



# ***Submit a Credit Memo***

**Version No: 1.0**

**Date: 24/07/2023**

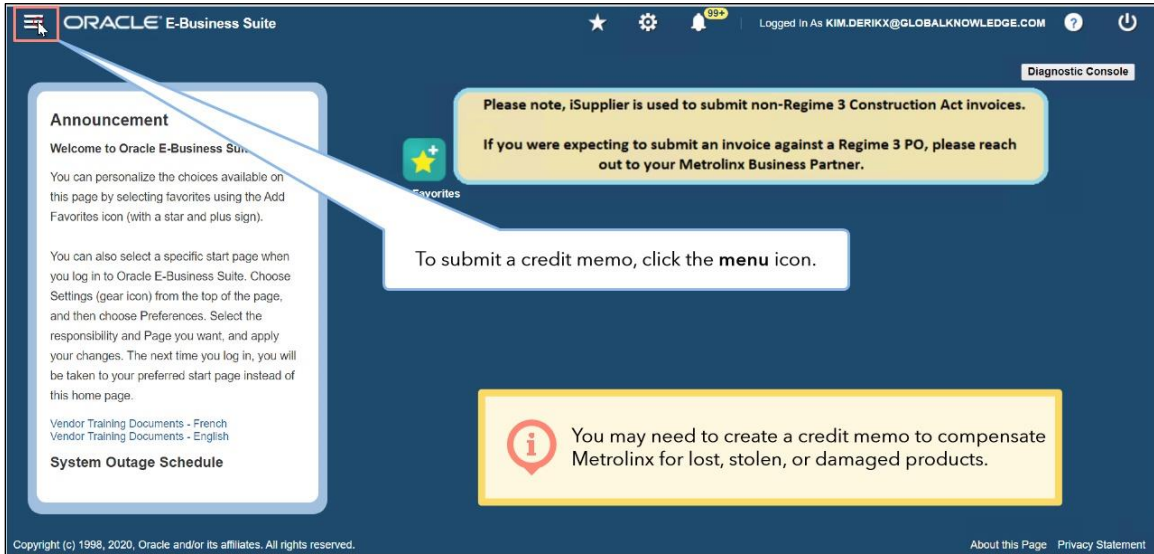
## **Overview**

*This document provides you the steps to create and submit a Credit Memo.*

## How to Submit a Credit Memo

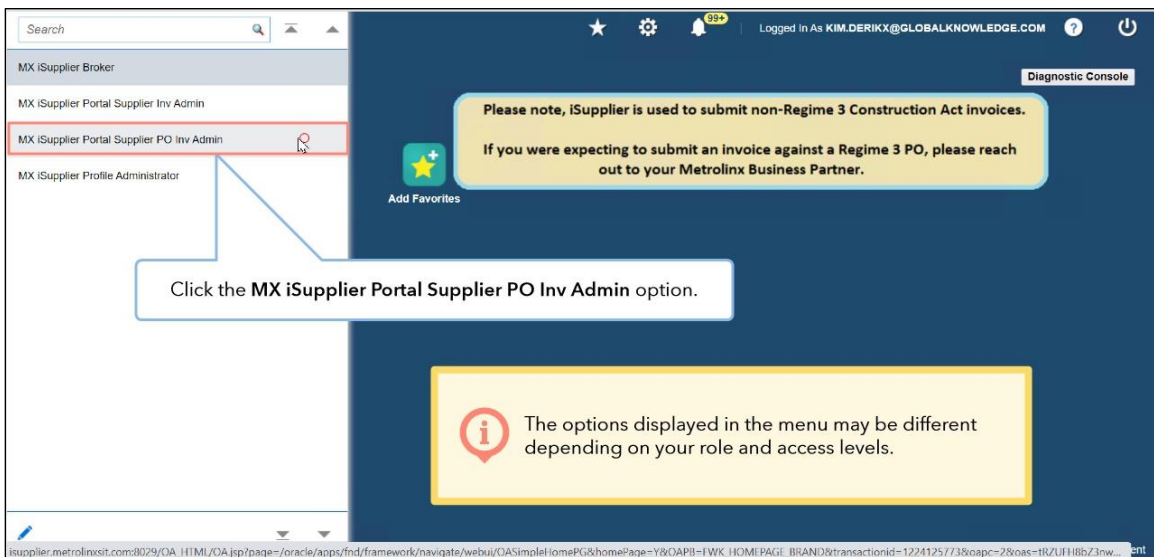
Follow the steps below to create and submit a Credit Memo in iSupplier:

1. Click the **menu** icon to create a credit memo to compensate Metrolinx for lost, stolen, or damaged products.



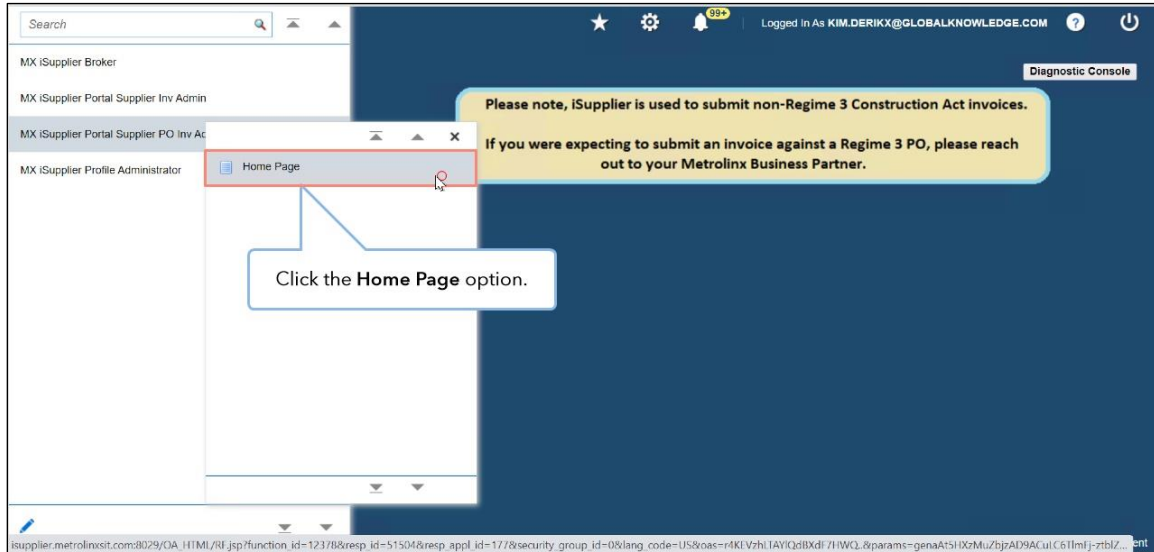
2. Click the **MX iSupplier Portal Supplier PO Inv Admin** option.

**Note:** The options displayed in the menu may be different depending on your role and access levels.

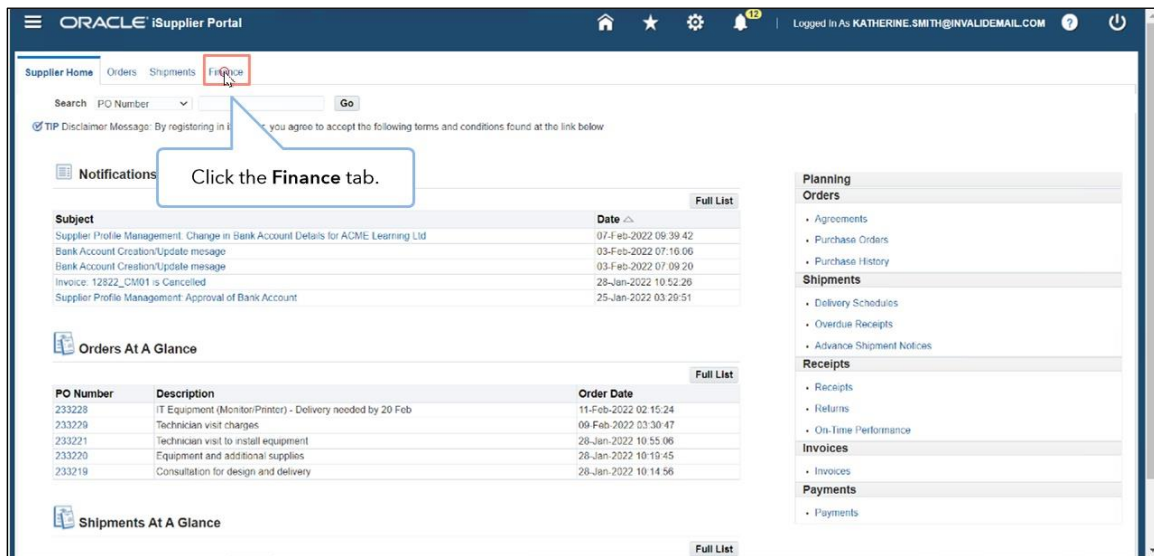


3. Click the **Home Page** option.

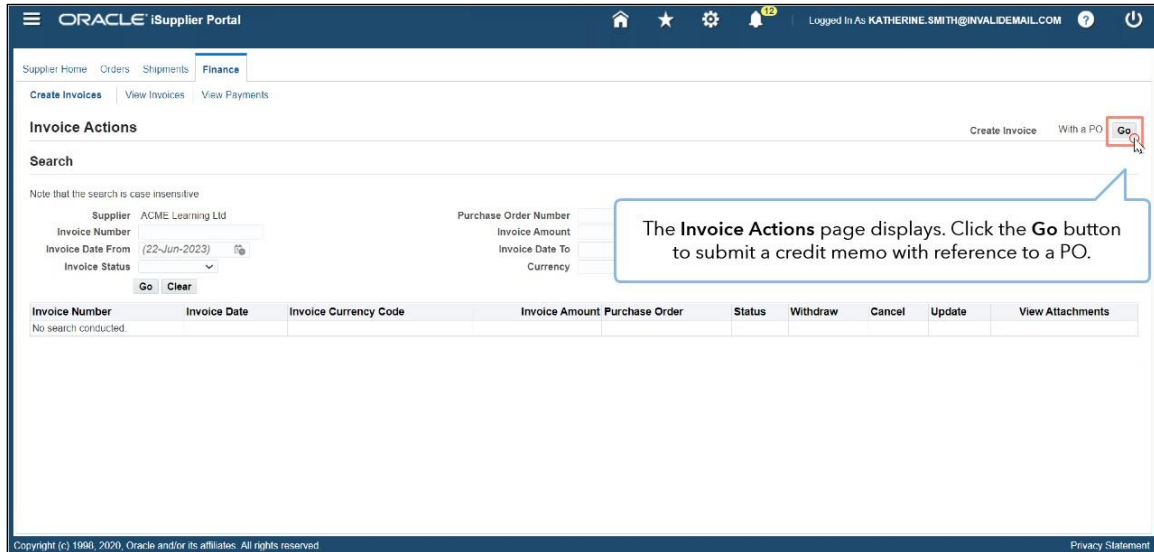
**Note:** There are many similarities between submitting an invoice and submitting a credit memo in iSupplier.



4. Click the **Finance** tab on the **Supplier Home** page.



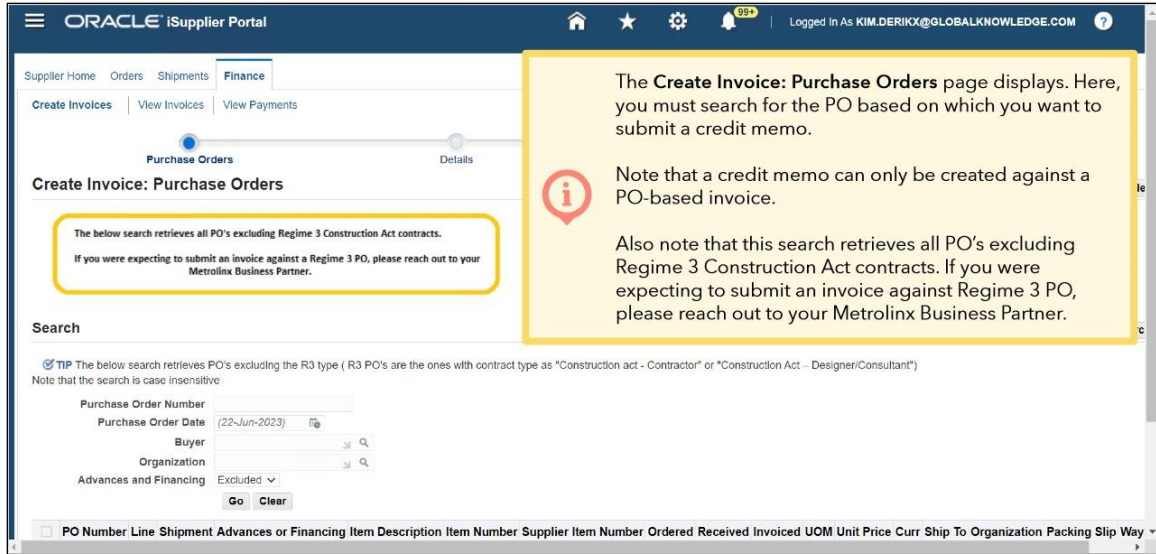
5. Click the **Go** button to submit a credit memo with reference to a PO on the **Invoice Actions** page.



6. The **Create Invoice: Purchase Orders** page displays. On this page, you can search for the PO for which you want to submit a credit memo.

**Note:**

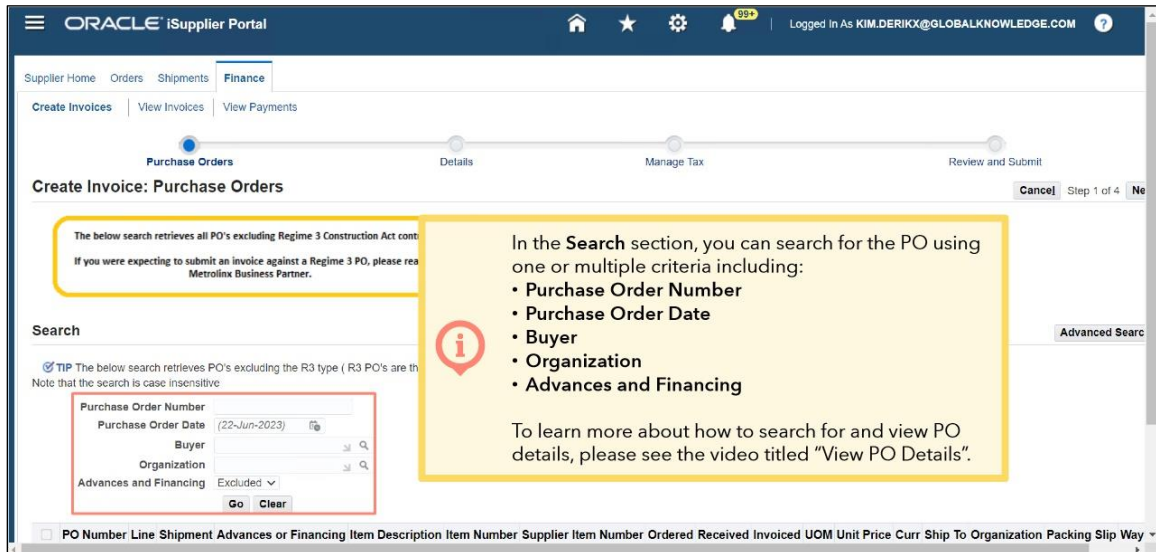
- A credit memo can only be created against a PO-based invoice.
- The search retrieves all PO's excluding Regime 3 Construction Act contracts. If you were expecting to submit an invoice against Regime 3 PO, please reach out to your Metrolinx Business Partner.



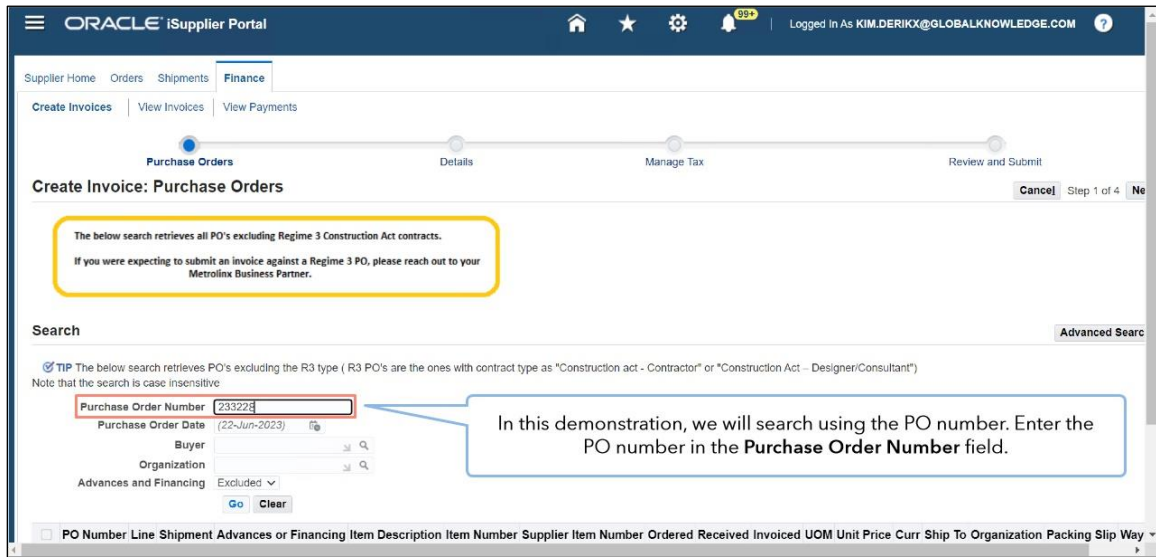
7. In the **Search** section, you can search for the PO using one or multiple criteria including:

- **Purchase Order Number**
- **Purchase Order Date**
- **Buyer**
- **Organization**
- **Advances and Financing**

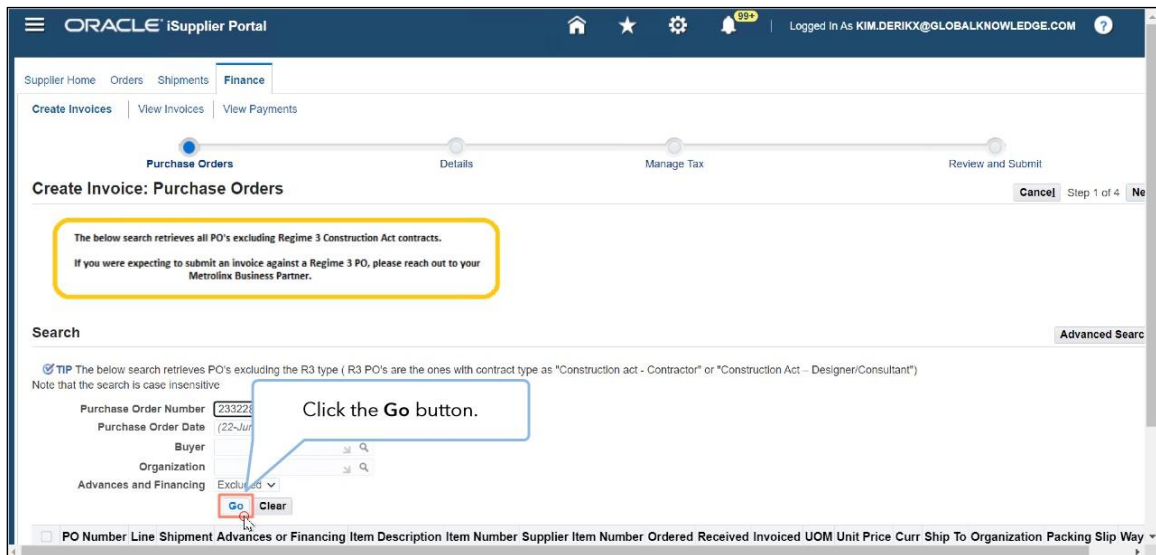
To learn more about how to search for and view PO details, please see the video titled “View PO Details”.



8. Enter the PO number in the **Purchase Order Number** field.



9. Click the **Go** button.



**Note:** In the **Finance** tab, you can view 100 POs in one page. To navigate to the next page, you can select the page from the drop-down. You can also click the Previous and Next button to navigate between pages. In this demonstration, we will continue creating a credit memo for a PO with two-line items.

Note that in the **Finance** tab, you can view 100 POs in one page. To navigate to the next page, you can select the page from the drop-down. You can also click the **Previous** and **Next** button to navigate between pages.

Now, we will continue with our earlier example where we are creating a credit memo for a PO with two line items.

Click the drop-down menu to navigate to the relevant page.

PO Number	Line	Shipment	Advances or Financing	Item Description	Item Number	Supplier Item Number	Ordered	Received	Invoiced	UOM	Unit Price	Curr	Ship To Organization	Packing Slip	Waybill
266649	1	1	<input type="checkbox"/>	test item			30	0	30	EACH	45	CAD	20 Bay Street	GO Transit	
266649	2	1	<input type="checkbox"/>	test item			30	0	0	EACH	45	CAD	20 Bay Street	GO Transit	
266649	3	1	<input type="checkbox"/>	test item			30	0	0	EACH	6	CAD	20 Bay Street	GO Transit	
266649	4	1	<input type="checkbox"/>	test item											
266649	5	1	<input type="checkbox"/>	test item											
266649	6	1	<input type="checkbox"/>	test item			30	0	0	EACH	34	CAD	20 Bay Street	GO Transit	
266649	7	1	<input type="checkbox"/>	test item			30	0	0	EACH	56	CAD	20 Bay Street	GO Transit	
266649	8	1	<input type="checkbox"/>	test item			30	0	0	EACH	21	CAD	20 Bay Street	GO Transit	
266649	9	1	<input type="checkbox"/>	test item			30	0	0	EACH	33	CAD	20 Bay Street	GO Transit	
266649	10	1	<input type="checkbox"/>	test item			30	0	0	EACH	1000	CAD	20 Bay Street	GO Transit	

10. Select the line item(s) for which you want to create the credit memo. In this demonstration, we will select all the line items in this PO.

The below search retrieves all PO's excluding Regime 3 Construction Act contracts. If you were expecting to submit an invoice against a Regime 3 PO, please reach out to your Metrolinx Business Partner.

Next, select the line item(s) for which you want to create the credit memo. In this demonstration, we will select all the line items in this PO.

PO Number	Line	Shipment	Advances or Financing	Item Description	Item Number	Supplier Item Number	Ordered	Received	Invoiced	UOM	Unit Price	Curr	Ship To Organization	Packing Slip	Waybill
233228	1	1	<input type="checkbox"/>	15" LCD Monitors (Product T250-004)			10	10	5	BOX	10	CAD	20 Bay Street	GO Transit	
233228	2	1	<input type="checkbox"/>	Wireless Laser Printer (Product P934-020)			4	4	2	CARTON	50	CAD	20 Bay Street	GO Transit	

11. Click the **Add to Invoice** button.

The below search retrieves all PO's excluding Regime 3 Construction Act contracts.  
If you were expecting to submit an invoice against a Regime 3 PO, please reach out to your Metrolinx Business Partner.

**Search** Advanced Search

TIP The below search retrieves PO's excluding the R3 type ( R3 PO's are the ones with contract type as "Construction act - Contractor" or "Construction Act - Designer/Consultant")  
Note that the search is case insensitive

Purchase Order Number: 233228  
Purchase Order Date: (22-Jun-2023)  
Buyer: [Search]  
Organization: [Search]  
Advances and Financing: Excluded

Select Items: **Add to Invoice**

PO Number	Line	Shipment	Advances or Financing	Item Description	Item Number	Supplier	Item Number	Ordered	Received	Invoiced	UOM	Unit Price	Curr	Ship To	Organization	Packing Slip	Waybill
233228	1	1	<input type="checkbox"/>	15" LCD Monitors (Product T250-004)				10	10	5	BOX	10	CAD	20 Bay Street	GO Transit		
233228	2	1	<input type="checkbox"/>	Wireless Laser Printer (Product P934-020)				4	4	2	CARTON	50	CAD	20 Bay Street	GO Transit		

12. Scroll down to view the line items added to the credit memo.

The below search retrieves all PO's excluding Regime 3 Construction Act contracts.  
If you were expecting to submit an invoice against a Regime 3 PO, please reach out to your Metrolinx Business Partner.

**Search** Advanced Search

TIP The below search retrieves PO's excluding the R3 type ( R3 PO's are the ones with contract type as "Construction act - Contractor" or "Construction Act - Designer/Consultant")  
Note that the search is case insensitive

Purchase Order Number: 233228  
Purchase Order Date: (22-Jun-2023)  
Buyer: [Search]  
Organization: [Search]  
Advances and Financing: Excluded

Go Clear

Select Items: **Add to Invoice** | \*\*\*

PO Number	Line	Shipment	Advances or Financing	Item Description	Item Number	Supplier	Item Number	Ordered	Received	Invoiced	UOM	Unit Price	Curr	Ship To	Organization	Packing Slip	Waybill
233228	1	1	<input type="checkbox"/>	15" LCD Monitors (Product T250-004)				10	10	5	BOX	10	CAD	20 Bay Street	GO Transit		
233228	2	1	<input type="checkbox"/>	Wireless Laser Printer (Product P934-020)				4	4	2	CARTON	50	CAD	20 Bay Street	GO Transit		



13. Once you scroll down, you can see that the PO line items are added to the credit memo.

**Note:**

- Since the credit memo is being created with reference to the PO, the PO details corresponding to each PO line item will automatically flow into the credit memo, when selected.
- The PO details include item descriptions, ordered quantities, unit of measure (UOM), etc.
- To remove a line item from the list, you can select the line item and click the **Remove from Invoice** button. In this demonstration, we are not removing any line item.

The screenshot displays the Oracle Procurement Cloud search interface. At the top, there is a search bar with a 'TIP' note: 'The below search retrieves PO's excluding the R3 type ( R3 PO's are the ones with contract type as "Construction act - Contractor" or "Construction Act - Designer/Consultant")'. Below this, search filters include 'Purchase Order Number' (233228), 'Purchase Order Date' (22-Jun-2023), 'Buyer', 'Organization', and 'Advances and Financing' (set to 'Excluded').

Two tables are visible:

- Select Items:** A table with columns 'PO Number', 'Line', 'Shipment', 'Advances or Financing', 'Item Description', and 'Item'. It contains two rows:
 

PO Number	Line	Shipment	Advances or Financing	Item Description	Item
233228	1	1	<input type="checkbox"/>	15" LCD Monitors (Product T250-004)	
233228	2	1	<input type="checkbox"/>	Wireless Laser Printer (Product P934-020)	
- Purchase Order Items Added to Invoice:** A table with columns 'PO Number', 'Line', 'Shipment', 'Item Description', and 'Item Number Sup'. It contains two rows:
 

PO Number	Line	Shipment	Item Description	Item Number Sup
233228	1	1	15" LCD Monitors (Product T250-004)	
233228	2	1	Wireless Laser Printer (Product P934-020)	

Two yellow callout boxes with information icons provide additional context:

- The first callout states: 'The PO line items are added to the credit memo. Since the credit memo is being created with reference to the PO, the PO details corresponding to each PO line item will automatically flow into the credit memo, when selected. The PO details include item descriptions, ordered quantities, unit of measure (UOM), etc.'
- The second callout states: 'To remove a line item from the list, you can select the line item and click the **Remove from Invoice** button. In this demonstration, we are not removing any line item.'

14. Click the **Next** button to continue.

**Search** Advanced Search

TIP The below search retrieves PO's excluding the R3 type ( R3 PO's are the ones with contract type as "Construction act - Contractor" or "Construction Act - Designer/Consultant")  
Note that the search is case insensitive

Purchase Order Number: 233228  
 Purchase Order Date: (22-Jun-2023)  
 Buyer: [Search]  
 Organization: [Search]  
 Advances and Financing: Excluded

Select Items: **Add to Invoice** | + + +

PO Number	Line	Shipment	Advances or Financing	Item Description	Item Number	Supplier Item Number	Ordered	Received	Invoiced	UOM	Unit Price	Curr	Ship To	Organization	Packing Slip	Waybill
233228	1	1	<input type="checkbox"/>	15" LCD Monitors (Product T250-004)			10	10	5	BOX	10	CAD	20 Bay Street	GO Transit		
233228	2	1	<input type="checkbox"/>	Wireless Laser Printer (Product P934-020)			4	4	2	CARTON	50	CAD	20 Bay Street	GO Transit		

**Purchase Order Items Added to Invoice**

Select Items: **Remove from Invoice**

PO Number	Line	Shipment	Item Description	Item Number	Supplier Item Number	Ordered	Received	Invoiced	UOM	Unit Pri
<input type="checkbox"/>	233228	1	15" LCD Monitors (Product T250-004)			10	10	5	BOX	10
<input type="checkbox"/>	233228	2	Wireless Laser Printer (Product P934-020)			4	4	2	CARTON	50

Click the **Next** button to continue.

Cancel Step 1 of 4 **Next**

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15. The **Create Invoice: Details** page displays. Here, you can enter the invoice details.

**ORACLE iSupplier Portal** Logged In As: KATHERINE.SMITH@INVALIDEMAIL.COM

Supplier Home Orders Shipments **Finance**

**Create Invoices** | View Invoices | View Payments

Purchase Orders **Details**

**Create Invoice: Details**

\* Indicates required field

**Supplier**

\* Supplier: ACME Learning Ltd  
 Tax Payer ID: [Search]  
 \* Remit To: Home Base [Search]  
 Address: 567 Office St Toronto ON M5C 2N5  
 Remit To Bank Account: [Search]

**Invoice**

\* Invoice Number: [Search]  
 \* Invoice Date: (22-Jun-2023)  
 Invoice Type: Invoice  
 Currency: CAD  
 Invoice Description: [Text Area]  
 Attachment +

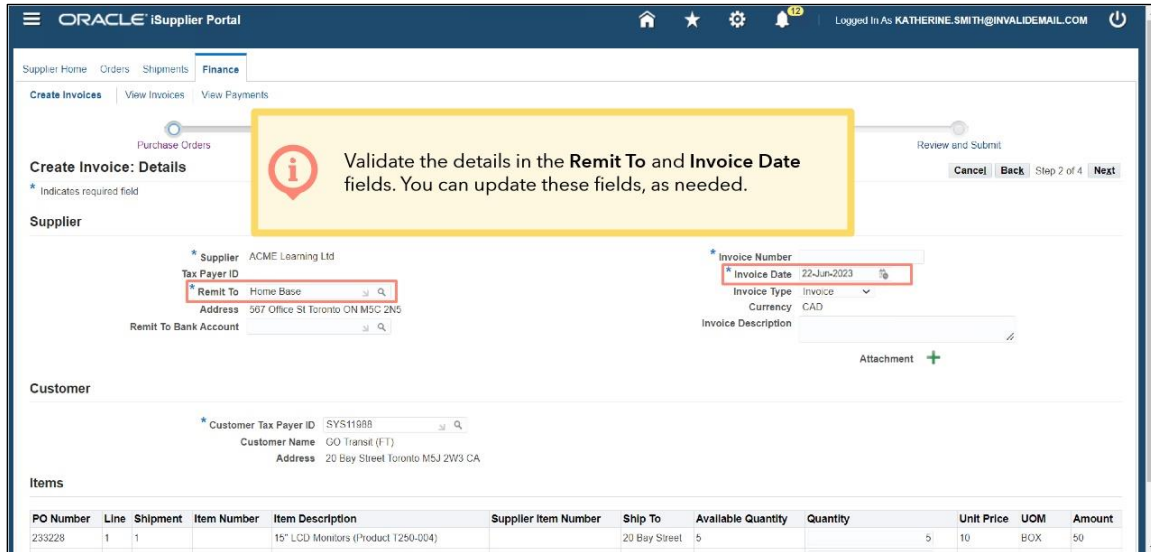
**Customer**

\* Customer Tax Payer ID: SYS11988 [Search]  
 Customer Name: GO Transit (FT)  
 Address: 20 Bay Street Toronto MSJ 2W3 CA

**Items**

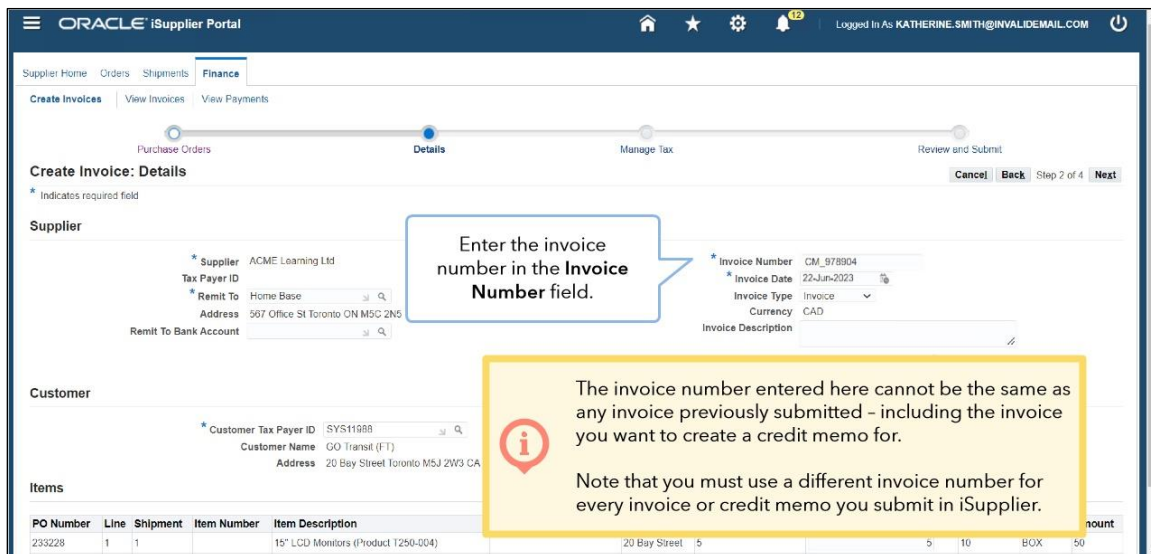
PO Number	Line	Shipment	Item Number	Item Description	Supplier Item Number	Ship To	Available Quantity	Quantity	Unit Price	UOM	Amount	
233228	1	1		15" LCD Monitors (Product T250-004)		20 Bay Street	5		5	10	BOX	50

- Validate the details in the **Remit To** and **Invoice Date** fields. You can also update these fields, as needed.

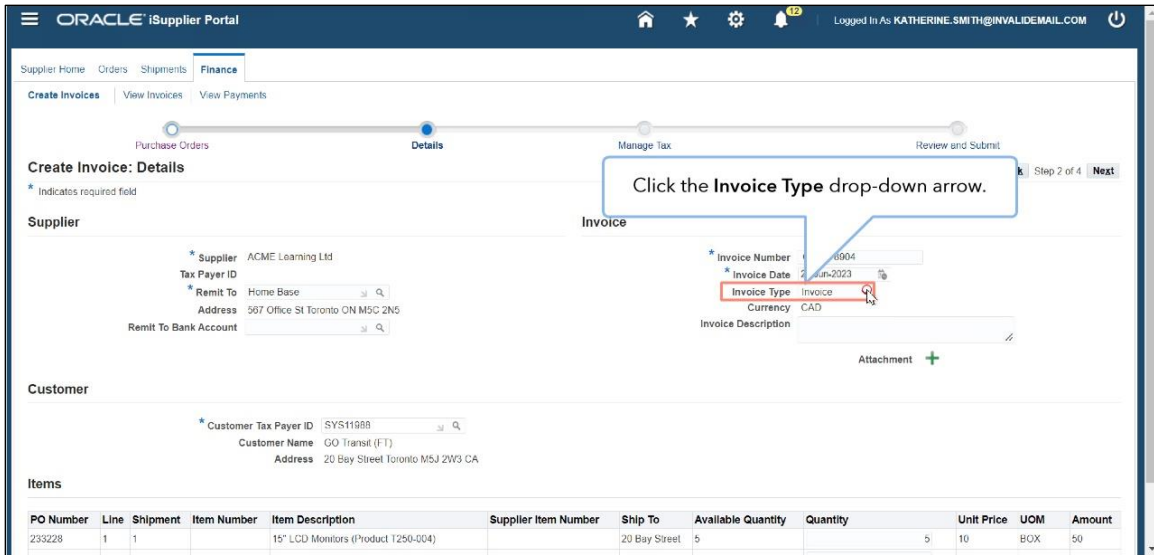


- Enter the invoice number in the **Invoice Number** field.

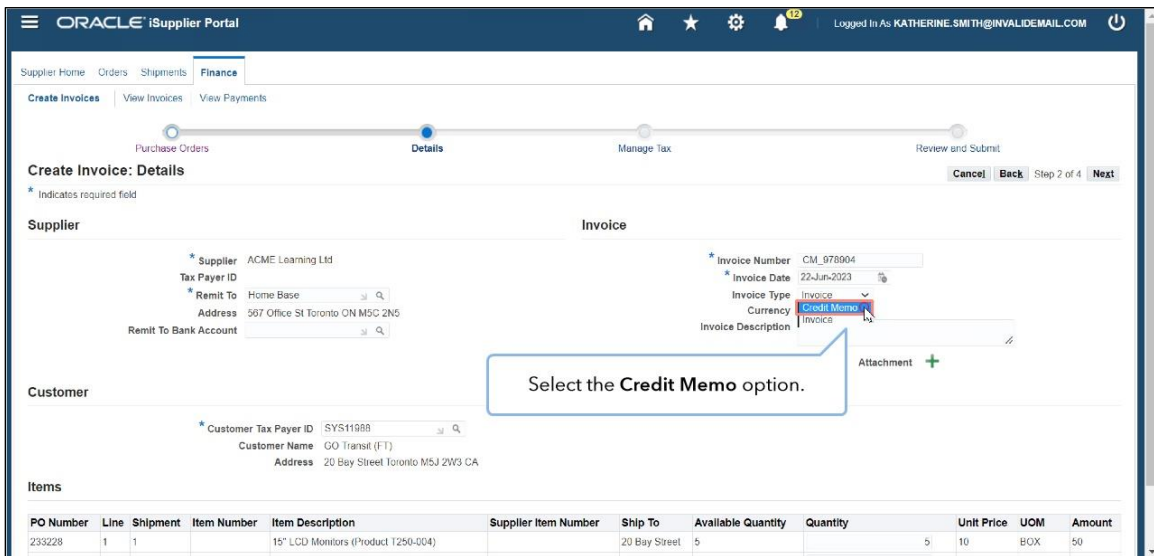
**Note:** The invoice number entered here cannot be the same as any invoice previously submitted – including the invoice you want to create a credit memo for. You must use a different invoice number for every invoice or credit memo you submit in iSupplier.



18. Click the **Invoice Type** drop-down arrow.

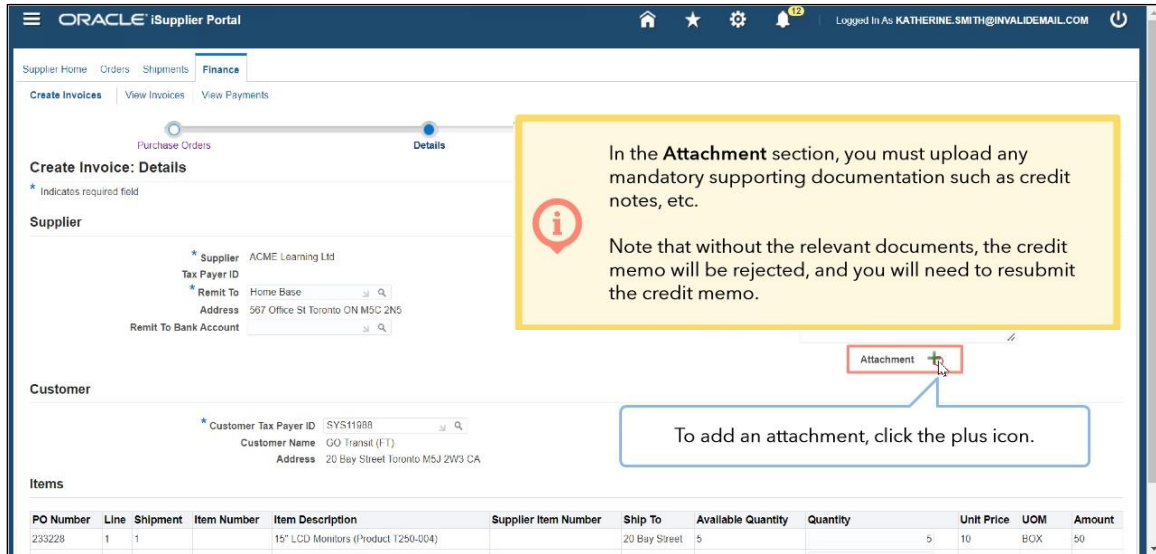


19. Select the **Credit Memo** option.

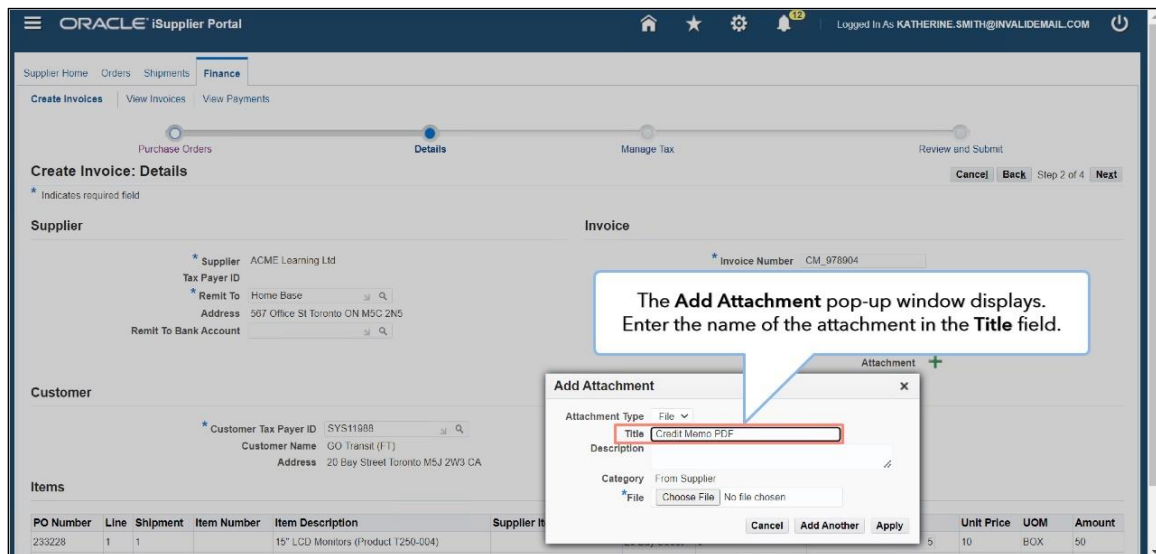


20. Click the plus icon to add an attachment.

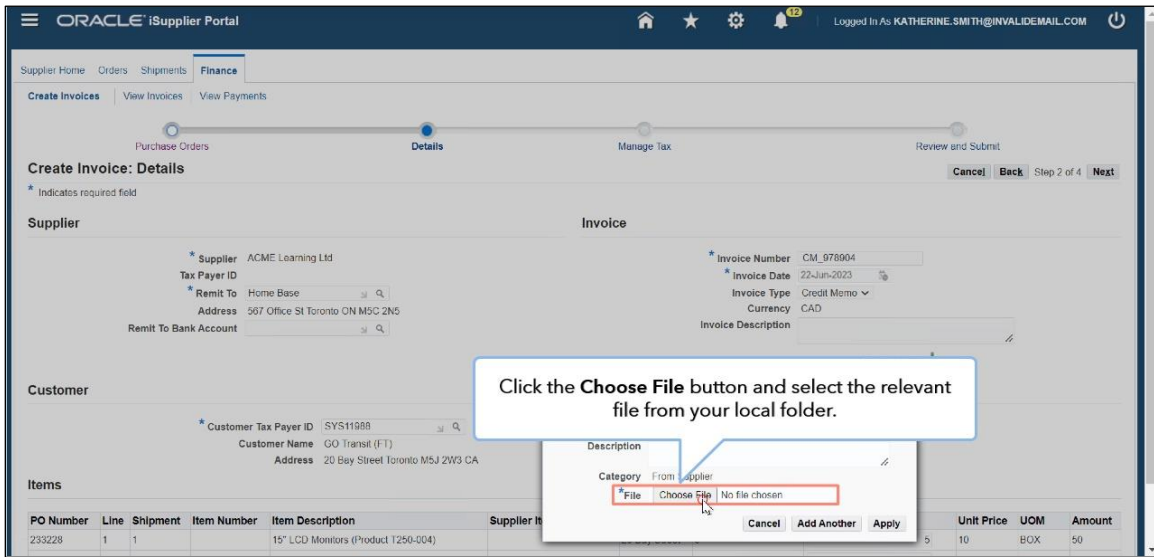
**Note:** In the **Attachment** section, you must upload any mandatory supporting documentation such as credit notes, etc. Without the relevant documents, the credit memo will be rejected, and you will need to resubmit the credit memo.



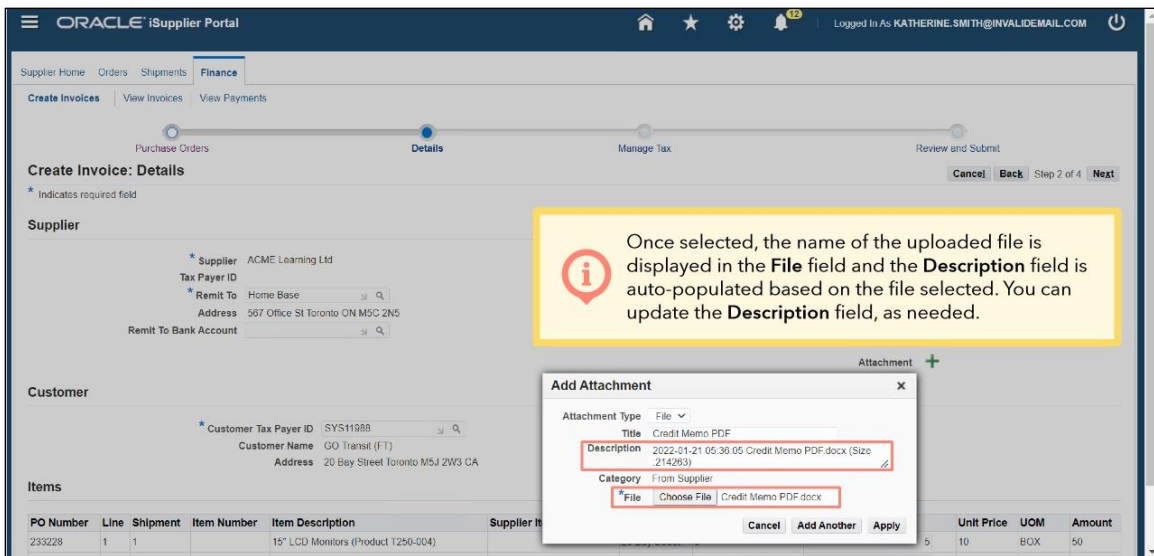
21. Enter the name of the attachment in the **Title** field once the **Add Attachment** pop-up window displays.



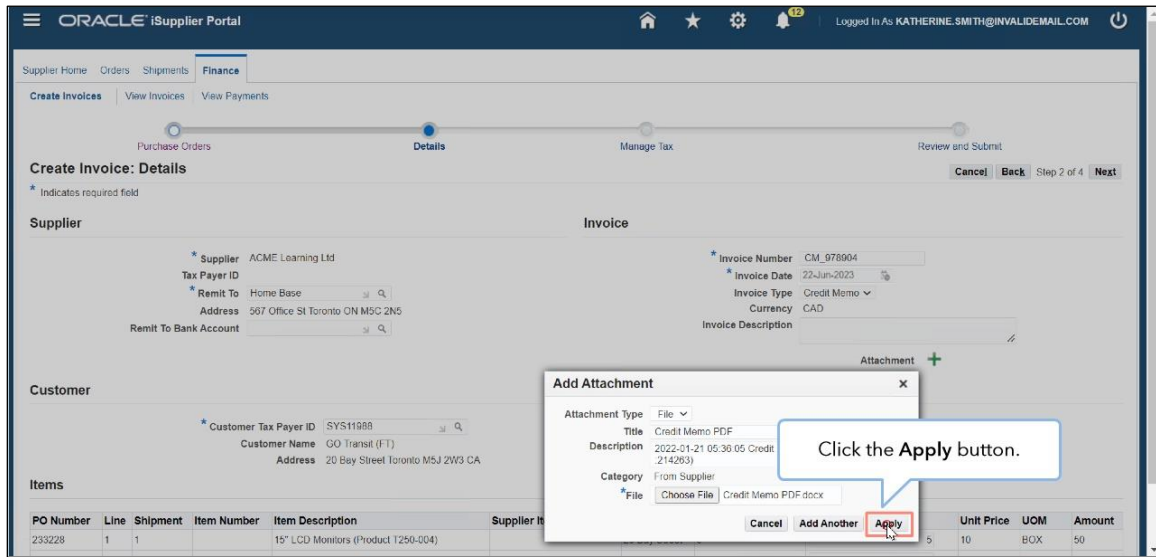
22. Click the **Choose File** button and select the relevant file from your local folder.



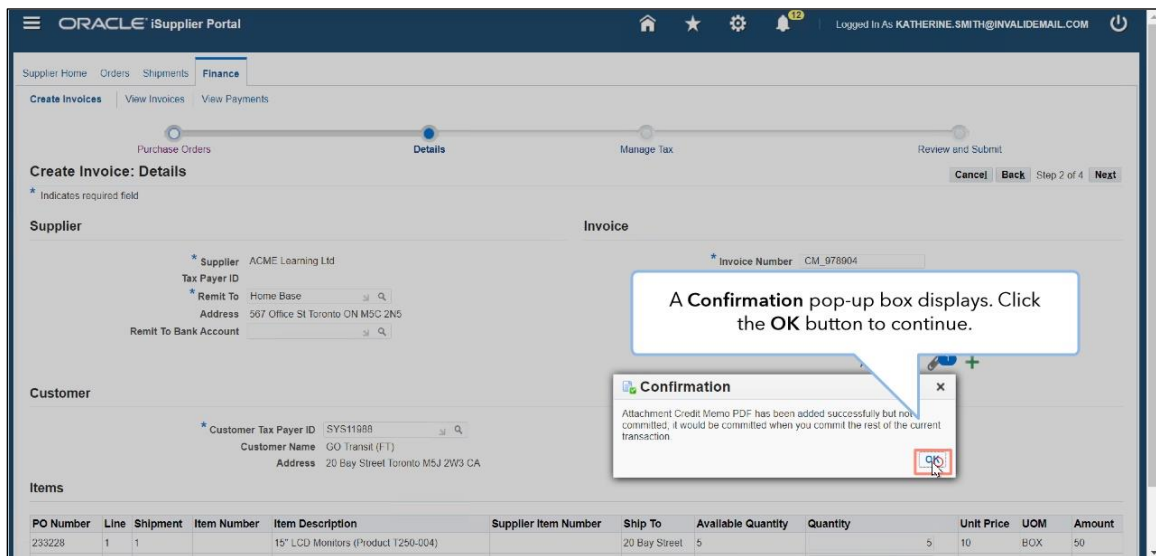
**Note:** Once selected, the name of the uploaded file is displayed in the **File** field and the **Description** field is auto populated based on the file selected. You can also update the **Description** field, as needed.



23. Click the **Apply** button.



24. The **Confirmation** pop-up box displays. Click the **OK** button to continue.



25. Scroll down to add additional details.

**Create Invoice: Details**

Supplier: ACME Learning Ltd  
 Tax Payer ID: [Field]  
 Remit To: Home Base  
 Address: 507 Office St Toronto ON M5C 2N5  
 Remit To Bank Account: [Field]

Invoice: CM\_978904  
 Invoice Date: 22-Jun-2023  
 Invoice Type: Credit Memo  
 Currency: CAD  
 Invoice Description: [Field]

Customer: GO Transit (FT)  
 Customer Tax Payer ID: SYS11988  
 Address: 20 Bay Street Toronto M5J 2W3 CA

PO Number	Line	Shipment	Item Number	Item Description	Supplier Item Number	Ship To	Available Quantity	Quantity	Unit Price	UOM	Amount
233228	1	1		15" LCD Monitors (Product T250-004)		20 Bay Street	5	5	10	BOX	50

26. In the **Items** section, update the **Quantity** column in negative to reflect the quantity of the lost, stolen, or damaged product(s).

**Create Invoice: Details**

Supplier: ACME Learning Ltd  
 Tax Payer ID: [Field]  
 Remit To: Home Base  
 Address: 507 Office St Toronto ON M5C 2N5  
 Remit To Bank Account: [Field]

Invoice: CM\_978904  
 Invoice Date: 22-Jun-2023  
 Invoice Type: Credit Memo  
 Invoice Description: [Field]

Customer: GO Transit (FT)  
 Customer Tax Payer ID: SYS11988  
 Address: 20 Bay Street Toronto M5J 2W3 CA

PO Number	Line	Shipment	Item Number	Item Description	Supplier Item Number	Ship To	Available Quantity	Quantity	Unit Price	UOM	Amount
233228	1	1		15" LCD Monitors (Product T250-004)		20 Bay Street	5	5	10	BOX	50
233228	2	1		Wireless Laser Printer (Product P934-020)		20 Bay Street	2	2	50	CARTON	100



In this demonstration, we have entered -2 and -1 in the first- and second-line items respectively. This means we have reduced the invoiced quantity (originally, 5 boxes and 2 cartons) to compensate Metrolinx for the lost, stolen, or damaged products.

**Create Invoice: Details**

Supplier: ACME Learning Ltd  
 Tax Payer ID: Home Base  
 Address: 597 Office St Toronto ON MSC 2N5

Customer: GO Transit (FT)  
 Address: 20 Bay Street Toronto M5J 2W3 CA

PO Number	Line	Shipment	Item Number	Item Description	Supplier Item Number	Ship To	Available Quantity	Quantity	Unit Price	UOM	Amount
233228	1	1		15" LCD Monitors (Product T250-004)		20 Bay Street	5	-2	10	BOX	-20
233228	2	1		Wireless Laser Printer (Product P934-020)		20 Bay Street	2	-1	50	CARTON	-50

27. Once you have updated the **Quantity** columns, click the **Next** button to continue.

**Create Invoice: Details**

Supplier: ACME Learning Ltd  
 Tax Payer ID: Home Base  
 Address: 597 Office St Toronto ON MSC 2N5

Customer: GO Transit (FT)  
 Address: 20 Bay Street Toronto M5J 2W3 CA

PO Number	Line	Shipment	Item Number	Item Description	Supplier Item Number	Ship To	Available Quantity	Quantity	Unit Price	UOM	Amount
233228	1	1		15" LCD Monitors (Product T250-004)		20 Bay Street	5	-2	10	BOX	-20
233228	2	1		Wireless Laser Printer (Product P934-020)		20 Bay Street	2	-1	50	CARTON	-50

28. Review the tax details related to the credit memo once the **Create Invoice: Manage Tax** page displays.

**Create Invoice: Manage Tax**

**Supplier**

- \* Supplier: ACME Learning Ltd
- \* Tax Payer ID: Home Base
- \* Remit To: Home Base
- Address: 567 Office St Toronto ON M5C 2N5
- Remit To Bank Account: XXXX5746

**Invoice**

- \* Invoice Number: CM\_978904
- \* Invoice Date: 22-Jun-2023
- Invoice Type: Credit Memo
- \* Currency: CAD

**Customer**

- \* Customer Tax Payer ID: SYS11968
- Customer Name: GO Transit (FT)
- Address: 20 Bay Street Toronto M5J 2W3 CA

**Summary Tax Lines**

Summary Tax Line Number	Tax Regime Code	Tax	Tax Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Line Status
1	CA-HST	APHST	APHST	APHST	APHST	13	Active

29. Scroll down to view **Summary Tax Lines** section.

**Summary Tax Lines**

Summary Tax Line Number	Tax Regime Code	Tax	Tax Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Line Status
1	CA-HST	APHST	APHST	APHST	APHST	13	Active

**Items**

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice	UOM	Unit Price	Amount
233228	1	1	15" LCD Monitors (Product T250-004)		20 Bay Street	5	-2	BOX	10	-20.00
233228	2	1	Wireless Laser Printer (Product P934-020)		20 Bay Street	2	-1	CARTON	50	-50.00

**Invoice Summary**

Items	70.00	
Tax	-9.10	
<b>Recalculate Total</b>	<b>Total (CAD)</b>	<b>-79.10</b>

30. In the **Summary Tax Lines** section, review the tax information and click the **Next** button to continue.

31. The **Create Invoice: Review and Submit** page displays. Review all the information entered in the credit memo before submitting it.

32. Scroll down to submit the credit memo.

Supplier: ACME Learning Ltd  
 Tax Payer ID: Home Base  
 Remit To: Home Base  
 Address: 567 Office St Toronto ON M5C 2N5  
 Remit To Bank Account: XXXX5746

Invoice Number: CM\_978904  
 Invoice Date: 22-Jun-2023  
 Invoice Type: Credit Memo  
 Currency: CAD

Customer: GO Transit (FT)  
 Address: 20 Bay Street Toronto M5J 2W3 CA

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice	UOM	Unit Price	Amount
233228	1	1	15" LCD Monitors (Product T250-004)		20 Bay Street	5	-2	BOX	10	-20.00
233228	2	1	Wireless Laser Printer (Product P934-020)		20 Bay Street	2	-1	CARTON	50	-50.00

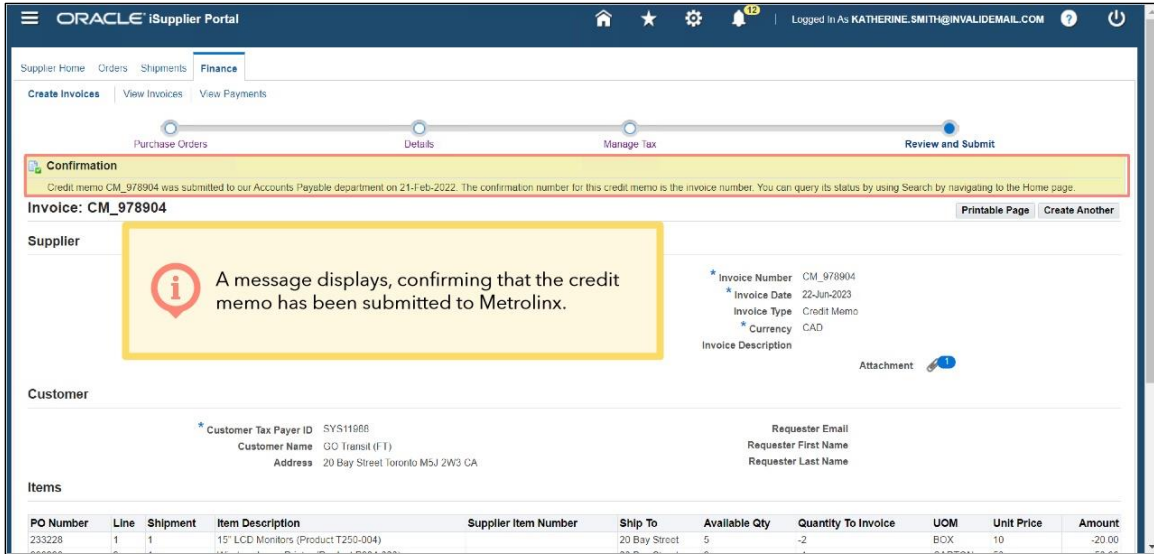
33. Click the **Submit** button.

Tax Regime Code	Tax	Tax Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Tax Amount
CA-HST	APHST	APHST	APHST	APHST		-10.00

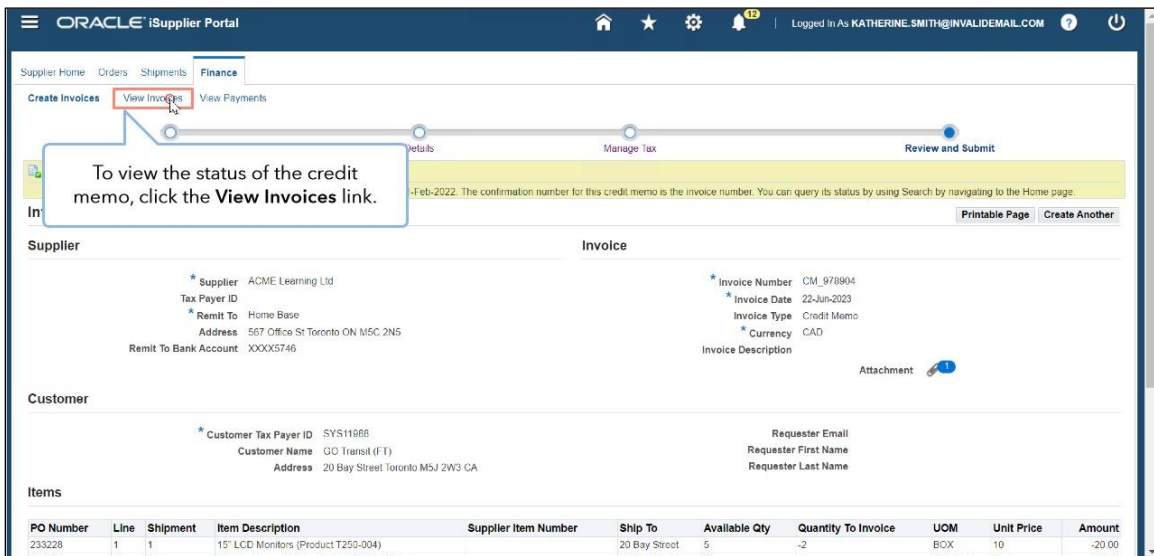
Item	Amount
Items	00
Tax	10
Total (CAD)	10

Buttons: Cancel Save Back Step 4 of 4 **Submit**

A message displays, confirming that the credit memo has been submitted to Metrolinx.

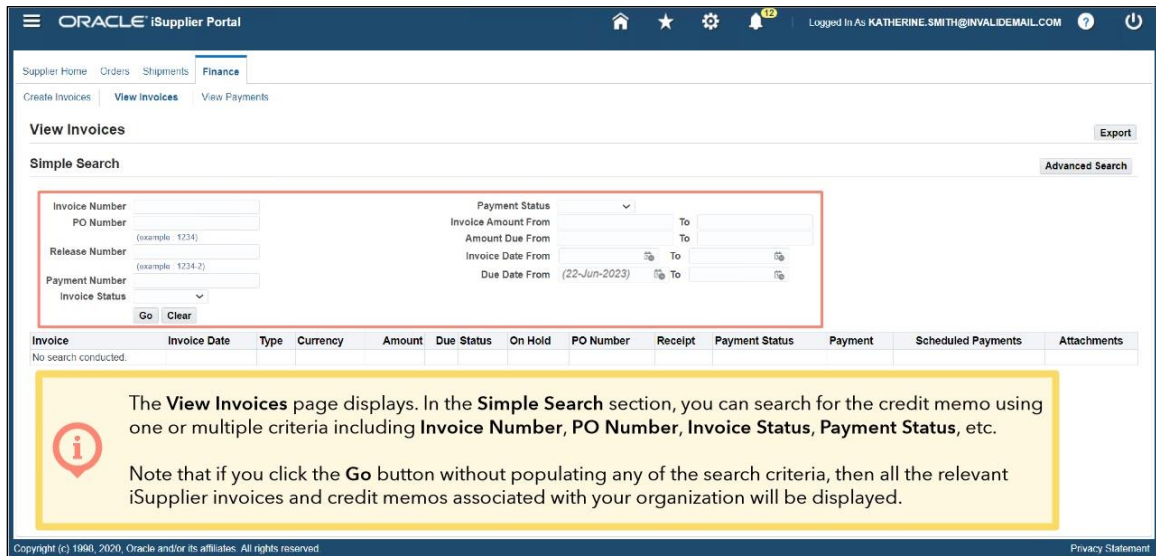


34. Click the **View Invoices** link to view the status of the credit memo.

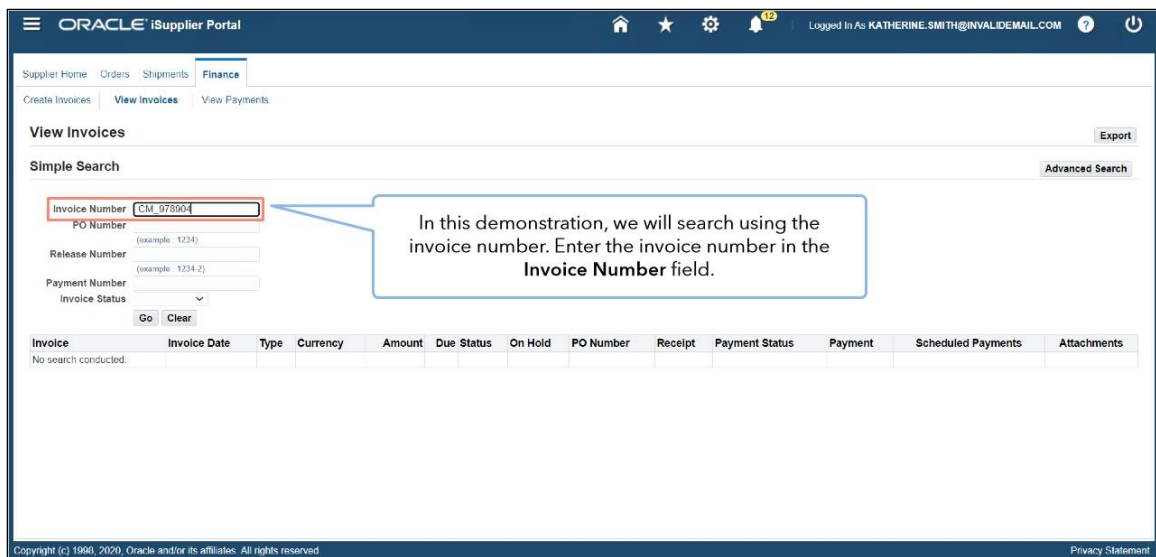


35. The **View Invoices** page displays. You can search for the credit memo in the **Simple Search** section using one or multiple criteria including **Invoice Number**, **PO Number**, **Invoice Status**, **Payment Status**, etc.

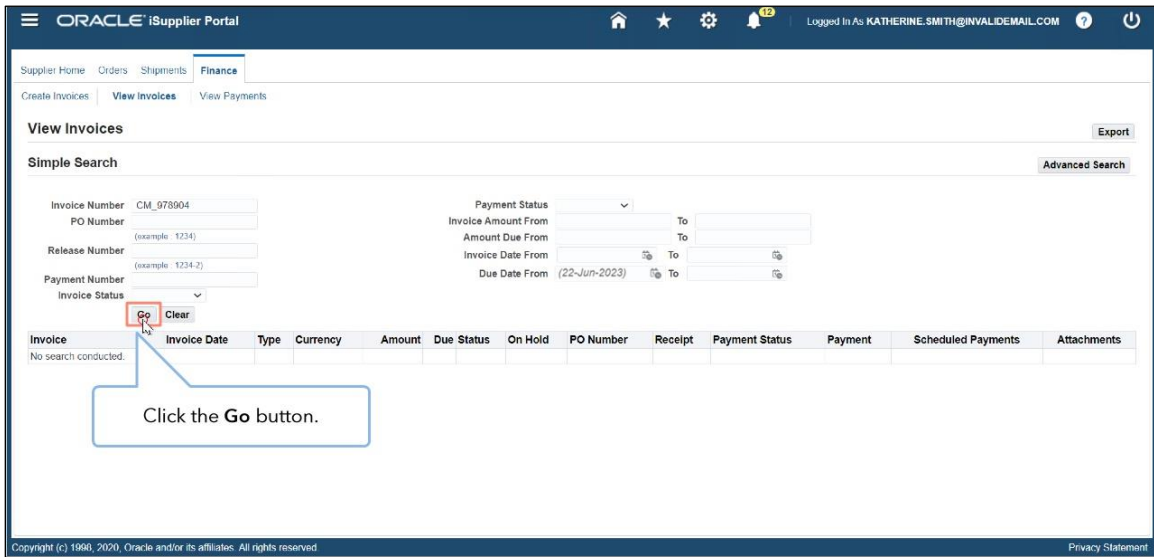
**Note:** If you click the **Go** button without populating any of the search criteria, then all the relevant iSupplier invoices and credit memos associated with your organization will be displayed.



36. Enter the invoice number in the **Invoice Number** field.



37. Click the **Go** button to view the search results.



The search result displays the basic details such as **Invoice Date**, **Type**, **PO Number**, **Payment Status**, etc.

