD</td>
</tr>
<tr>
<td>V0015404</td>
<td>79563754</td>
<td>6/1/2016</td>
<td>7/1/2016</td>
<td>Invoice</td>
<td>Paid</td>
<td>613.00 USD</td>
</tr>
</tbody>
</table>

**Invoice Line Details**

<table>
<thead>
<tr>
<th>Line No.</th>
<th>Product Name</th>
<th>Catalog No.</th>
<th>Unit Price</th>
<th>Qty / UOM Ordered</th>
<th>Extended Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Clinic Medical Supplies</td>
<td>568.60 USD</td>
<td>1</td>
<td>568.60 USD</td>
<td></td>
</tr>
</tbody>
</table>

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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.