Financial & Business Services Procedures

Duty: **Requesting a Credit Note – External**

Purpose:

A Credit Note is processed to reverse an invoice or to reduce the amount of an invoice.

General Information:

A Credit Note must always be used to cancel or reduce the amount of an invoice.

There must be written advice (email is fine) from either the relevant HOS/Unit, or a delegate, who has signing authority to the amount of the credit note to be issued. The credit note must also be approved by person who requested the invoice initially.

System Process:

To request a credit note a written request needs to be submitted to the Accounts Receivable team. The form to do this is called Request for Credit Note and is available at https://www-internal.jcu.edu.au/fabs/income/jcu_124548. This needs to be filled in, authorised and emailed along with supporting documentation to accountsreceivable@jcu.edu.au

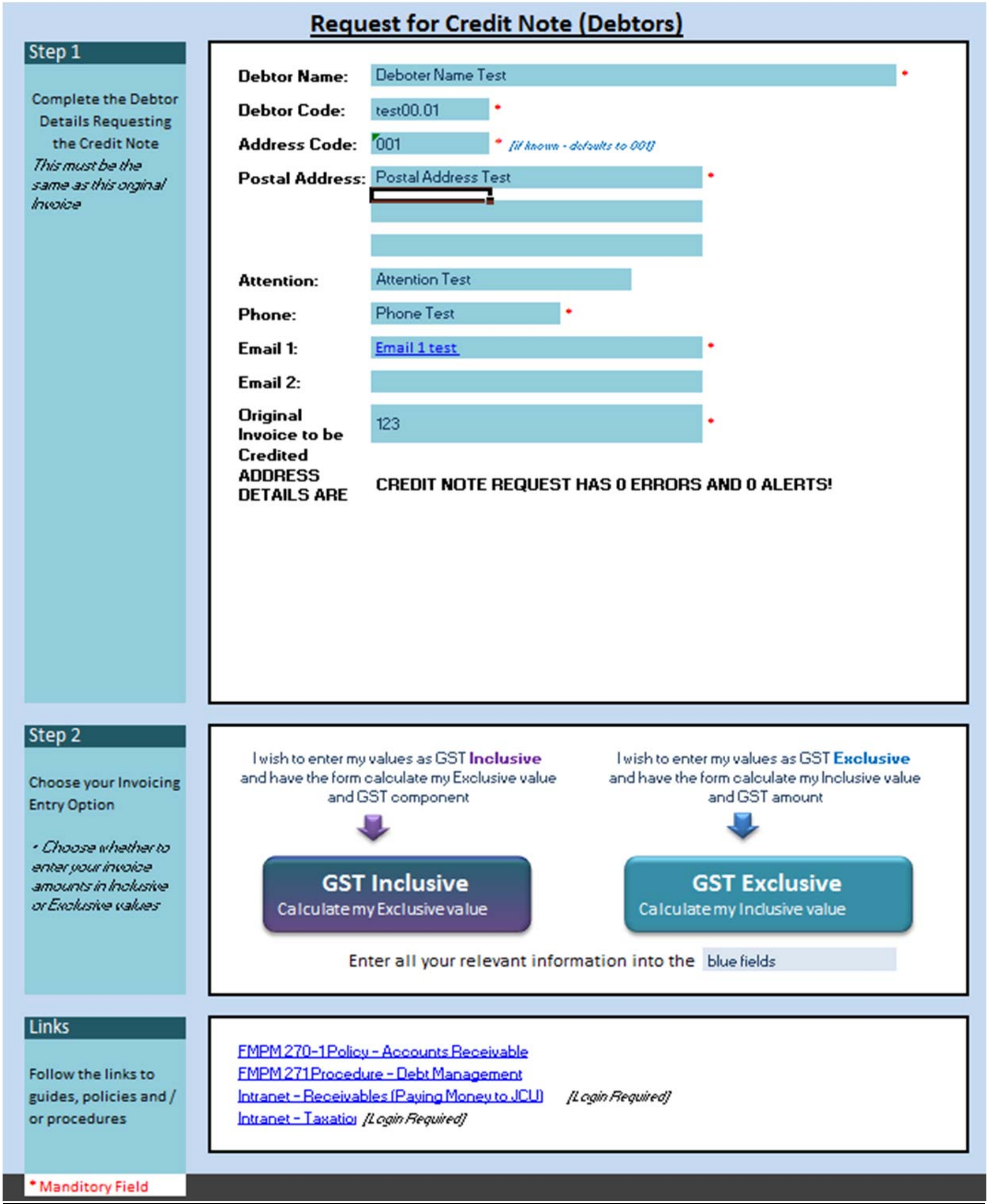
Once the accounts receivable team has the required information, the request is checked by the Manager of Finance & Taxation team, and then entered into Finance One. The Request for Credit Note form will be attached as supporting documentation in Finance One.

Once the credit note has been raised, the credit note will be forwarded to the requestor to forward to the debtor unless otherwise advised.

It is the responsibility of the requestor to ensure a new invoice has been raised if required

The Request for Credit Note Form

Download the Request for Credit Note Form from web address, https://www-internal.jcu.edu.au/fabs/income/jcu_124548



Request for Credit Note (Debtors)

Step 1

Complete the Debtor Details Requesting the Credit Note

This must be the same as this orginal Invoice

Debtor Name:	Deboter Name Test *
Debtor Code:	test00.01 *
Address Code:	001 * *[if known - defaults to 001]*
Postal Address:	Postal Address Test *
Attention:	Attention Test
Phone:	Phone Test *
Email 1:	Email 1 test *
Email 2:	
Original Invoice to be Credited	123 *
ADDRESS DETAILS ARE	**CREDIT NOTE REQUEST HAS 0 ERRORS AND 0 ALERTS!**

Step 2

Choose your Invoicing Entry Option

• Choose whether to enter your invoice amounts in Inclusive or Exclusive values

I wish to enter my values as GST **Inclusive** and have the form calculate my Exclusive value and GST component

GST Inclusive
Calculate my Exclusive value

I wish to enter my values as GST **Exclusive** and have the form calculate my Inclusive value and GST amount

GST Exclusive
Calculate my Inclusive value

Enter all your relevant information into the blue fields

Links

Follow the links to guides, policies and / or procedures

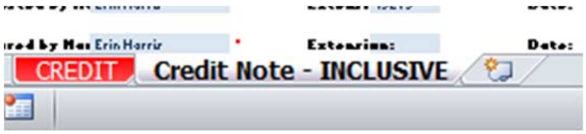
FMPM 270-1 Policy - Accounts Receivable
FMPM 271 Procedure - Debt Management
Intranet - Receivables (Paying Money to JCU) *[Login Required]*
Intranet - Taxatio *[Login Required]*

* Manditory Field

1. Fill in the details on the CREDIT tab of the Request for Credit Note workbook. Alert have been included to help guide your data entry.

The links to relevant policy have also been included on this template for your reference.

2. Once you have filled in your details click on the button for GST Inclusive or GST Exclusive as required
3. From your selection a new tab will appear called either Credit Note – Inclusive or Credit Note Exclusive, Click on this tab



The following form will appear

REQUEST FOR CREDIT NOTE

*All fields marked with a * are mandatory*

Debtor Code: test00.01 * **Address Code:** 001 * **Date:** ######

Debtor Name: Debtor Name Test *

Postal Address: Postal Address Test * **Phone:** Phone Test *

Email 1: Email 1 test *

Email 2:

Attention: Attention Test **Purchase Order N** 2/05/1900

INVOICE DETAILS

Total charges must include 10% GST unless the supply has been deemed exempt or not applicable

Total GST Inclusive Amount ($AUD)	Total GST Amount	Total GST Exclusive Amount ($AUD):
$ 100.00	$ 9.09	$ 90.91

Printed Invoice Narration

Use the below fields to populate the printed invoice with descriptive information e.g. Itemised Charges

Description	Amount (Incl)	GST Code	GST Amt	Amount (Excl)
* Testing credit note	100.00	c	9.09	90.91
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
			FALSE	0.00
Balance	100.00		9.09	90.91
Variance	0.00			

Finance One - Credit Account Direction

ORGU	PROJECT	FUND	USE	Amount (Incl)	GST Code	GST Amt	Reason for NO application of GST
* 9999	00000	9995	3064	100.00	c	9.09	
						FALSE	
						FALSE	
						FALSE	
						FALSE	
						FALSE	
						FALSE	
						FALSE	
						FALSE	
						FALSE	
			Balance	100.00		9.09	
			Variance	0.00			

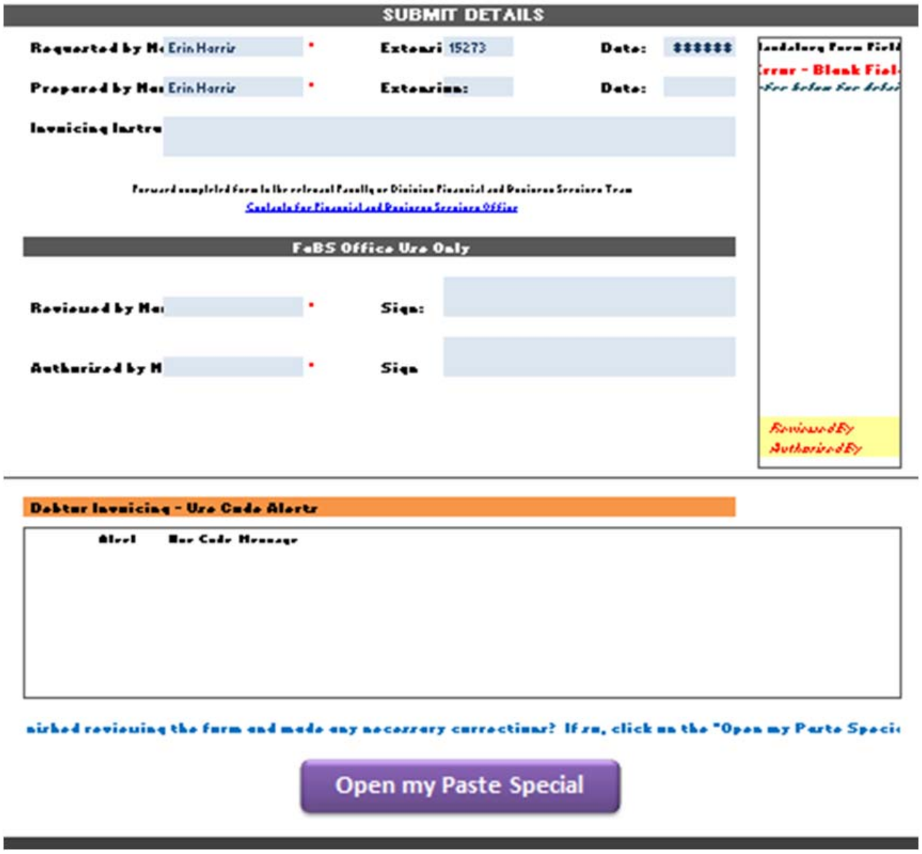
Finance One - Narration Fields

Narrative line 1: Testing Credit Note Narration 1 *

Narrative line 2 Test Narr 2 reason for credit

Narrative line 3 Test narr 3

Maximum of 40 characters for each narration line.
Narration inserted here appears only within Finance One


SUBMIT DETAILS

Requested by Na Erin Harris * Extensi 15273 Date: ######

Prepared by Nai Erin Harris * Extension: Date:

Invoicing Instru

FaBS Office Use Only

Reviewed by Na * Sign:

Authorised by N * Sign

Debtor Invoicing - Use Code Alerts

Alert Use Code Message

Open my Paste Special

The information entered on the previous screen will be populated in the address details.

4. You will now need to fill in the rest of the details in the grey cells as per reasons for the credit note.
5. Once you have completed the details entry save you spreadsheet as an .xlsm file this will be sent to Accounts Receivable when all documentation is completed.
6. You will also need to save the file as a PDF. This will file will need the following information included as supporting documentation
7.
    - Copy of the original invoice that is being credited
    - Relevant pages from a contract or agreement
    - Approval from the original person who requested the invoice
    - Approval from the Financial Delegation this can be an email or digital signature on the final PDF
    - General ledger print of the transaction to be credited from Finance One, the procedure for this is at end of this document

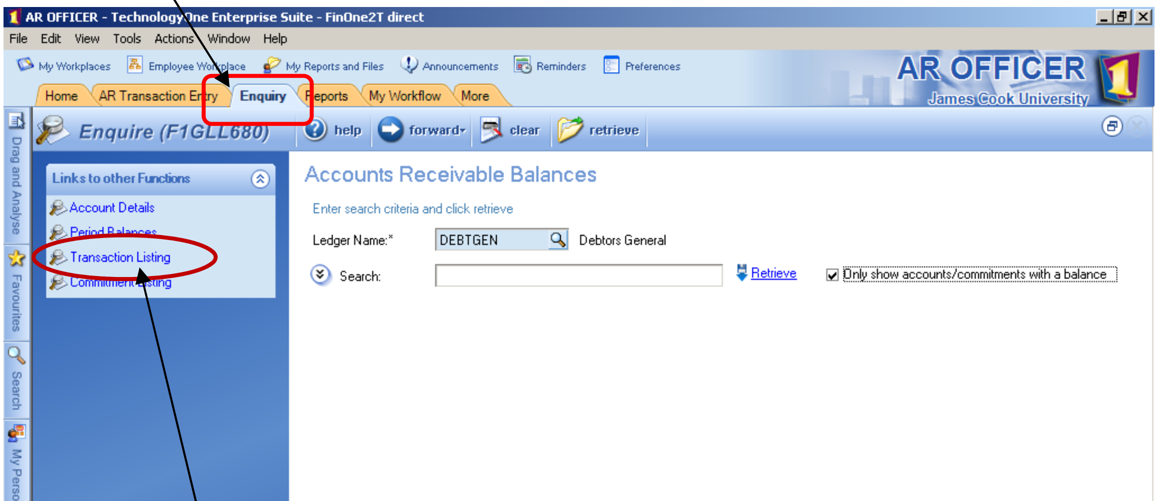
8. Once the PDF file is completed please digitally sign the document. The procedure for Digital Signatures can be found at R:\FaBS\Policies and Procedures\Procedures General\Digital Signature – Create New File and Attach Handwritten Signature.doc

6 Attached both files to an email and send to accountsreceivable@jcu.edu.au for processing
7 Accounts receivable will send the credit note as per your special instructions once it has been created.

Getting the GL print -

In **Finance One**:

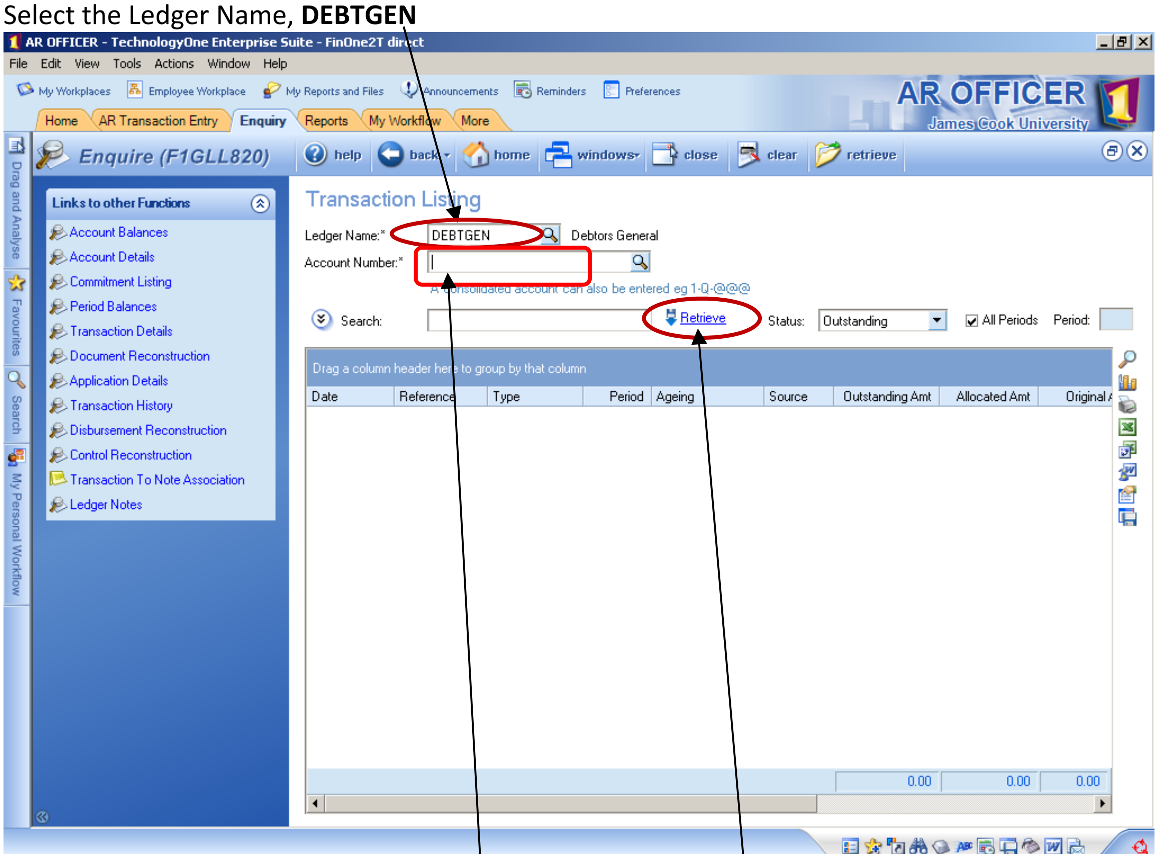
Click on **Enquiry** Tab, You will have the following screen



Select **Transaction Listing**

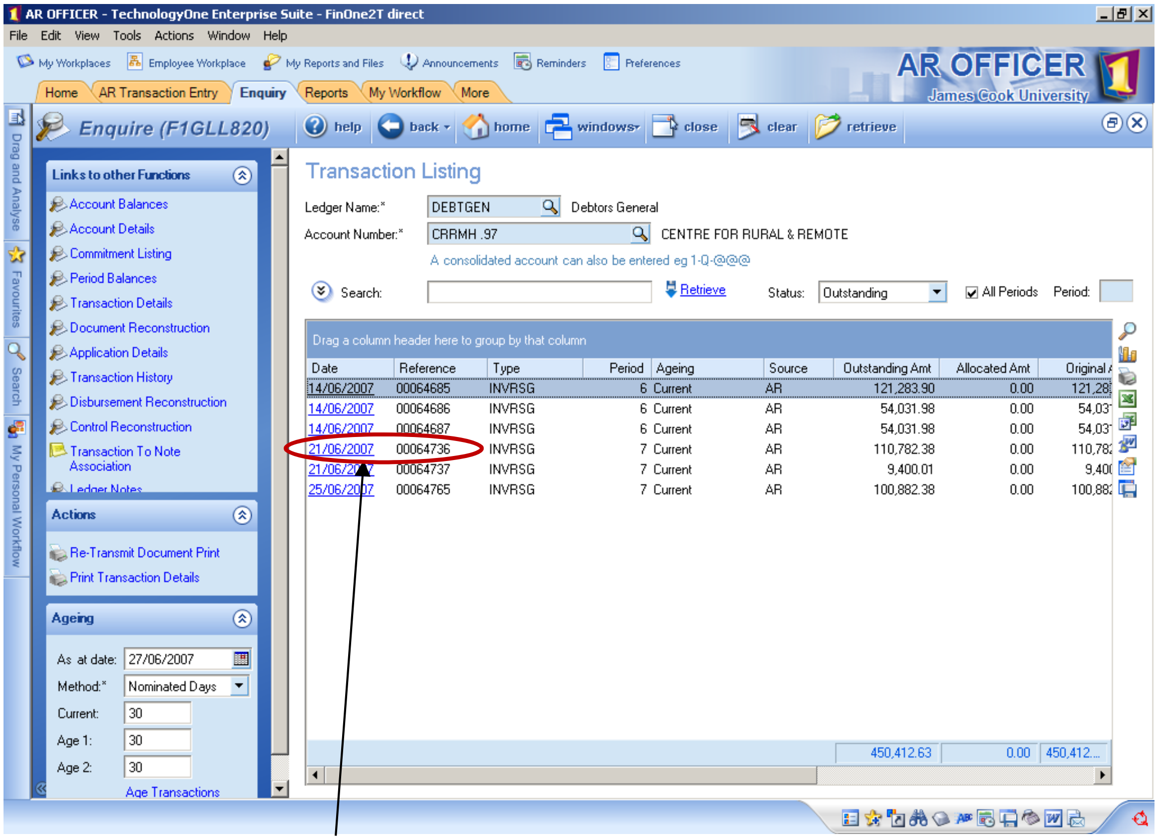
You will have the following screen

Select the Ledger Name, **DEBTGEN**



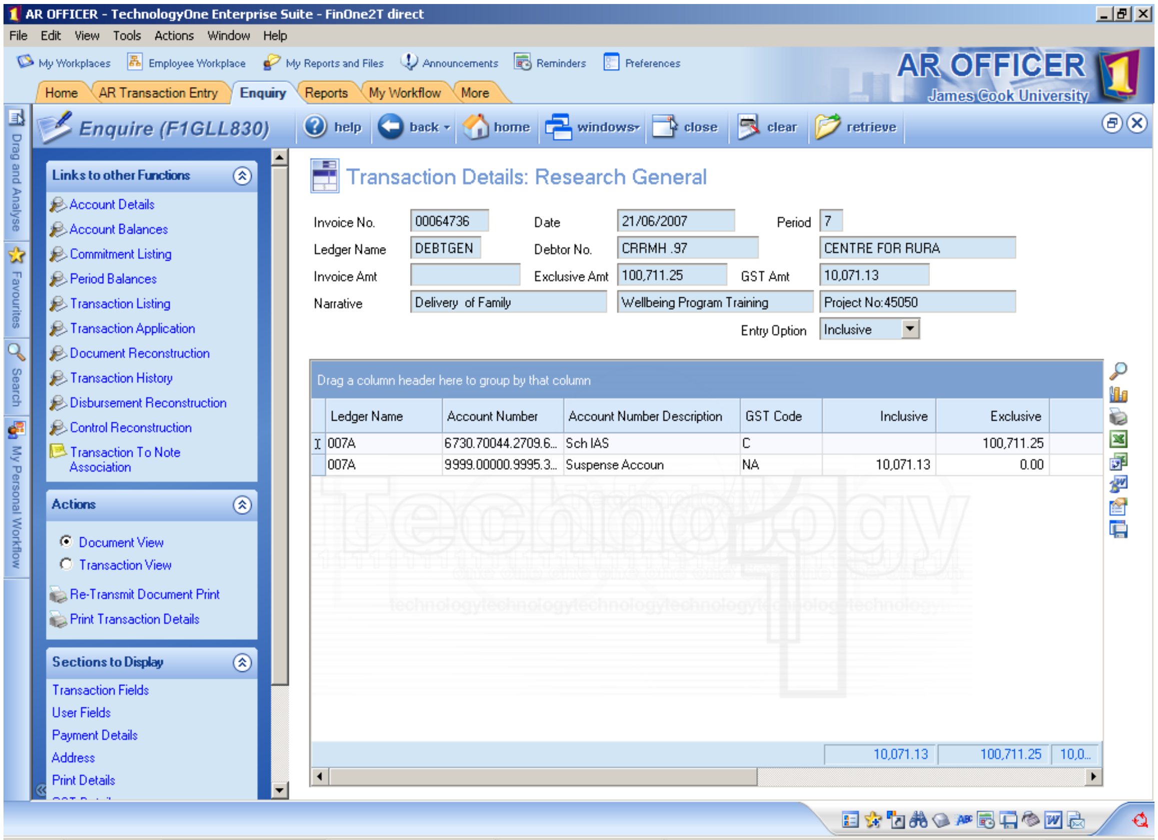
In Account Number, enter the **debtor code**, Click on **Retrieve**

You will have the following screen:



Click on invoice to be cancelled

You will have the following screen



Print this screen go to - File - send - Snapshot of this window - to printer (will send to default printer, change to landscape for easier reading)
(This printout will be part of the paperwork given to Manager for approval)

Raising a Credit Note Checklist

'Please use the following check sheet when raising a credit note to ensure you have completed all steps and have sufficient supporting documentation for the Accounts Receivable Team to issue the credit note

1	**Before emailing credit note request to Accounts Receivable** Before you raise a credit note you must ensure the paperwork is appropriate to raise the credit against the appropriate invoice
2	**Appropriate Supporting Documentation:**
□	Originating invoice to be credited;
□	Email/written advice indicating why a credit note is required (reason);
□	Relevant pages from a contract/agreement;
□	Approval from the person who initially requested the invoice be raised;
□	Financial Delegate signatory;
□	Narrative for credit note;
□	Special instructions for Accounts Receivable team
	Completed Request for Credit From
3	**Check Correct Account Details**
□	Account number and Use Code as per originating invoice to be credited (screenshot of Transaction Listing within Finance 1 of OPFU of the originating invoice preferred);
□	Amount of credit note;
□	Correct GST Details;
	Correct Totals
4	**Email Documentation to Accounts Receivable to raise Credit Note**
□	Email all documentation as a single PDF and excel Request for Credit form to accountsreceivable@jcu.edu.au with subject heading 'Credit Note for Invoice Number (state invoice number)'