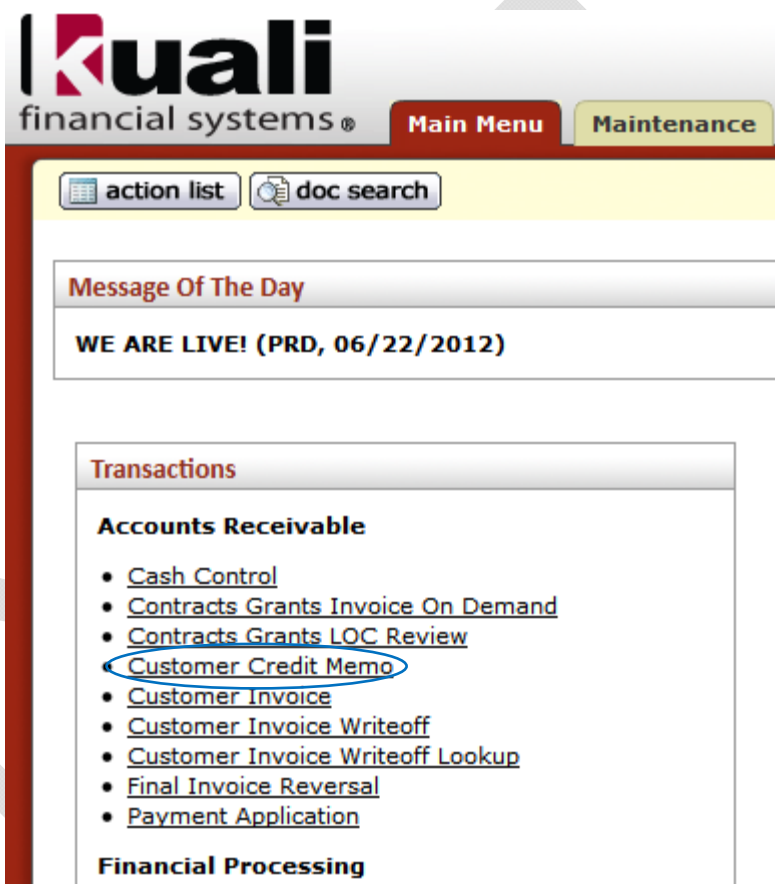




Processing a Customer Credit Memo

The Customer Credit Memo eDoc provides a means for selecting an open Customer Invoice and specifying an amount to be credited against the open invoice.

Main Menu tab → Transactions → Accounts Receivable → Customer Credit Memo



Business Rules

- You must have an invoice number against which to apply a credit
- When inputting a credit line, you may only input quantity or price, do not edit both
- When inputting a credit line, the number in the Quantity or Price field is the number to reduce the invoice by
- The open amount of the invoice being credited must be greater than zero



Kuali Financial System Process Documentation - Customer Credit Memo

Legend

- KFS eDoc
 - * = Required
- Process Documentation
 - (Required) = System/Organizational Requirement
 - (Optional) = For departmental use
 - (Not used) = Not being used by UH

eDoc Information Box

Customer Credit Memo	Doc Nbr: 4919	Status: FINAL
	Initiator: ctaketa	Created: 11:00 AM 10/20/2011

[expand all](#) [collapse all](#)
* required field

- Doc Nbr = eDoc Number and Invoice Number
- Initiator = UH username of person initiating eDoc
- Status = In Process, Saved, Enroute, Final
- Created = Date eDoc was initiated

Buttons

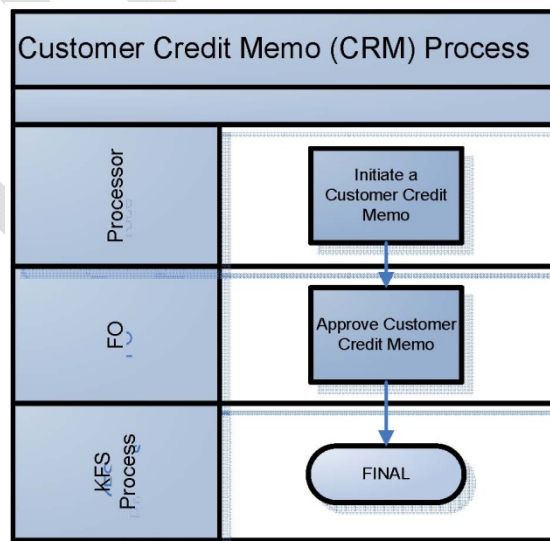


1. Click the 'save' button to continue editing in the future
2. Click the 'submit' button to route for approval to the FO responsible for the account(s)
3. Click the 'close' button to close the eDoc
4. Click the 'cancel' button to cancel the eDoc

After the Customer Credit Memo eDoc is in 'Final' status, the following buttons will display:



5. Click the 'generate print file' button to view and print the PDF credit memo
6. Click the 'send ad hoc request' to send an FYI or acknowledgement
7. Click the 'close' button to close the eDoc





Kuali Financial System Process Documentation - Customer Credit Memo

Customer Credit Memo

Customer Credit Memo Initiation hide

Credit Memo Initiation

Invoice Reference Number:

continue clear close

1. (Required) Enter in a Customer Invoice eDoc Number
2. (Required) Click the 'continue' button

Document Overview

Document Overview hide

Document Overview

* Description:

Organization Document Number:

Explanation:

3. (Required) Enter in a Description
 - Start with the 3-digit FO code followed by a short description
4. (Optional) Enter in an Explanation
5. (Optional) Enter in an Organization Document Number

General

General hide

General

Invoice Reference Number:	12406
Customer Number:	2549
Customer Name:	W.M. KECK OBSERVATORY
Billing Date:	05/25/2012
Invoice Outstanding Days:	31

6. The information will be pulled from the Customer Invoice when the Customer Credit Memo eDoc loads

Items

Items hide

Invoice Items

Quantity	Item Code	UOM	Description	Unit Price	Amount	Total Amount	Open Invoice Quantity	Open Invoice Amount	Actions
1		EA	INTERNET ACCESS FOR PERIOD APRIL 1 - 30, 2012	1,000	1,000.00	1,000.00	1.00	1,000.00	recalculate refresh
1:						0.00	0.00		
Accounting Information show									recalculate refresh
Credit Memo Total:					0.00	0.00	0.00		recalculate refresh

7. The Invoice Items information will be pulled from the Customer Invoice when the Customer Credit Memo eDoc loads
8. (Required) Enter in either the Quantity or the Amount
9. (Required) Click the 'recalculate' button
10. (Optional) Click the 'refresh' button to clear data and start again



Kuali Financial System Process Documentation - Customer Credit Memo

Customer Credit Memo Backdoor Id heidy is in use

Doc Nbr: 12407	Status: ENROUTE
Initiator: heidy	Created: 01:25 PM 06/25/2012

Document was successfully submitted.

[expand all](#) | [collapse all](#)
* required field

Document Overview ▼ hide

* Description: 066 - CM for Invoice 12406	Explanation: Apply Credit Memo for No Internet Access on Wednesday, April 11, 2012.
Organization Document Number:	

General ▼ hide

Invoice Reference Number: 12406
Customer Number: 2549
Customer Name: W.M. KECK OBSERVATORY
Billing Date: 05/25/2012
Invoice Outstanding Days: 31

Items ▼ hide

Quantity	Item Code	UOM	Description	Unit Price	Amount	Total Amount	Open Invoice Quantity	Open Invoice Amount
1		EA	INTERNET ACCESS FOR PERIOD APRIL 1 - 30, 2012	1,000	1,000.00	1,000.00	1.00	1,000.00
0.05					50.00	0.00	50.00	
Accounting Information ▼ hide								
* Chart	* Account Number	Sub-Account	* Object	Sub-Object	Project	Org Ref Id		
SW	2249542		0750					
Credit Memo Total:				50.00	0.00	50.00		

General Ledger Pending Entries ▼ hide

Seq #	Fiscal Year	Chart	Account Number	Sub-Account	Object	Sub-Object	Project	Doc Type	Balance Type	Obj. Type	Amount	D/C
1	2012	SW	2249542	-----	8361	---	-----	CRM	AC	AS	50.00	C
2	2012	SW	2249542	-----	0750	---	-----	CRM	AC	IN	50.00	D

Notes and Attachments (0) ▶ show

Ad Hoc Recipients ▶ show

Route Log ▼ hide

Route Log Backdoor Id heidy is in use refresh

ID: 12407 ▼ hide

Title	Customer Credit Memo - 066 - CM for Invoice 12406		
Type	Customer Credit Memo	Created	01:25 PM 06/25/2012
Initiator	Uno, Heidy-ann.	Last Modified	01:30 PM 06/25/2012
Route Status	ENROUTE	Last Approved	
Node(s)	Account	Finalized	

Actions Taken ▼ hide

Action	Taken By	For Delegator	Time/Date	Annotation
COMPLETED	Uno, Heidy-ann.		01:30 PM 06/25/2012	

Pending Action Requests ▼ hide

Action	Requested Of	Time/Date	Annotation
▶ show IN ACTION LIST APPROVE	Shinsato, Craig	01:30 PM 06/25/2012	KFS-SYS Fiscal Officer SW 2249542

Future Action Requests ▼ hide

Action	Requested Of	Time/Date	Annotation

Log Action Message ▼ hide

Action Message log

[send ad hoc request](#) [reload](#) [close](#)



Kuali Financial System Process Documentation - Customer Credit Memo

CREDIT MEMO
UNIVERSITY OF HAWAII
Honolulu, HI 96822
FED ID #996000354

Page 1 of 1
Date: 06/25/2012

CUSTOMER NBR: 2549

ATTN: W.M. KECK OBSERVATORY
65-1120 MAMALAHOA HIGHWAY

KAMUELA, HI 96720

CREDIT MEMO: 12407
REFERENCE INVOICE: 12406

BILLED BY (DO NOT REMIT TO):
ADMINISTRATIVE SERVICES
PHONE: (808) 956-9959
FAX:
PREPARED BY: Charmaine Taketa

PO/AGREEMENT NO:

QTY	UNIT	DESCRIPTION	ITEM CODE	UNIT PRICE	AMOUNT
0.05	EA	INTERNET ACCESS FOR PERIOD APRIL 1 - 30, 2012		1,000.0000	50.00