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| **Finance Operations – Accounts Receivable**  **Credit Memo Request Form - for processing sales invoice credits** | | | | | | | | |
| **Guidance** | | | | | | | | |
| Please refer to our guidance notes on our Finance Operations SharePoint site before submitting this form: [Credit-Memo's,-Write-Offs-and-Refunds.aspx](https://uoe.sharepoint.com/:u:/r/sites/FinanceOperations/SitePages/Credit-Memo%27s,-Write-Offs-and-Refunds.aspx?csf=1&web=1&e=UMfZji)  This form should be completed when a cancellation of goods or services, adjustments or corrections to a sales invoice is required, in part or full. Information is mandatory and must be provided in line with the guidance below, incomplete forms will be returned for review. This form **should not be used for refunds**. You should refer to our guidance on refunds which can be found in our SharePoint following the link provided above.  If the chart of accounts is incorrect, please contact your local Finance Business Partner to process the correction.   * Complete section 1 to identify the correct invoice in People and Money * Complete **either;**   + Section 2, where an invoice should be entirelycancelled **or,**   + Section 3, where an invoice should be partially cancelled * Complete section 4/5 with preparer name and authorisation   Once the form is completed, email the form with relevant back up papers and an email of approval from the authorising signatory to [Finance.Helpline@ed.ac.uk](mailto:Finance.Helpline@ed.ac.uk). | | | | | | | | |
| Section 1: Invoice information – all fields are mandatory | | | | | | | | |
| Customer account number: | | | |  | | | | |
| Customer name: | | | |  | | | | |
| Invoice number to be credited: | | | |  | | | | |
| Do you require a copy of the credit memo – please tick appropriate box): | | | | Yes - a copy will be sent to you via your original UniDesk request | | | | |
| No | | | | |
| Section 2: Credit the invoice in full | | | | | | | | |
| All fields are mandatory **if** a full credit invoice is required (i.e. full invoice is cancelled). If this is a partial invoice cancellation, leave this section blank and move to section 3 below. | | | | | | | | |
| Is a new invoice required (tick box):  If yes, please ensure replacement invoice has been raised in P&M first. | | | | Yes  No  Replacement invoice number: | | | | |
| Reason for credit (tick applicable box): | | | | Billing error  Cancellation (no replacement)  Credit and Re-bill  Duplicate Billing  If duplicate, confirm duplicate invoice number | | | | |
| Description of Credit Memo (add a short summary as details will be quoted on Credit Memo): | | | |  | | | | |
| Total value of credit memo (including any VAT): | | | |  | | | | |
| Section 3: Partially credit the invoice | | | | | | | | |
| Where specific lines within the invoice must be credited, please provide the relevant line numbers and credit values. If more than 7 lines require a credit, please include the details of your request separately when submitting this form | | | | | | | | |
| **Line Number:** | **Net Amount:** | **Vat Amount:** | **Gross value** (to be credited)**:** | **Description of Credit Memo** (add a short summary as details will be quoted on Credit Memo): | | **Is a new invoice required (tick box):** | | If a new invoice is required, please provide the replacement invoice number**:** |
|  |  |  |  |  | | Yes  No | |  |
|  |  |  |  |  | | Yes  No | |  |
|  |  |  |  |  | | Yes  No | |  |
|  |  |  |  |  | | Yes  No | |  |
|  |  |  |  |  | | Yes  No | |  |
|  |  |  |  |  | | Yes  No | |  |
|  |  |  |  |  | | Yes  No | |  |
| Total Value of Credit Memo (including any VAT): | | |  |  | | | | |
| Section 4: Preparer information | | | | | | | | |
| Prepared by: | |  | | | Date (DD/MM/YYYY): | |  | |
| Section 5 – Authorisation(the authorising signatory should be a relevant Budget Holder, or Head of School/Department) | | | | | | | | |
| Authorised by: | |  | | | Date (DD/MM/YYYY): | |  | |
| Job title: | |  | | | Department name: | |  | |
| You must obtain approval as approval is not generated in People and Money. You should attach an approval email from signatory named above when you submit the form. To ensure financial controls and segregation of duties, the preparer should not be the same person who approves the form. Approvers must be someone of a higher job grade than the preparer and should not be someone below a Grade 6. | | | | | | | | |