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)*

   ![Invoice Diagram]

   **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. 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 Finance/Accounting area in CIS and click on the Vendor, Vouchers, Purchase Orders tile:

After you access the page, click on the Voucher Search link:

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.