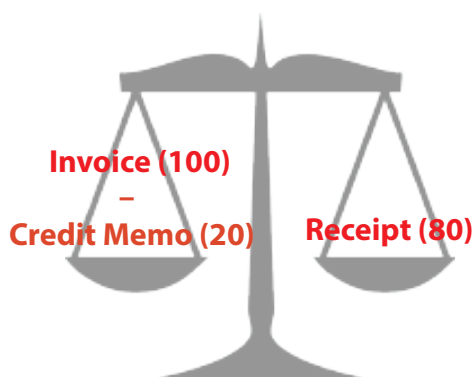


1. **Contact the supplier** to request and arrange for item pickup or shipment.



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:

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

### A Credit Memo is NOT needed if:

- The returned items are damaged and you anticipate a replacement soon, or
- 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.

Add Comment

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

- 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: MCDISSON MED...  
Status: Completed  
Document Total: 568.60 USD  
[View Related Documents](#)

Status

[Purchase Order >](#)

**Invoices** 2

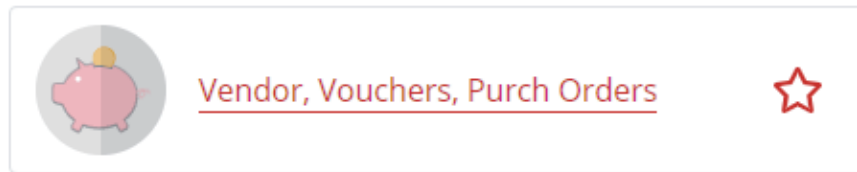
**Invoices** Documents

Invoicing Summary						
Invoice No	Supplier Invoice Number	Invoice Date	Due Date	Invoice Type	Payment Status	Invoice Total
V0015403 <a href="#">[icon]</a>	79994508	6/8/2016	7/8/2016	Credit memo	Paid	-44.40 USD
V0015404 <a href="#">[icon]</a>	79563754	6/1/2016	7/1/2016	Invoice	Paid	613.00 USD

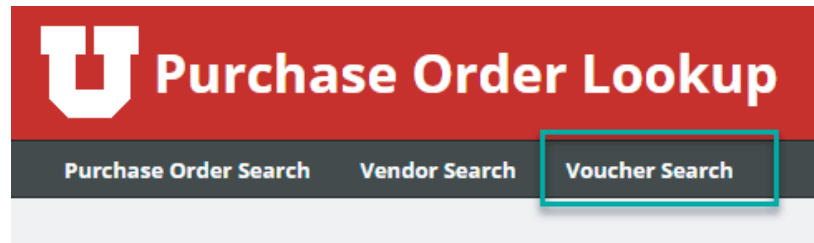
**Invoice Line Details**

Line No.	Product Name	Catalog No.	Unit Price	Qty / UOM Ordered	Extended Price	Inve
1	<a href="#">[icon]</a> Clinic Medical Supplies		568.60 USD	1	568.60 USD	

- 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".

Business Unit: 37-USHOP

Enter search criteria for ONE of the following search methods:

Taxpayer ID:

Vendor Name:

PO Number: U000011620

Vendor Number:

Check Number:

Vendor and Invoice Number:

Source Document: ALL

Voucher Number:

Invoice Number:

Check Type: All Checks

Search Reset Form

- 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	Held	Check Num	Handling Code	Check Date	Status	Paid Amt	Source Document	Document Control Num
MCKESSON MEDICAL SURGICAL INC	0000268435	U0015404	ALL	P	O	P	U000011620	79943754	613.00		20657092	US	06/29/2016	P	613.00	PO	
MCKESSON MEDICAL SURGICAL INC	0000268435	U0015403	ALL	P	O	P	U000011620	79943508	-44.40		20657098	US	06/29/2016	P	-44.40	PO	

Download to Excel