Submit a Credit Memo

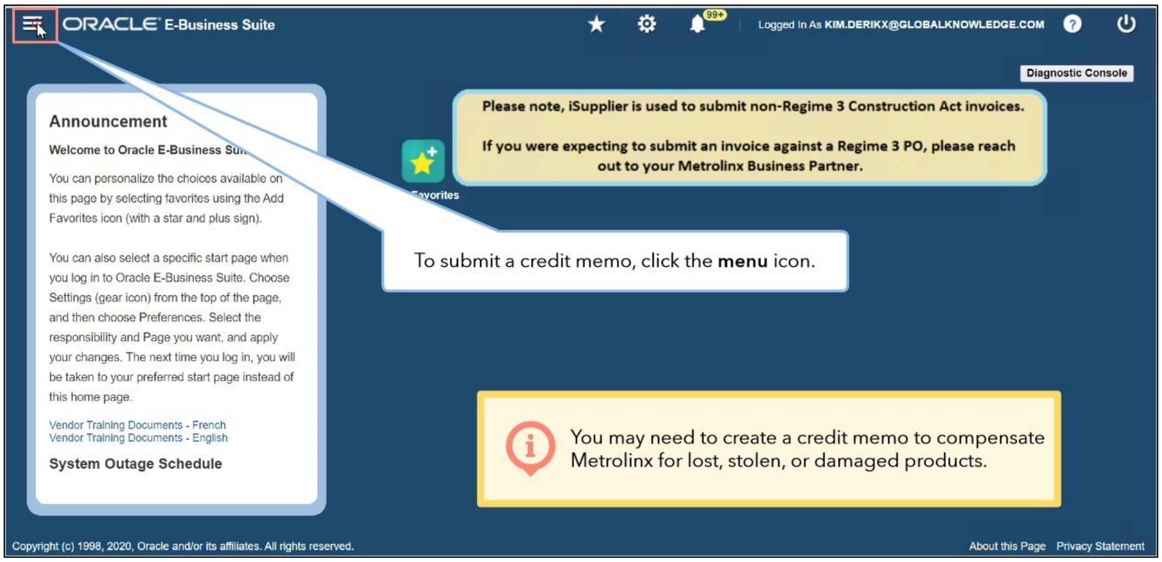
Version No: 1.0
Date: 24/07/2023

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

How to Submit a Credit Memo

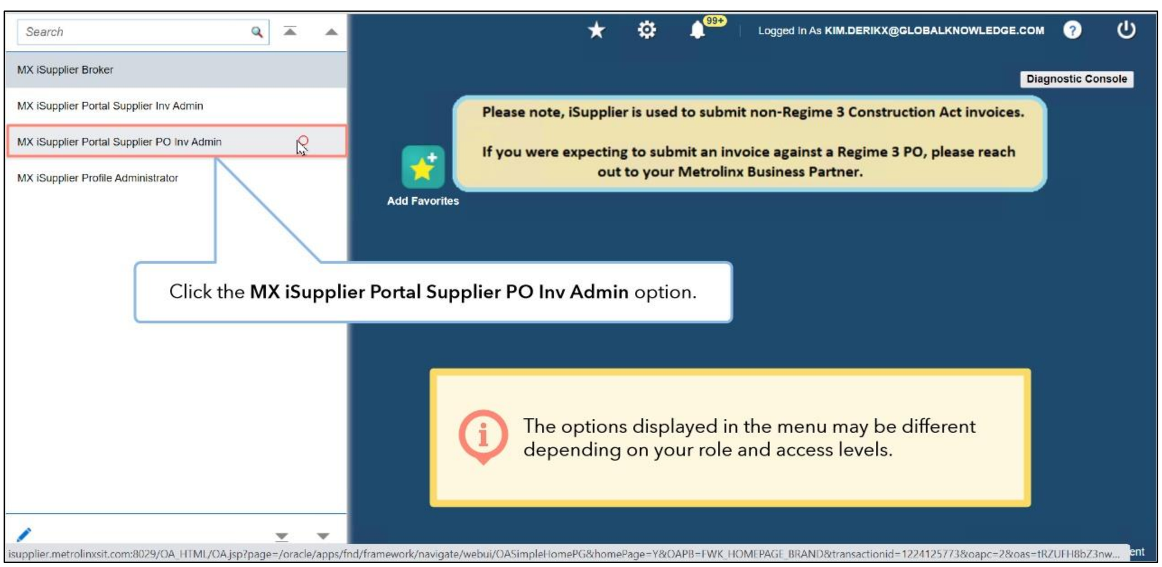
Follow the steps below to create and submit a Credit Memo in iSupplier:

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



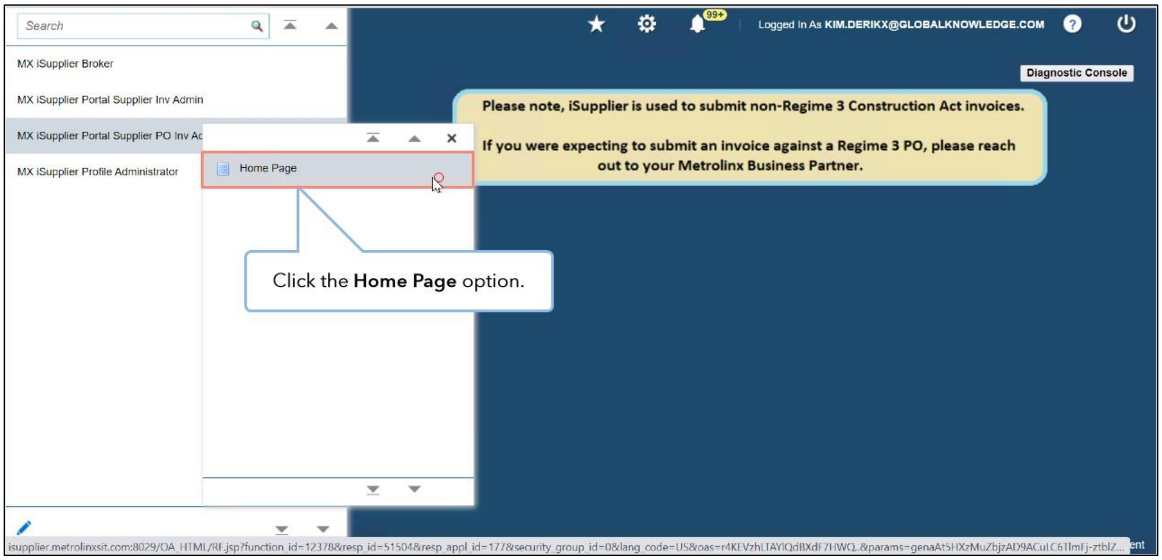
2. Click the **MX iSupplier Portal Supplier PO Inv Admin** option.

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

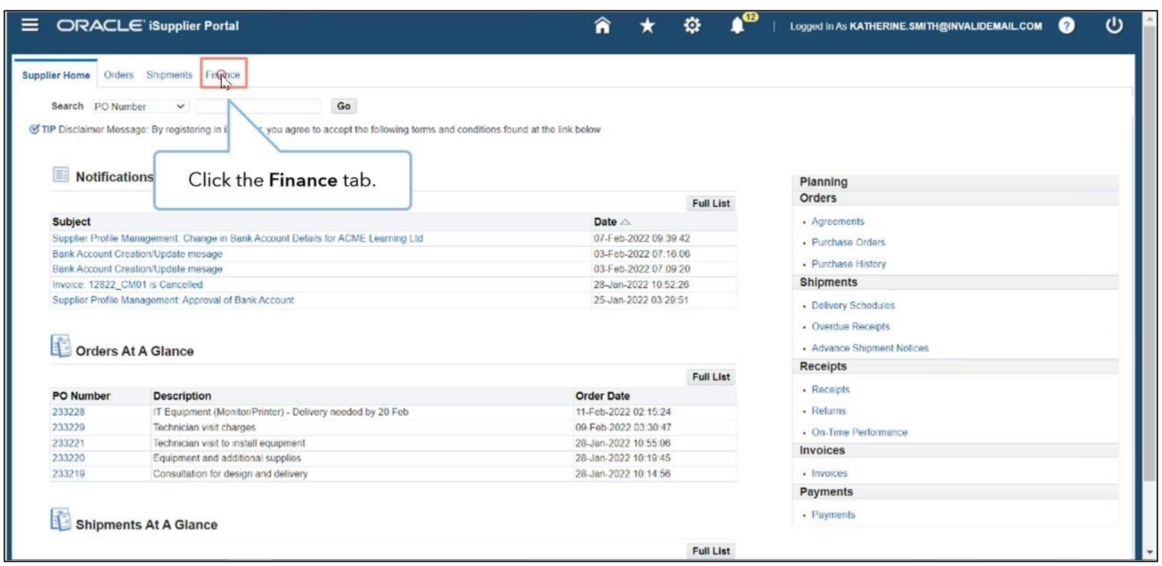


3. Click the **Home Page** option.

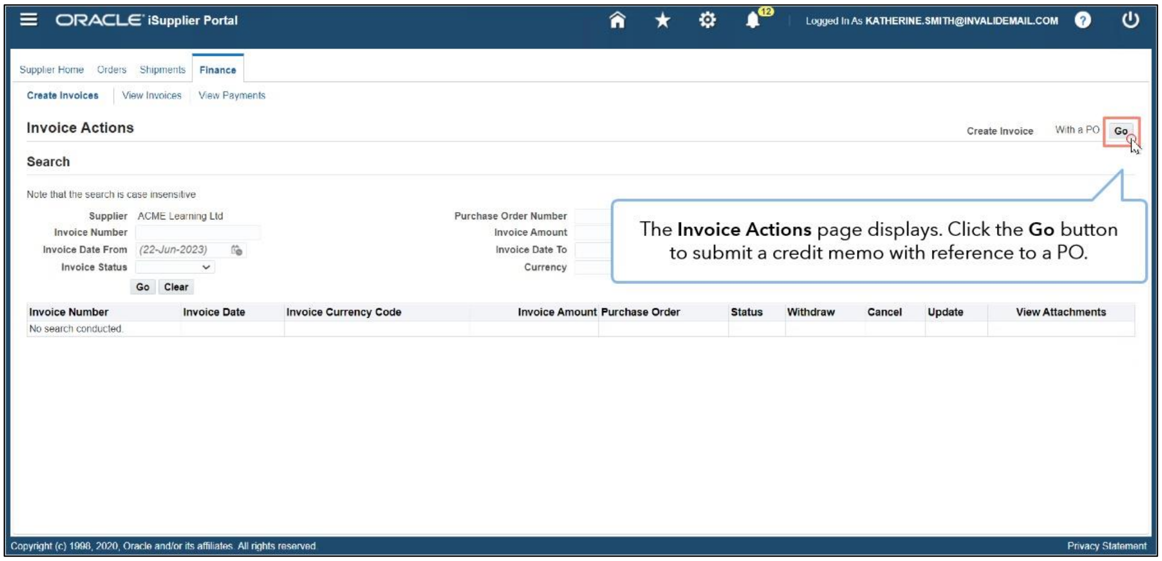
   Note: There are many similarities between submitting an invoice and submitting a credit memo in iSupplier.



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



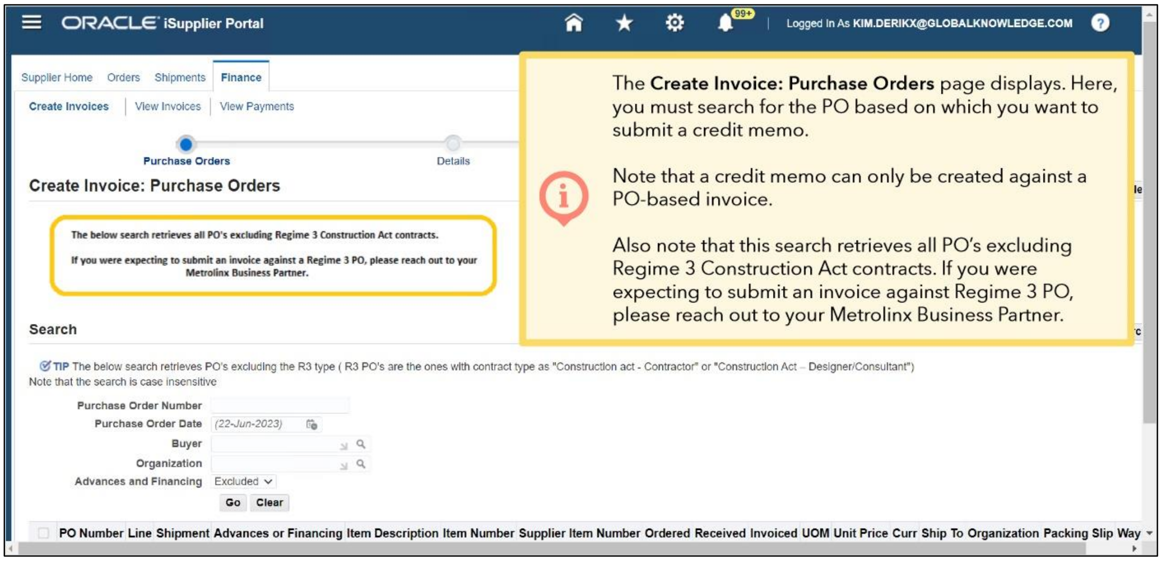
5. Click the **Go** button to submit a credit memo with reference to a PO on the **Invoice Actions** page.



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.

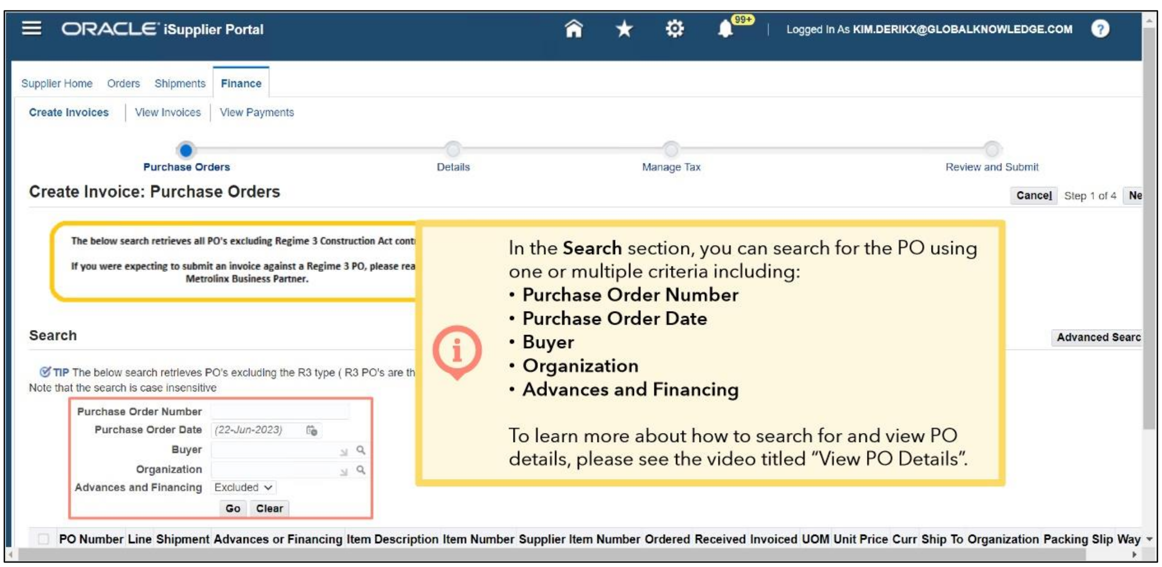
   Note:

   - 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.

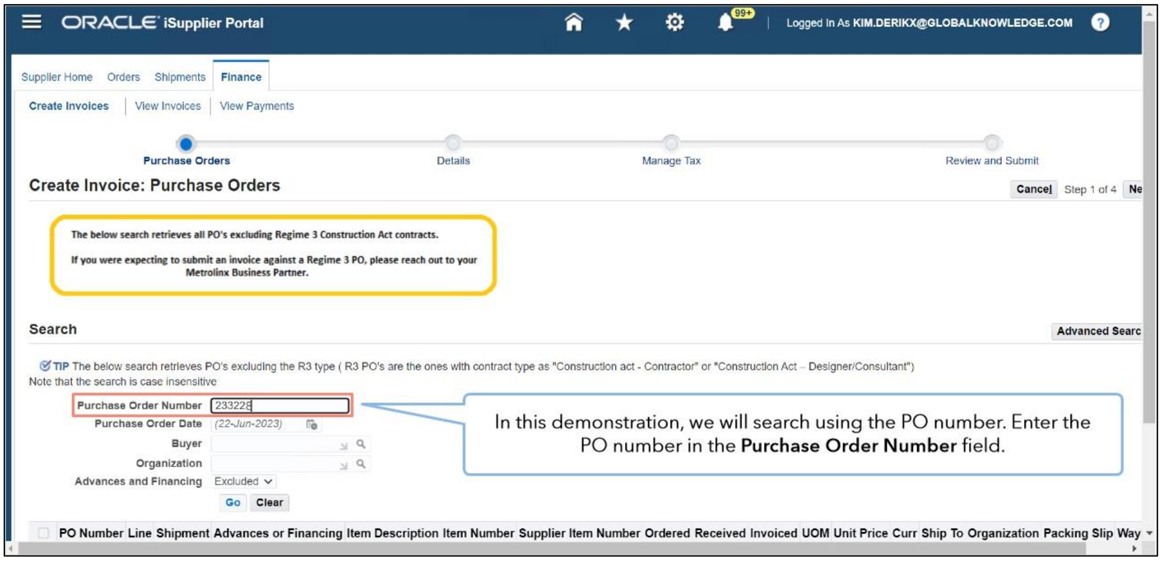


7. In the **Search** section, you can search for the PO using one or multiple criteria including:
   - **Purchase Order Number**
   - **Purchase Order Date**
   - **Buyer**
   - **Organization**
   - **Advances and Financing**

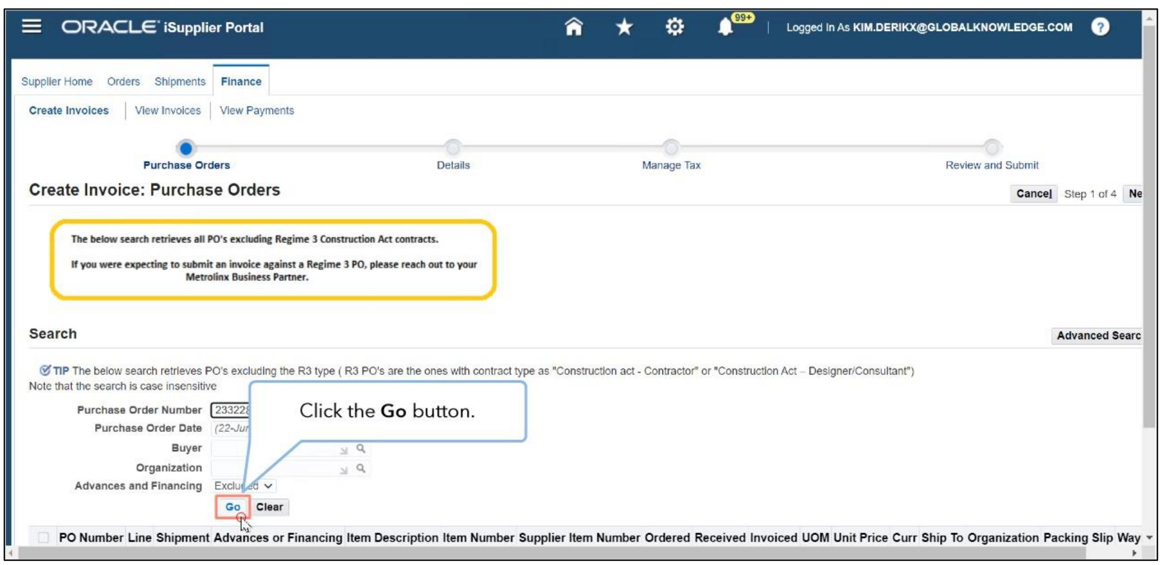
   To learn more about how to search for and view PO details, please see the video titled "View PO Details".



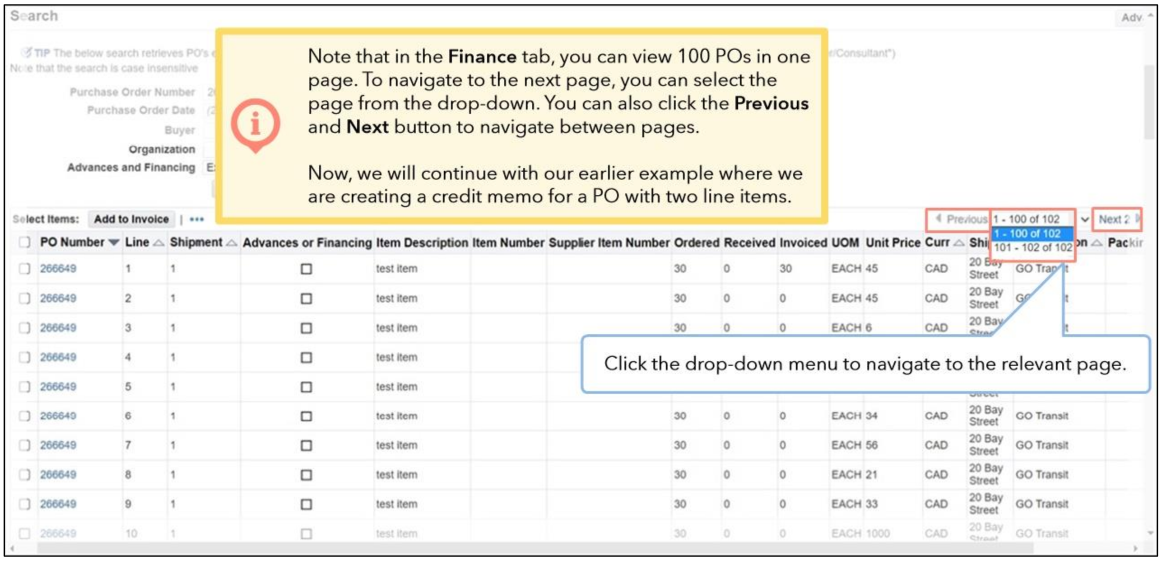
8. Enter the PO number in the **Purchase Order Number** field.



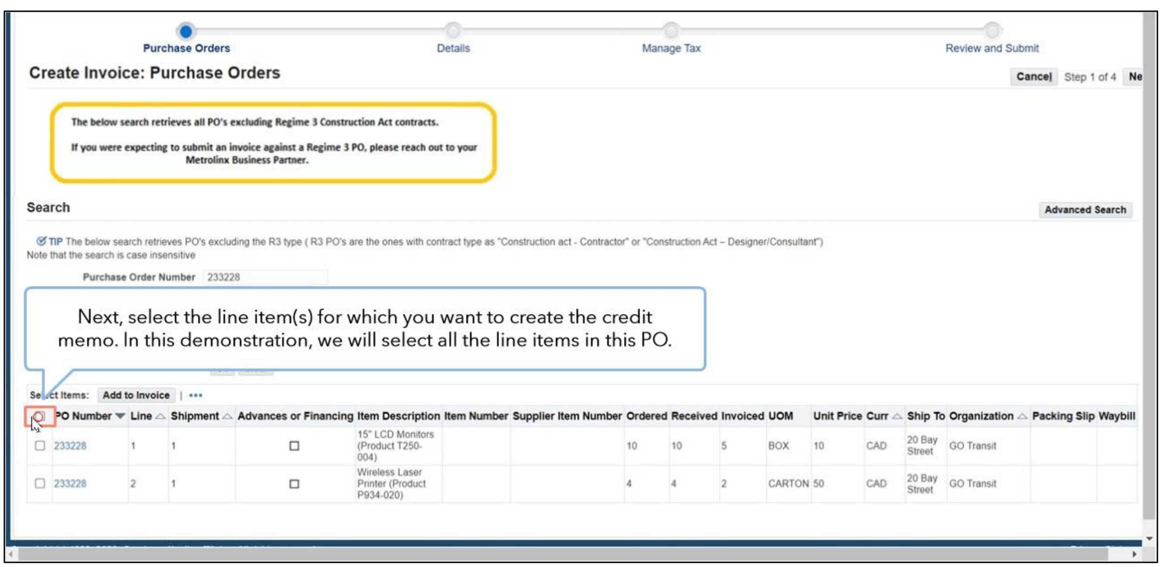
9. Click the **Go** button.



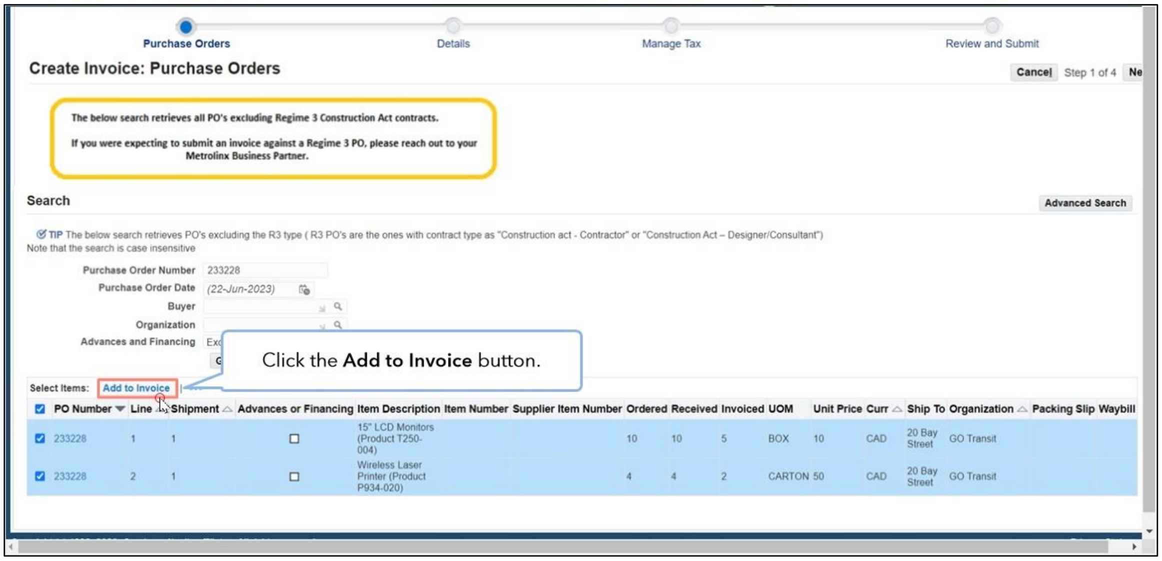
Note: In the **Finance** tab, you can view 100 POs in one page. To navigate to the next page, you can select the page from the drop-down. You can also click the Previous and Next button to navigate between pages. In this demonstration, we will continue creating a credit memo for a PO with two-line items.



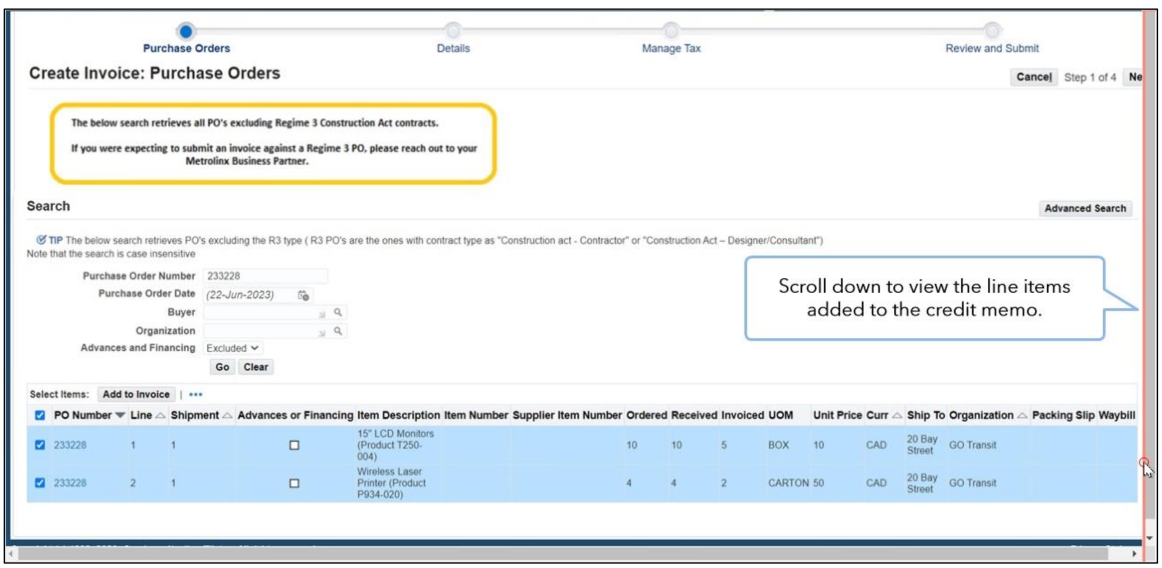
10. Select the line item(s) for which you want to create the credit memo. In this demonstration, we will select all the line items in this PO.



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



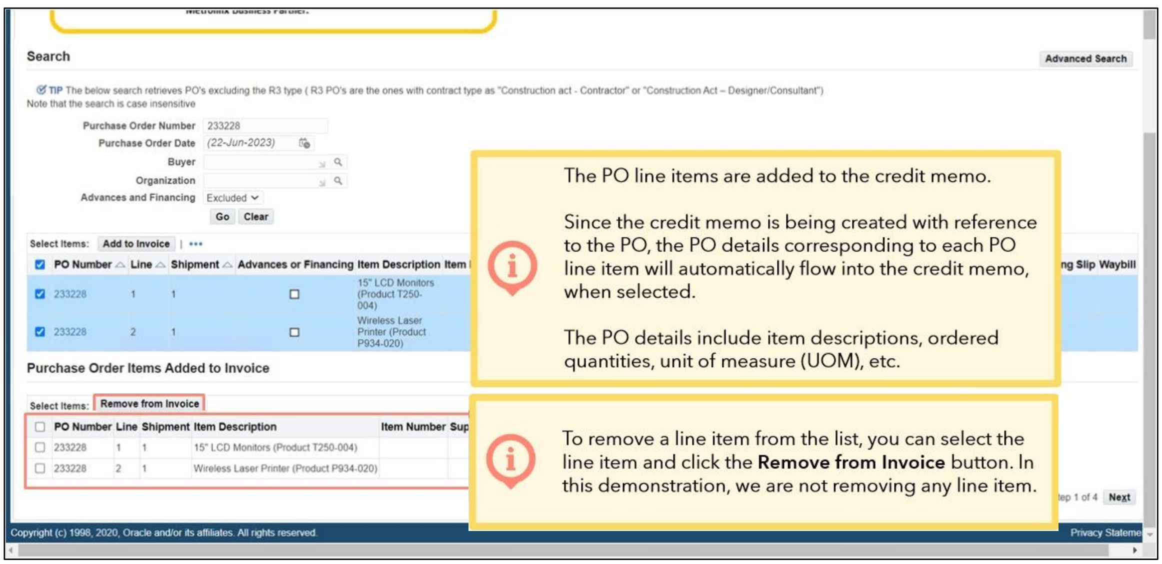
12. Scroll down to view the line items added to the credit memo.



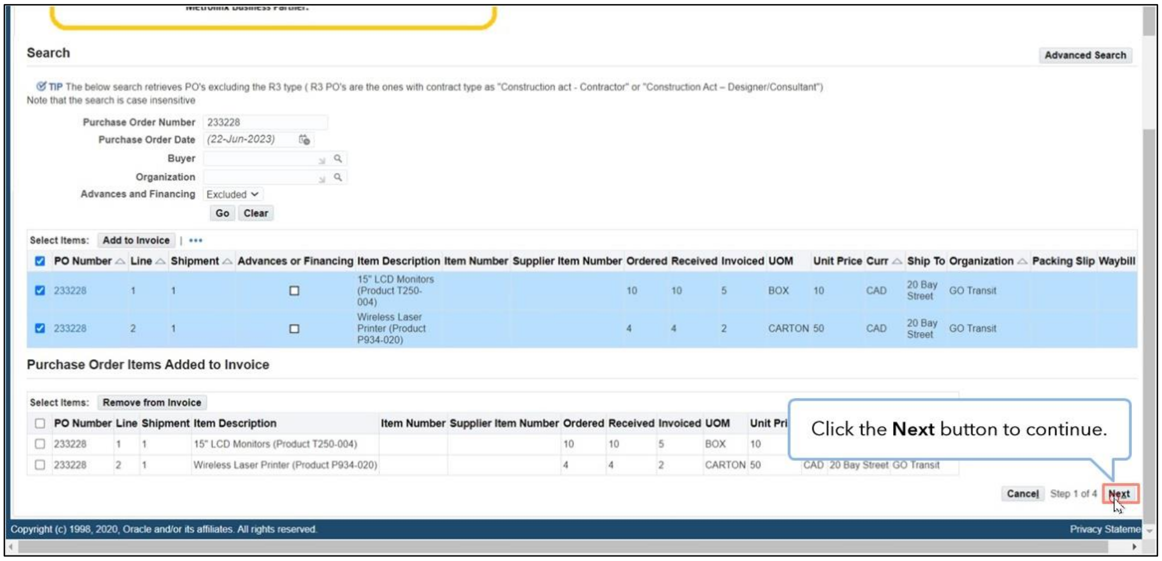
13. Once you scroll down, you can see that the PO line items are added to the credit memo.

Note:

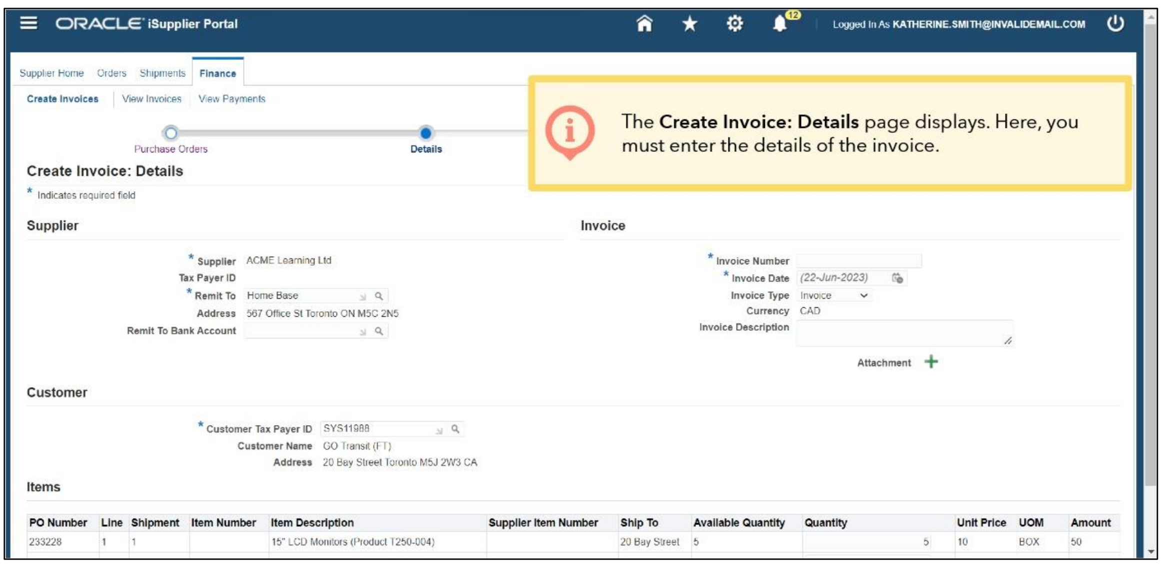
- Since the credit memo is being created with reference to the PO, the PO details corresponding to each PO line item will automatically flow into the credit memo, when selected.
- The PO details include item descriptions, ordered quantities, unit of measure (UOM), etc.
- To remove a line item from the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



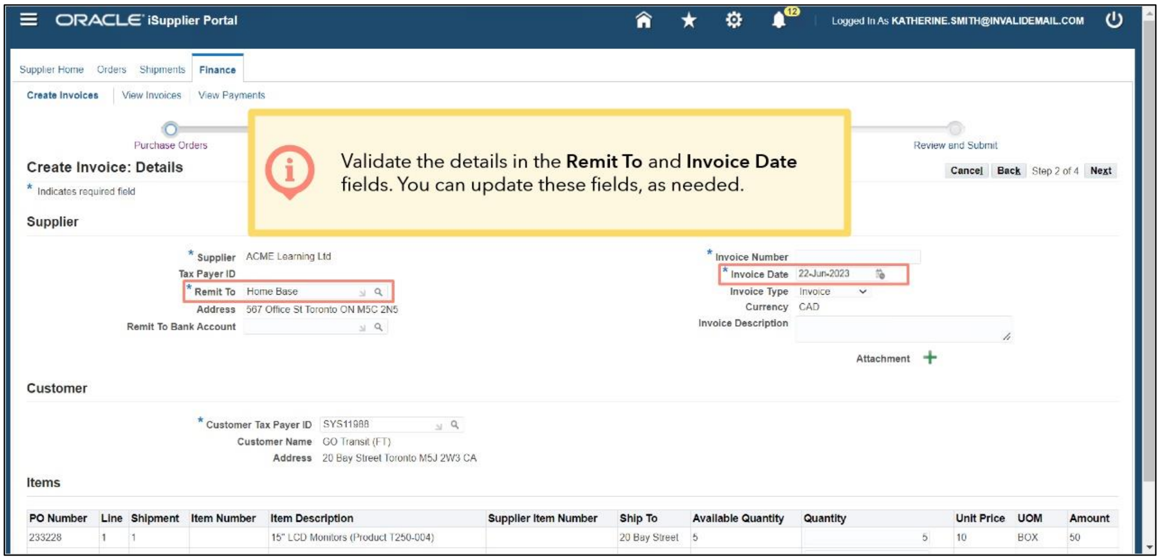
14. Click the **Next** button to continue.



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

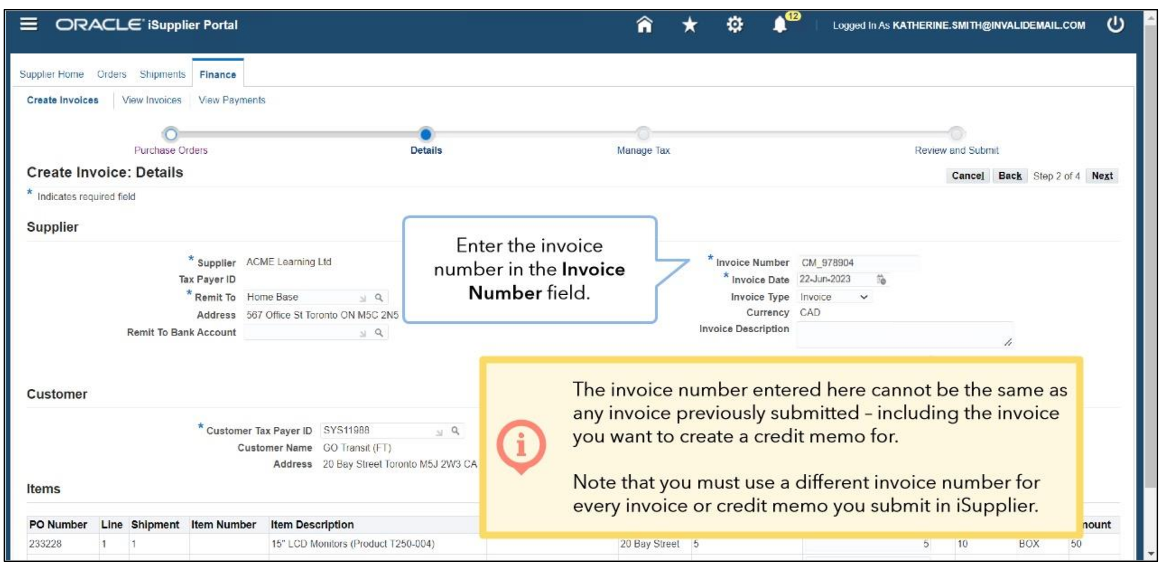


16. Validate the details in the **Remit To** and **Invoice Date** fields. You can also update these fields, as needed.

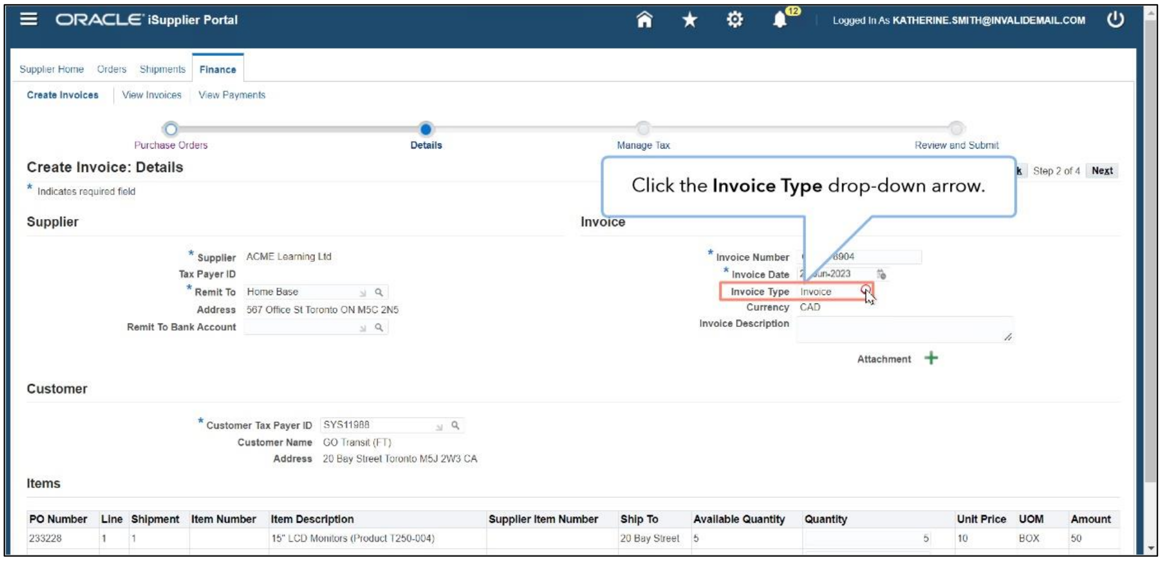


17. Enter the invoice number in the **Invoice Number** field.

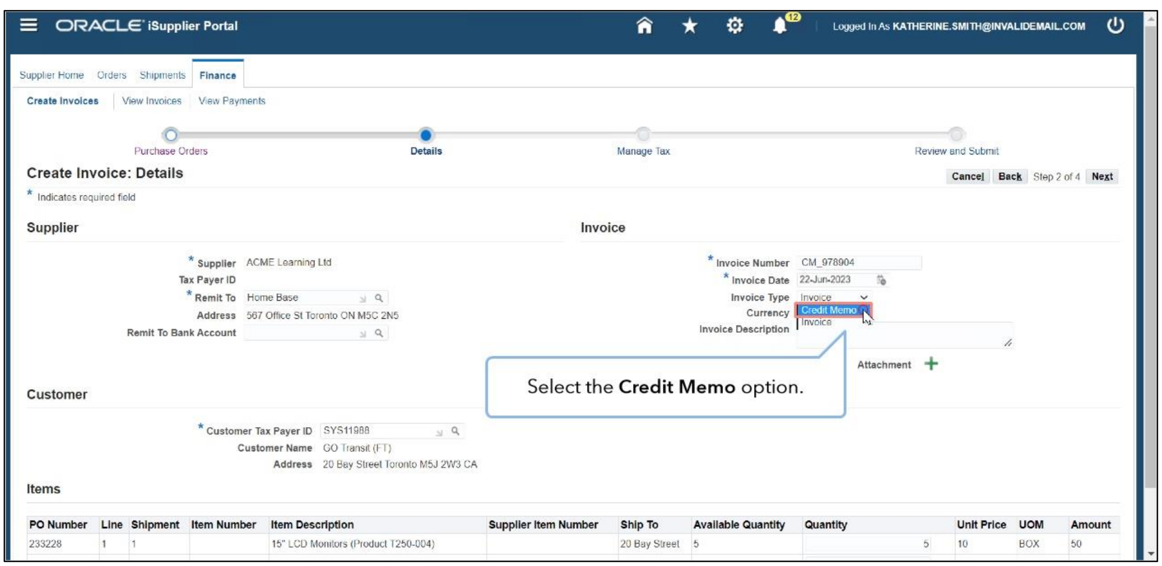
    Note: The invoice number entered here cannot be the same as any invoice previously submitted – including the invoice you want to create a credit memo for. You must use a different invoice number for every invoice or credit memo you submit in iSupplier.



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

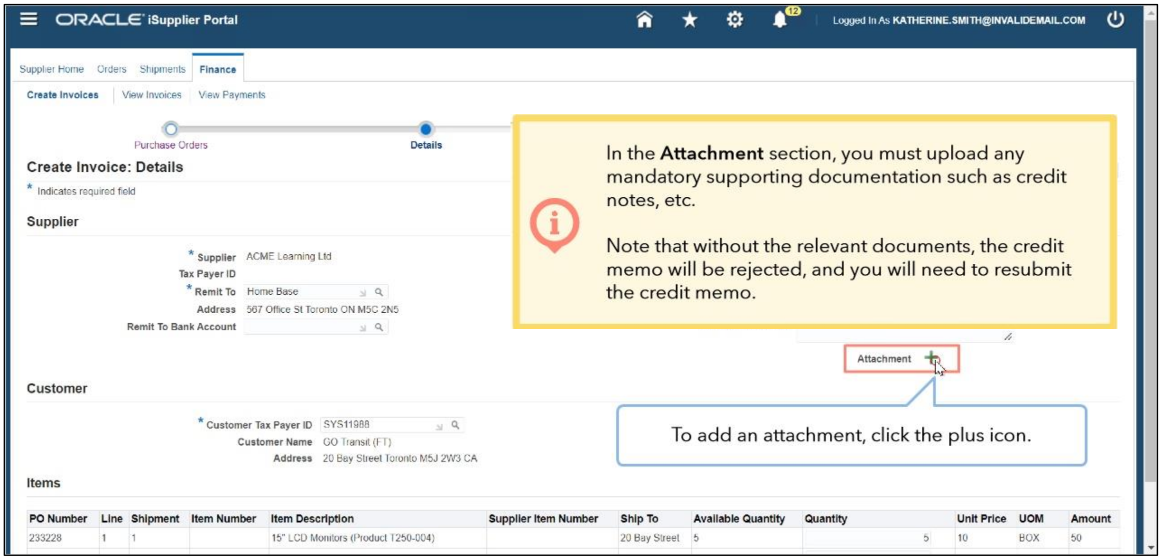


19. Select the **Credit Memo** option.

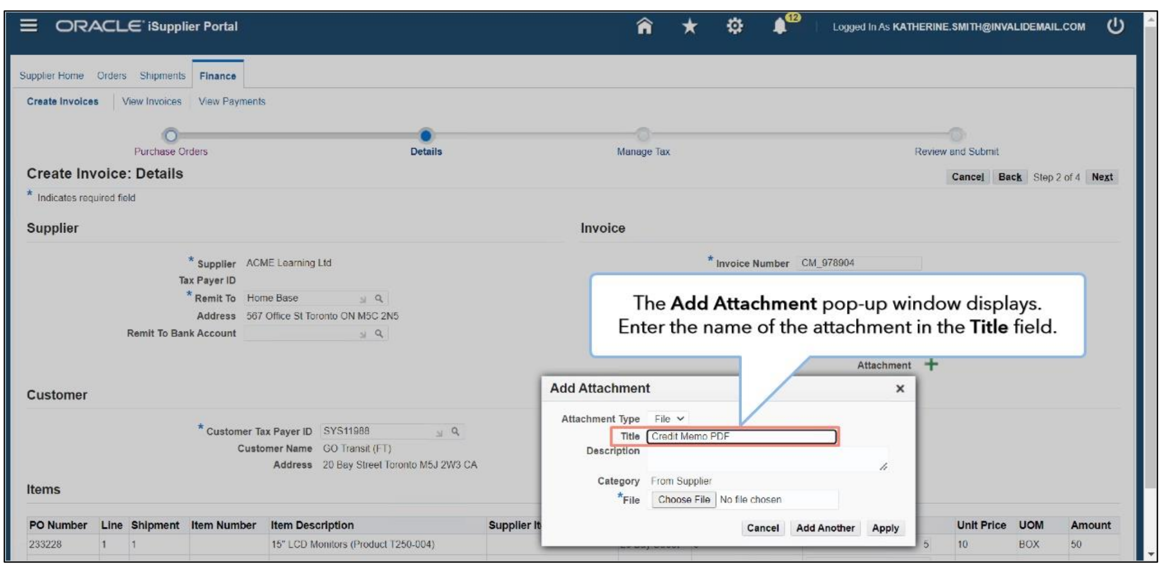


20. Click the plus icon to add an attachment.

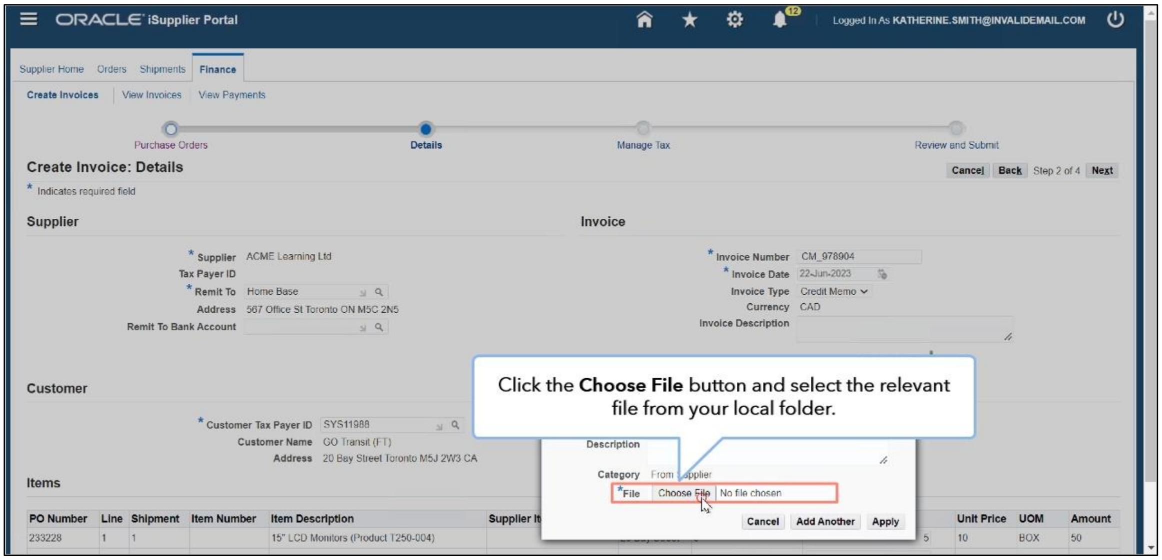
    Note: In the **Attachment** section, you must upload any mandatory supporting documentation such as credit notes, etc. Without the relevant documents, the credit memo will be rejected, and you will need to resubmit the credit memo.



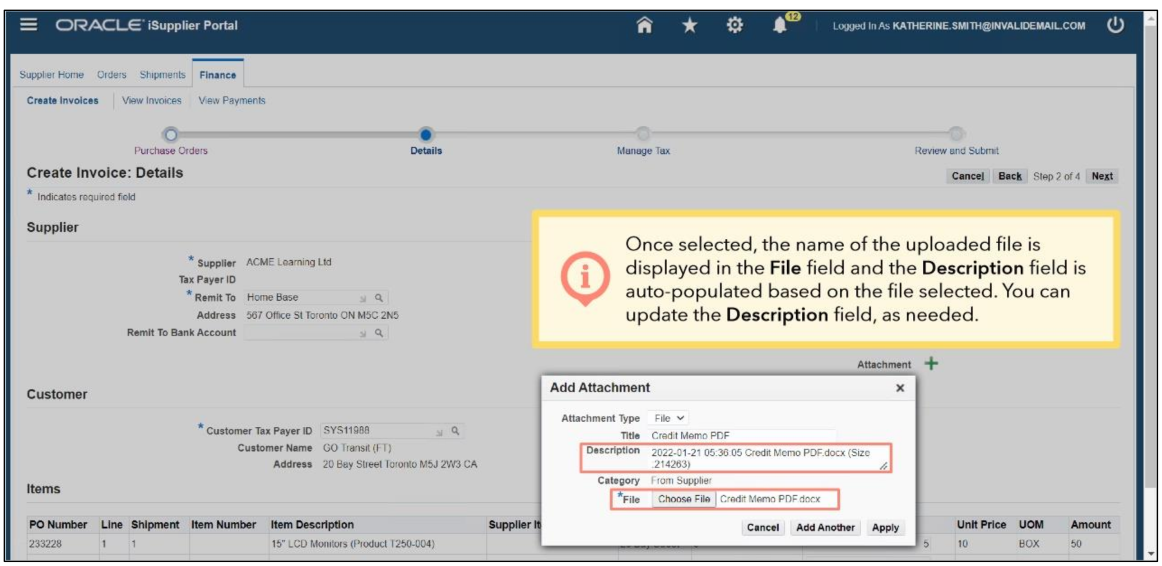
21. Enter the name of the attachment in the **Title** field once the **Add Attachment** pop-up window displays.



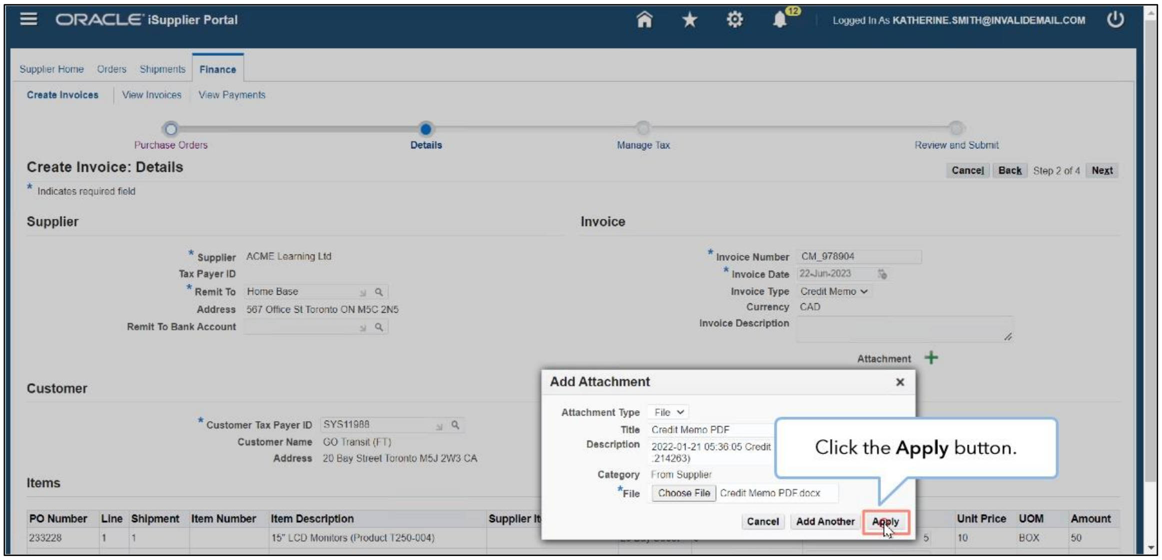
22. Click the **Choose File** button and select the relevant file from your local folder.



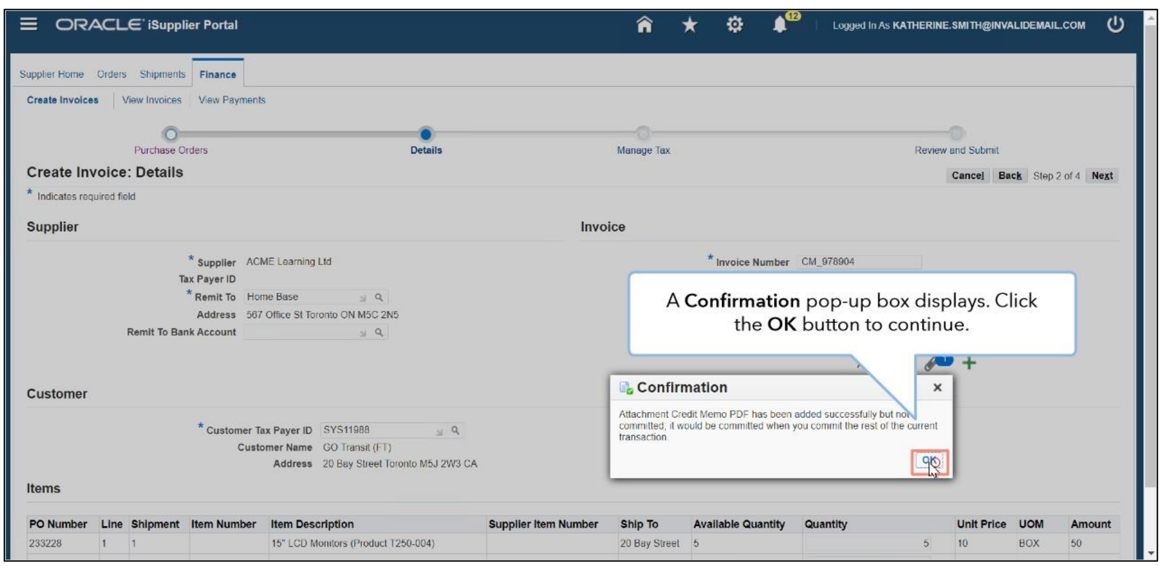
Note: Once selected, the name of the uploaded file is displayed in the **File** field and the **Description** field is auto populated based on the file selected. You can also update the **Description** field, as needed.



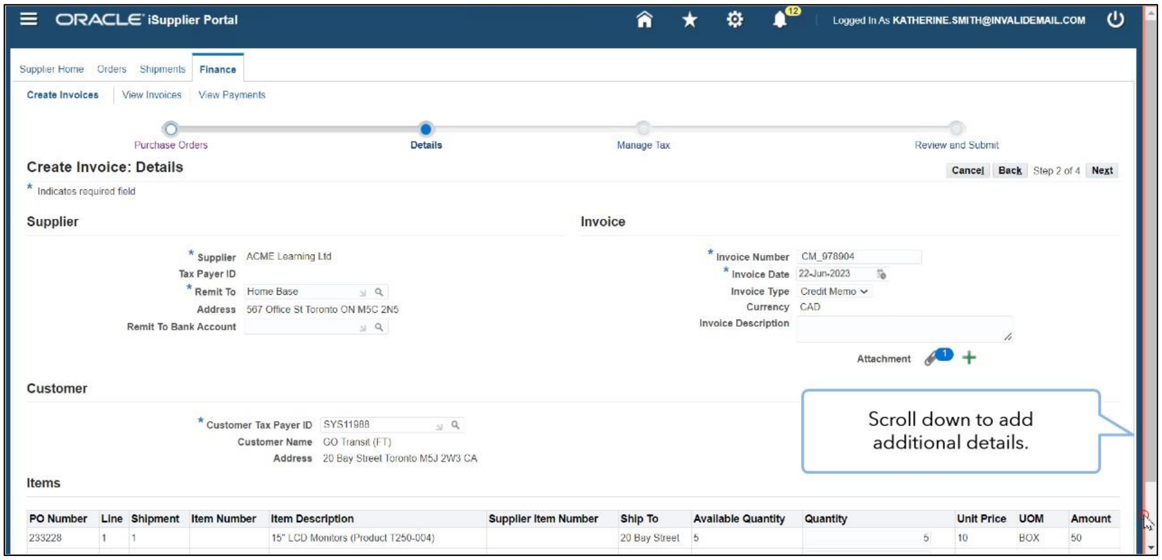
23. Click the **Apply** button.



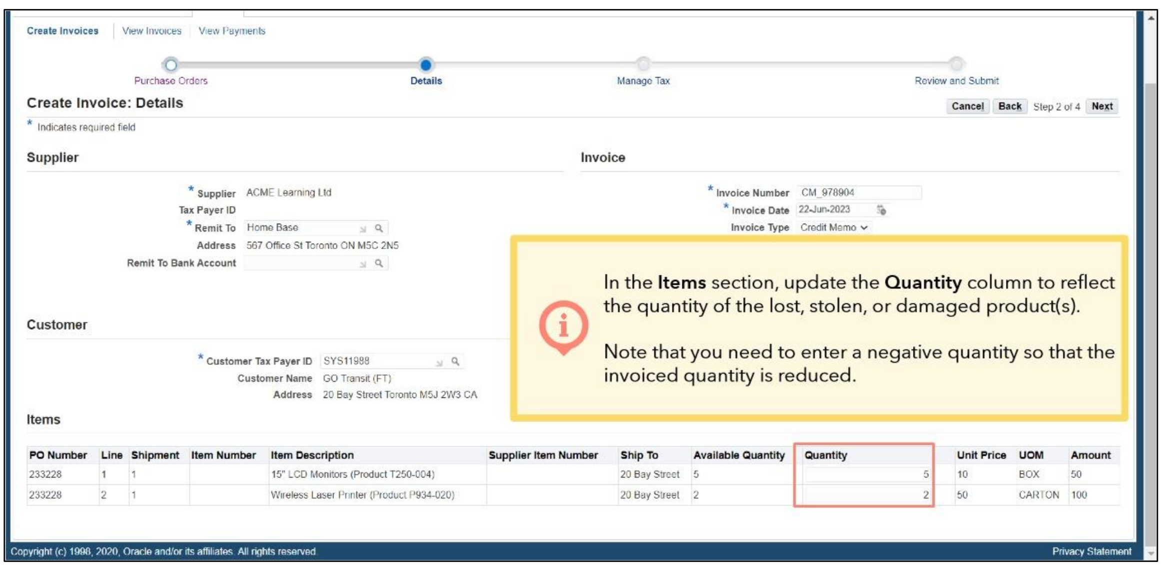
24. The **Confirmation** pop-up box displays. Click the **OK** button to continue.



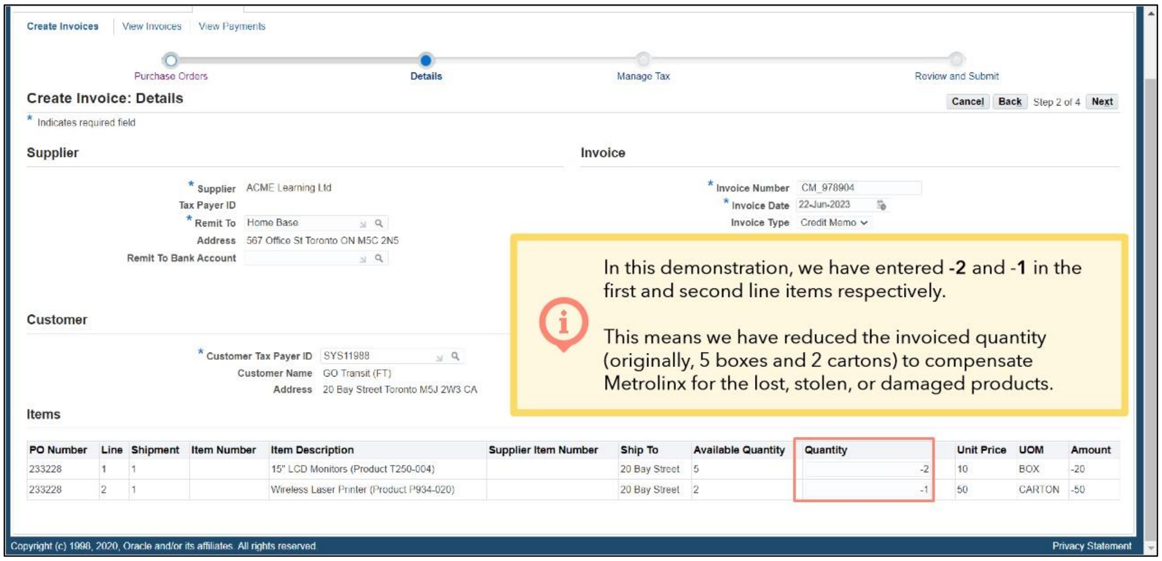
25. Scroll down to add additional details.



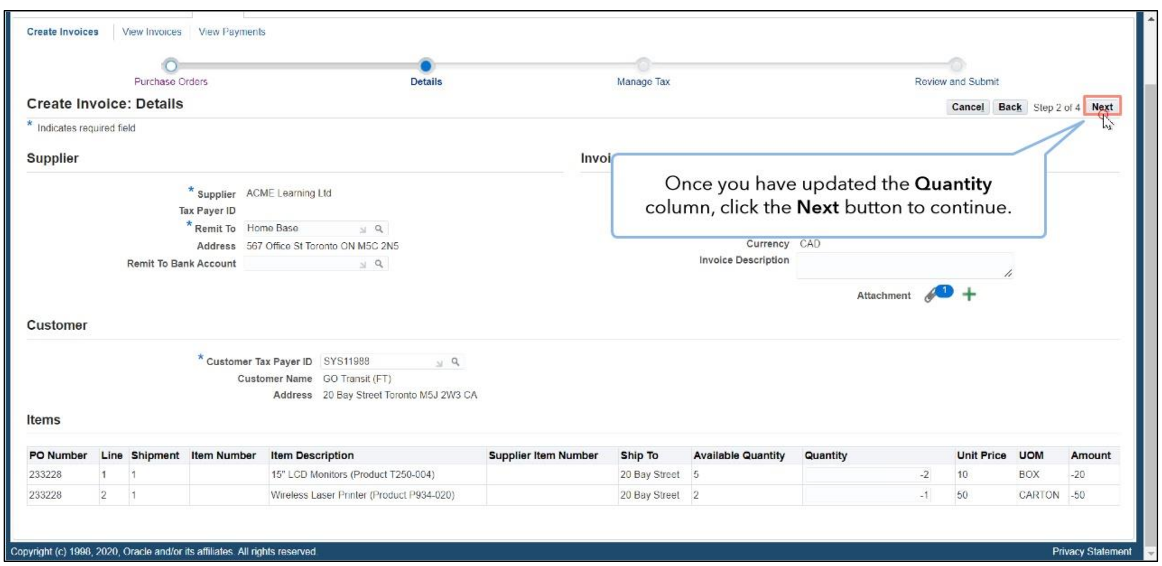
26. In the **Items** section**,** update the **Quantity** column in negative to reflect the quantity of the lost, stolen, or damaged product(s).



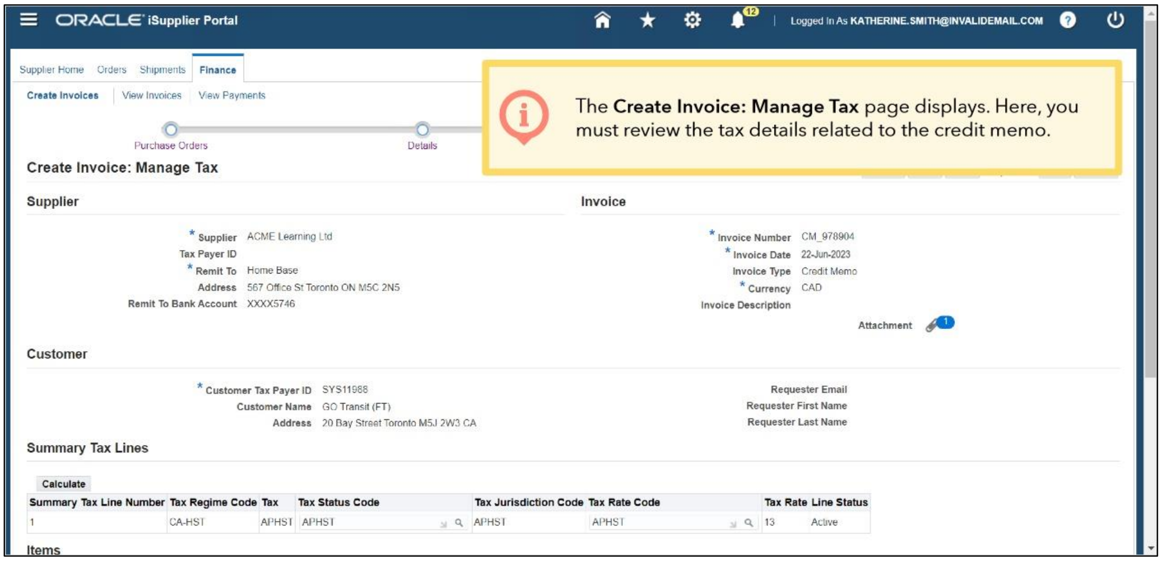
In this demonstration, we have entered -2 and -1 in the first- and second-line items respectively. This means we have reduced the invoiced quantity (originally, 5 boxes and 2 cartons) to compensate Metrolinx for the lost, stolen, or damaged products.



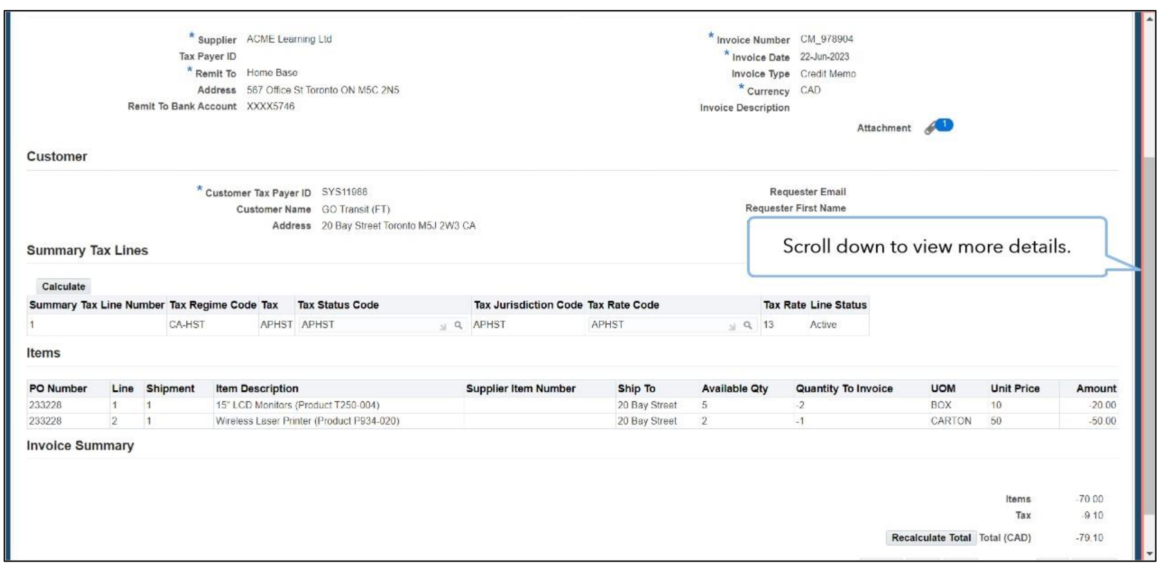
27. Once you have updated the **Quantity** columns, click the **Next** button to continue.



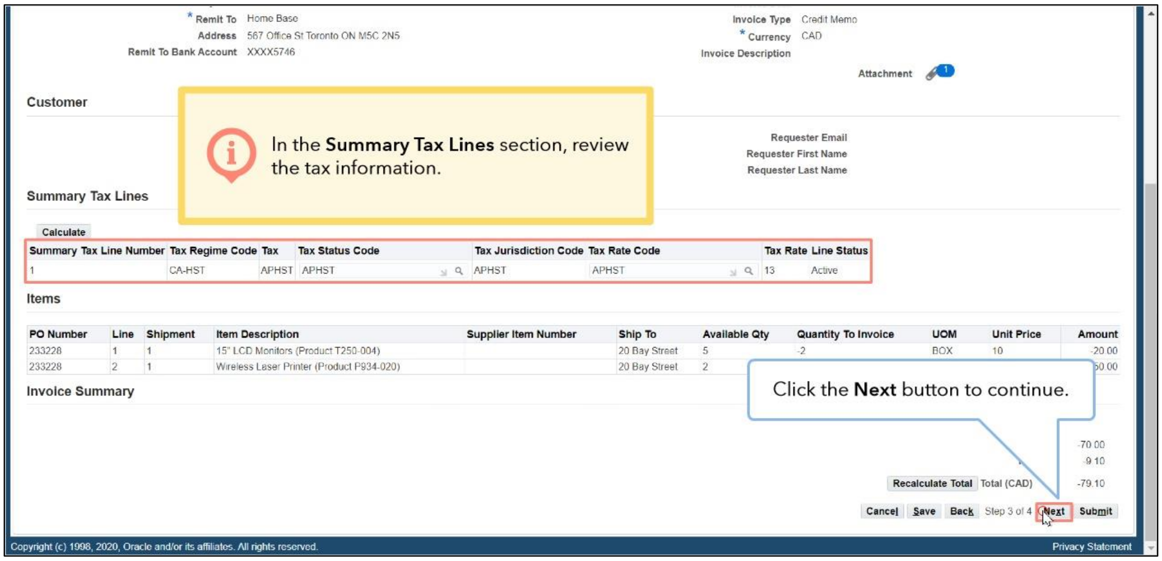
28. Review the tax details related to the credit memo once the **Create Invoice: Manage Tax** page displays.



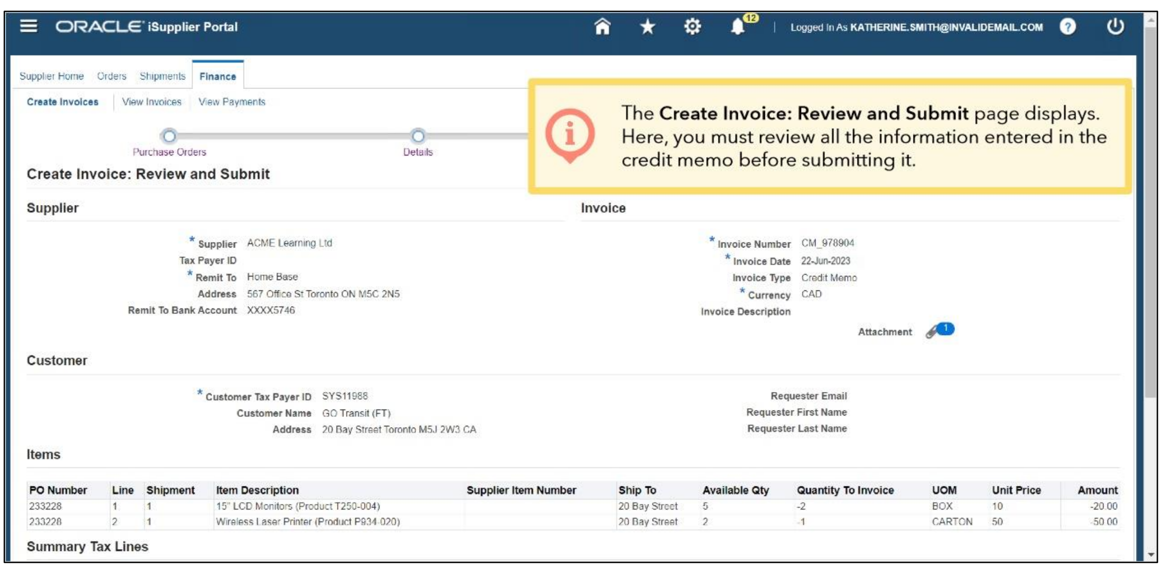
29. Scroll down to view **Summary Tax** Lines section.



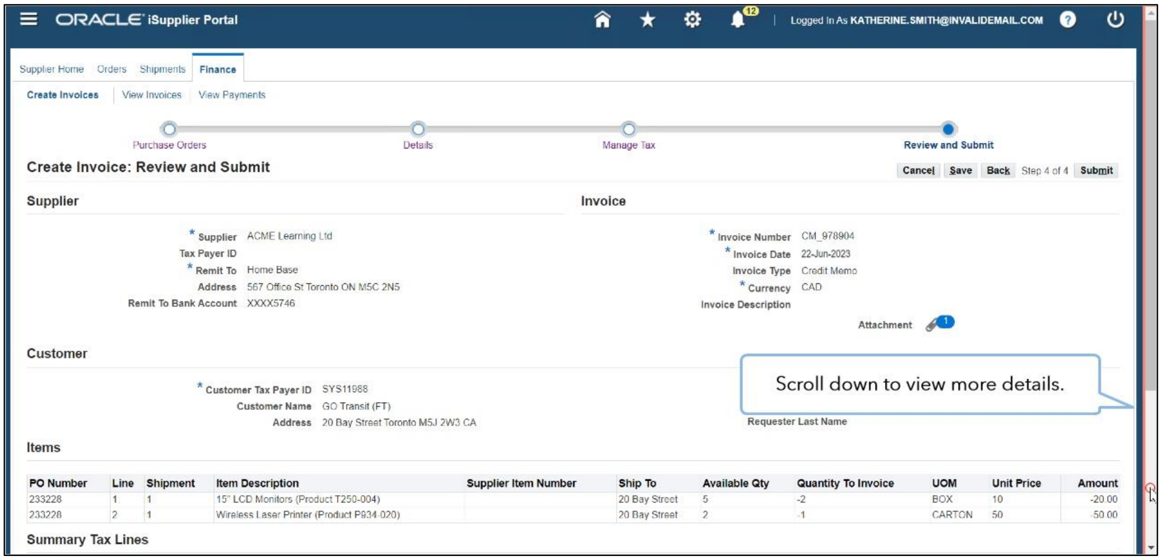
30. In the **Summary Tax** Lines section, review the tax information and click the **Next** button to continue.



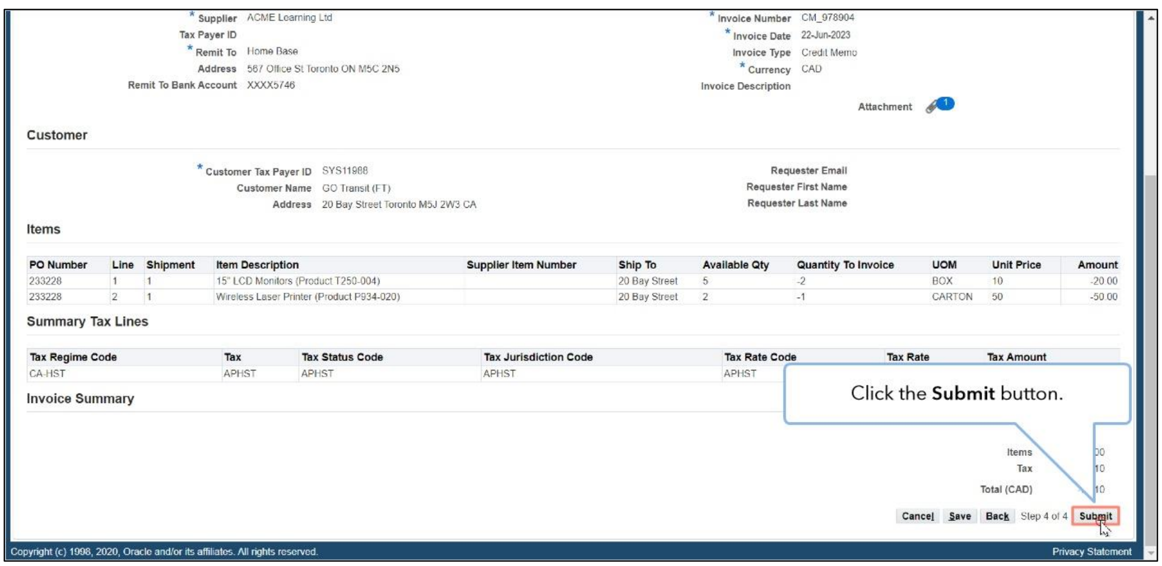
31. The **Create Invoice: Review and Submit** page displays. Review all the information entered in the credit memo before submitting it.



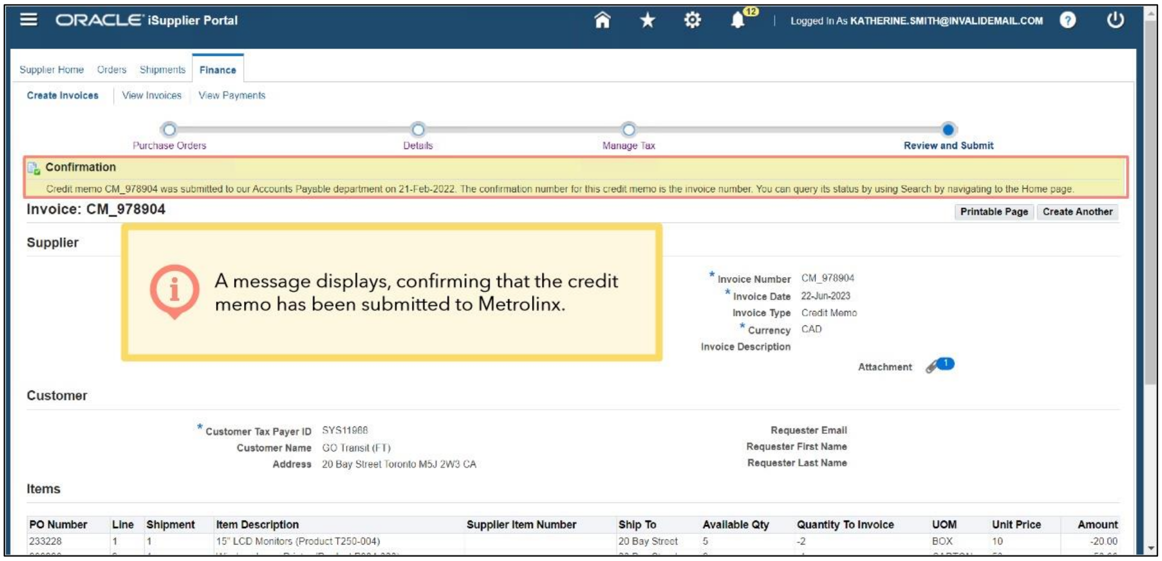
32. Scroll down to submit the credit memo.



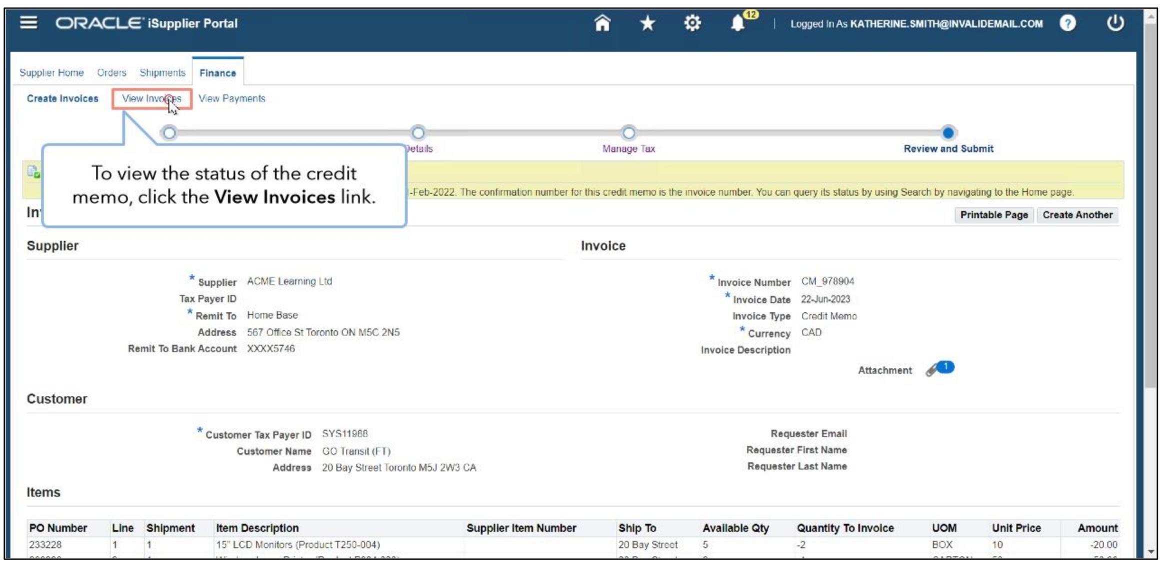
33. Click the **Submit** button.



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

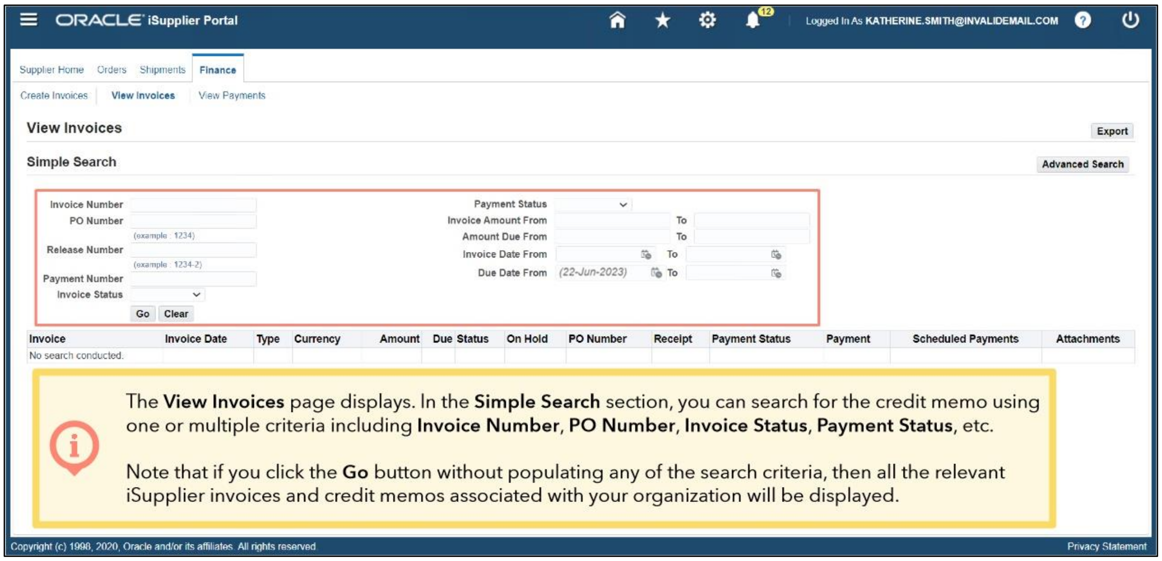


34. Click the **View Invoices** link to view the status of the credit memo.

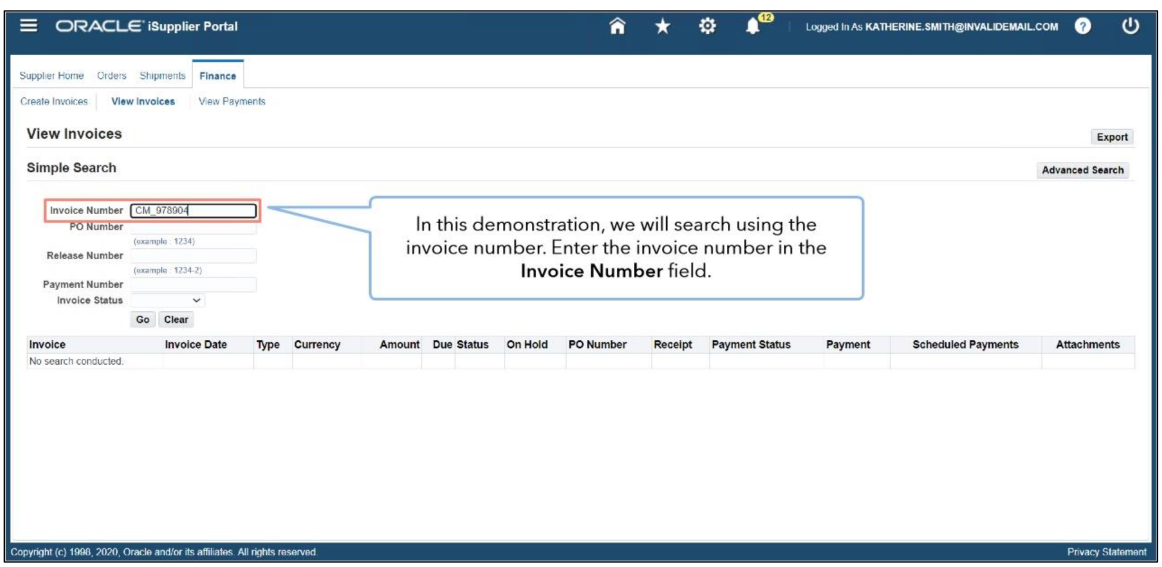


35. The **View Invoices** page displays. You can search for the credit memo in the **Simple Search** section using one or multiple criteria including **Invoice Number**, **PO Number**, **Invoice Status**, **Payment Status**, etc.

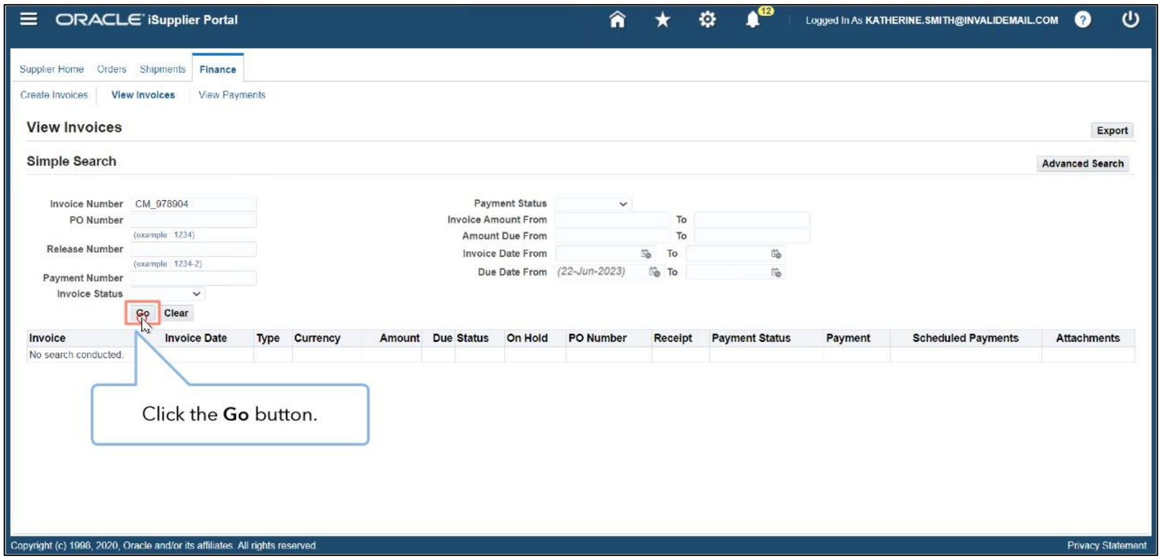
    Note: If you click the **Go** button without populating any of the search criteria, then all the relevant iSupplier invoices and credit memos associated with your organization will be displayed.



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.