Credit Memo

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I received a credit memo, how do I process?
You need to determine if the credit should be sent to FMO or if you should create a non PO based credit memo.

Was the original invoice processed on an AggieBuy PO? If so then you send that credit memo to accounts payable so that it can be processed on the purchase order

Was the original invoice processed as a non PO based invoice? If so then you create the credit memo

Original payment was issued on an AggieBuy PO
1. Scan the invoice to your computer
2. Search for the purchase order in AggieBuy
3. Go to the comments tab and add a comment
4. Add email recipient
   a. Enter invoices in the last name field
      i. invoices@tamu.edu
   b. Select the address
5. Attach the scanned invoice to the comment
6. Select Add Comment
7. Complete receiving if needed

![Add Comment](image.png)
Original invoice was processed as a non PO based invoice or outside of AggieBuy

1. Go to the AP homepage

2. Select Credit memo

3. Enter the supplier name in the Create Invoice section of the AP homepage

4. Click on create

5. Enter invoice information
Field Descriptions

1. Invoice Name
   a. This will default with today’s date, your UIN and the number of invoices that you have created today
   b. This can be changed or left as is

2. Supplier Credit Memo No - Required
   a. Enter the supplier invoice number EXACTLY as it appears on the invoice, including all punctuation that may be included
   b. If there is no supplier invoice number you can use the invoice number that AggieBuy creates for each invoice. This will always be a unique number and prevent any duplicate errors.

3. Credit Memo Date - Required
   a. Enter the date exactly as it on the vendor invoice
b. If you are processing an employee reimbursement enter today’s date

4. Due Date
   a. This will calculate based on the invoice date and vendor terms

5. Terms
   a. If the vendor offers an early payment discount you enter that here
   b. If the vendor terms that pull are not correct contact abvendorhelp@tamu.edu to have the vendor terms corrected

6. Order Category
   a. This will pull from your profile but it does not matter what is entered here on non PO based invoices

7. Special Payment Method
   a. You MUST select the special payment method needed
   b. Notes alone will not ensure that the special payment method will be added

8. Rush the Pymt Process
   a. This is used when the payment needs to be released before the standard terms
   b. Typical rush reasons
      i. Past due invoice
      ii. Invoice due date within 10 days
      iii. Agreement with vendor stating terms other than standard terms
   c. If the rush reason is other than these then you need to add notes explaining why the payment needs to be rushed

9. Bypass Invoice Allocator
   a. If you are an allocator this is hardcoded in your profile
   b. If you DO need the invoice to route to an allocator for review and approval other than yourself you can change this to no

10. Contract Number
    a. If you have a contract number add it here

11. Report Reference A
    a. This a free text field
    b. This information is not in FAMIS
    c. This is searchable in AggieBuy
    d. This is searchable in the Data Warehouse

12. Report Reference B
    a. This a free text field
    b. This information is not in FAMIS
    c. This is searchable in AggieBuy
    d. This is searchable in the Data Warehouse

13. Remit to
    a. It is CRITICAL that you select the correct remit to address
    b. If the address you need is not listed contact abvendorhelp@tamu.edu to have the address added before you continue

14. PO Department
    a. This is going to pull from your ordering department
    b. This determines what department allocator the invoice will route to
    c. Do not need to change this unless you are creating the invoice for another department and you have removed the bypass invoice allocator

15. Non PO Goods Rcvd Date
a. This is the date that you actually received the goods
b. This can be a future date (if you are paying for a service period)
c. This is one of the dates that is used to calculate prompt payment interest
d. CRITICAL that this date be correct

16. Invoice Rcvd Date
   a. This is the date that you actually received the invoice
   b. If there is no received stamp on the invoice then this needs to be entered as the invoice date
   c. This is one of the dates that is used to calculate prompt payment interest
   d. CRITICAL that this date be correct

17. External Note
   a. These notes would be viewable to the vendor if they utilize the Supplier Portal
   b. This is a good place to add notes about why an invoice is being short paid so that vendors will be able to see that in the Supplier Portal

18. Internal Notes
   a. This is where you add notes for accounts payable, who to contact to pick up check, why payment is being rushed, etc.

19. Discount Tax Shipping & Handling
   a. Terms Discount
      i. This will calculate based on the invoice amount and discount terms that are entered
   b. Discount
      i. These are discounts that the vendor offers regardless of when payment is issued (higher education discounts, promo discounts etc.)
   c. Tax 1
      i. If the vendor invoice includes tax and you do not know if the tax should be paid you enter it here
      ii. If you know that the tax should NOT be paid then you leave it off
      iii. This will cause the invoice to route to a tax review step so that we can determine if the tax should be paid
   d. Shipping
      i. You can enter the shipping here or include a line item for the shipping
      ii. If the vendor has offered a terms discount then the shipping should be entered here
   e. Handling
      i. Same as shipping above

20. SAVE THE DOCUMENT BEFORE YOU ADD A NON-PO ITEM or you will lose the information you entered above

21. Click Add non-PO item

22. Product Description
   a. Enter the items that you are purchasing
   b. You can group like items
23. Catalog No
   a. This is required field but we do not need the catalog number so you can enter what you would like here

24. Quantity
   a. Do not enter this as a negative, AggieBuy will automatically convert it to a credit

25. Price Estimate
   a. Do not enter this as a negative, AggieBuy will automatically convert it to a credit

26. Select Save and Close or Save and Add Another until all items have been added

27. Click on the Buyer Invoice tab OR the Review tab

28. Attach the credit memo in the internal attachments

29. Enter the account number(s)
   a. If needed you can override the object code that will pull based on the commodity code that FMO will assign
   b. Report Reference C
      i. This a free text field
      ii. This information is not in FAMIS
      iii. This is searchable in AggieBuy
      iv. This is searchable in the Data Warehouse
   c. Report Reference D
      i. This a free text field
      ii. This information is not in FAMIS
      iii. This is searchable in AggieBuy
      iv. This is searchable in the Data Warehouse
30. Verify information entered and Complete